



Elmore/Lockington/Rochester Community Bank® branches newsletter.

Elmore-born Rosaia appointed Branch Manager.



Alex Rosaia has been appointed to take over the reins from Tracie Kyne as Branch Manager for Elmore/Lockington/Rochester **Community Bank®** branches.

Tracie informed the Lockmore Financial Services Ltd Board of her intentions to move on late last year after nine and a half years with the company. Following an external search and rigorous recruitment process it can now be announced that Alex Rosaia will take on the role.

Alex joins us from the Trentham **Community Bank®** Branch where he has been Customer Relationship Manager

and acting Branch Manager. Prior to his role with Trentham, Alex worked his way through a number of relationship roles, customer service roles and support roles with Bendigo Bank at White Hills, Castlemaine and Bendigo. While Alex currently lives in Bendigo, he has connections to our towns having lived in Elmore when younger, played for Elmore's U17s football team, and he has some family ties and social networks in the district too.

Brad Drust, Chair, welcomes Alex to the team, "Alex will bring his all-round banking experience and local connections and combine these with a strong focus on team culture to lead our team in meeting the needs of our customers, community and company."

"The Board also looks forward to working with Alex to grow our rural presence, reinvigorate our presence in Elmore and Lockington, and keep servicing business growth in Rochester," Brad said.

Brad thanked Tracie Kyne for her service to Lockmore Financial Services Ltd. "Tracie has been with the company for over nine

years and in that time has had a significant, positive impact on our branches and our community. Tracie's been a fantastic Branch Manager and I'm sure our customers would agree. Tracie's dedication and enthusiasm to grow our Elmore and Lockington business and her drive in helping expand into Rochester will never be forgotten. We thank Tracie and wish her all the very best," said Brad.

"Alex will be only our third Branch Manager in fifteen years. We have been extremely lucky to have had initially Andre Clayton, then Tracie, in the role. But with change comes opportunity and we are confident that Alex will play a big part in the next successful phase of our **Community Bank®** branches in our towns," Brad mentioned in closing.

Tracie and Alex will visit the branches together to meet customers, shareholders and community in late March.

Say goodbye... say hello...

Come and have some morning tea and chat to Alex and Tracie as part of this special changeover.

Elmore Tuesday 26 March 10.00 – 11.00am

Lockington Wednesday 27 March 10.00 – 11.00am

Rochester Friday 29 March 10.00 – 11.00am

Lockmore Financial Services Ltd 62 Railway Place, Elmore VIC 3558 **ABN** 41 106 113 599

Directors: Brad Drust (Chair), Patrick Rochford, Alan Darbyshire, Beck Crawford, Ian Maddison, Shari Rankin, Anna Trewick.

Introducing Alex.

A quick chat with Alex discovered he is a mad Richmond fan and values the community.

Alex has a partner, Jasmine and children – Carter who is three and Ivy who is one – and is keen to tell us about himself.

Favourite footy team: Richmond

Favourite holiday destination: Italy

Favourite drink: Beer (after hours of course!)

Coffee or tea: With two little children coffee is a saviour!

Favourite movie: The Gladiator

Favourite band: Red Hot Chili Peppers

What is the best part of the Community Bank® concept?

The community engagement and seeing the community benefit from its own banking and put into local projects – it doesn't get any better than that.

First word that comes to your mind when you hear the word;

Elmore: Bloods (although I think I also heard the word bakery!)

Lockington: Dairy farmers

Rochester: Tigers

Alex started at Bendigo Bank six years ago in the mailroom and has worked his way around to understand all aspects of banking.

"When I first went to Trentham, I didn't realize it was a town! This is what makes coming to this region, which I was born in and spent much of my youth in, all the more exciting."

"I am looking forward to meeting stakeholders, shareholders and customers as I visit each of the towns. Being able to work in an area that I have personal connection with is very special to me – I cannot wait to get started," said Alex.

Thank you from Tracie.

As you may be aware I recently decided to end my tenure with Lockmore Financial Services Ltd. As I write this note of goodbye, I reflect on the nine and a half years I've spent with Lockmore Financial Services Ltd. I'm so proud of what we've all achieved together as a team, and so grateful for having been given the opportunity to manage an incredible business. In the early days, I started with the branches of Elmore and Lockington, who were incredibly supportive of me. Then we worked tirelessly with the community of Rochester to open its branch doors. What a wonderful experience this was, to tell our story and share the success of the two older branches. Originally, we were told that we would never reach the level of \$100 million in business. We've just hit \$202 million which makes me so proud, not only because this allows us to give more profits back to our communities, but also that Elmore, Lockington and Rochester have proven that they trust us for their banking needs. I believe we've made an enormous difference in our small towns, and the endless happy faces shows me that we're doing the right thing.



Tracie Kyne.

I'd like to make a special mention to the original Directors, especially Louise and David, who saw the potential in me and gave me the opportunity to work alongside them making a difference in our communities. I wish the current staff and Board all the best for a wonderful and prosperous future. I thank the shareholders for investing in their wonderful towns by opening the **Community Bank®** branches and also our customers, who know that we work to provide the best outcomes for them and our communities. You've all been so supportive of me as Manager, and I thank you for that.

My family and I will remain living in Rochester, so although leaving the **Community Bank®** branches, I'm sure I'll continue to see you all around town.

Thank you again for all your support.

Tracie Kyne
Senior Branch Manager

Welcome to new Directors.

A big welcome to Anna Trewick and Shari Rankin as new Directors on the Lockmore Financial Services Ltd Board.

Anna, having a very good understanding of the bank after husband David was one of the inaugural Directors, has decided now is the time for her.

"I want to make sure Elmore is well represented on the Board whilst the business continues to grow in the three towns and surrounds. We are so lucky to have this service in our towns and we want to ensure the sustainability and future is strong," said Anna.

Shari is a resident of Lockington and currently works at the North Central Catchment Management Authority. Shari is a technology wiz and is completing a law degree. Shari stated recently, "It's awesome to be able to understand the mechanics of a bank that gives back to the community. I am excited to be part of something extra special."

At our recent AGM we said goodbye to two of our original Directors, Cori Holmberg and Graeme Wood. Their dedication and passion for our **Community Bank®** branches was amazing and contagious. They were regulars at many events and meetings across our area and words will never be enough.

Thank you to two of the best.

Tim Rasmussen has recently announced his resignation. We thank Tim for his professionalism and commitment over the past 18 months.



Top to bottom: New Director Anna; New Director Shari; Retiring Directors Cori and Graeme.

Community birthday present of \$30,000 announced.

Lockmore Financial Services Ltd, trading as Elmore/Lockington/Rochester **Community Bank**® branches, has announced a \$15,000 birthday present for each of the Elmore and Lockington communities as part of its 15 year celebrations.

On 3 December 2003 the Elmore **Community Bank**® Branch first opened the doors to bring banking back to the Elmore community and the Lockington **Community Bank**® Branch opened soon after on 3 March 2004. With community support the Rochester **Community Bank**® Branch opened a little further down the track in 2011.

On Monday evening Lockmore Financial Services Ltd Chair, Brad Drust, made the announcement. "It wouldn't be a birthday without a birthday present so we're thrilled to announce a \$15,000 community partnership with the Elmore Progress Association and the Lockington Development Committee. We'll use this funding to bring a priority project from each town's community plan to life and we'll see if we can bring some other partners on board to contribute."

Senior Branch Manager, Tracie Kyne, supported the announcement at the recent celebrations which saw over 100 people come together at the Elmore Golf Bowls Country Club. "We are very excited to have supported some terrific local programs, projects and events over the past 15 years. And to be able to make this offering of two \$15,000 donations is very exciting," said Tracie.

"Our support is made possible by the customers of the Elmore/Lockington/Rochester **Community Bank**® branches who choose to bank with us yesterday, today and tomorrow," said Tracie. "This continues to demonstrate why we are the better big bank," Tracie commented.

"In the past 15 years we've enjoyed fantastic support from the community – our shareholders and our customers – and in return we've provided more than \$1.5 million to our local communities," said Brad. "From share dividends, to sponsoring big ideas that help our communities to grow, to support for small events and groups that continue to be the fabric of our hard-working communities. We are proud of what we have achieved for the community so far and we're really excited about where the next 15 years will take us," said Brad.



Did you know?

15 years in the making.

- ✓ **\$557,677** given in sponsorships.
- ✓ **\$419,789** given in grants.
- ✓ **\$632,100** back to shareholders.
- ✓ Total **\$1.6 million** back to the community.

Figures as at 1 January 2019.



Bendigo and Adelaide Bank's position on Hayne's Broker industry recommendations.

Taken from www.bendigoadelaide.com.au/shareholders/announcements/index.asp#storyTitle2

Thursday 14 February 2019

In relation to the broker recommendations contained in the Royal Commission Final Report, we do not want to see a model that is not in the best interests of consumers and that puts the important mortgage broking industry at risk and as a result, reduces competition. This is consistent with how we have always advocated for customer choice and putting customer interests first.

We will work with legislative and regulatory bodies to refine and implement the government-endorsed recommendations, but we will also work quickly and seek industry input where required to ensure we identify any unintended consequences.

We have a long history of supporting brokers through both good and testing times. The recommendations of the Royal Commission have shaken many in our network and will undoubtedly lead to legislative change.

We note the important role brokers play and will continue to play in the market and our mortgage broker partners will continue to

remain an important and integral component of our business strategy. We are confident we'll continue to work effectively through the current business environment in consultation with our partners and stakeholders as the industry evolves.

As part of our commitment to customer choice and competition, we will continue to offer a range of ways for customers to bank with us through both proprietary and partner business models.

Marnie Baker

Managing Director, Bendigo and Adelaide Bank



Marnie Baker.



Gear up to grow.

Equipment Finance from Rural Bank.

To grow your farm business, you need to invest in the best possible equipment. We have access to finance options that will help you do exactly that. Rural Bank's Equipment Finance is tailored specifically for farmers. It gives you the power to purchase gear to grow your business, without draining your capital.

Talk to us about increasing your productivity now and into the future. Visit your local branch at Elmore, Lockington or Rochester or phone 5432 6706 to speak to the local team members.

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo, VIC 3550. ABN 11 068 049 178 AFSL 237879. Products issued by Rural Bank Limited, ABN 74 083 938 416 AFSL 238042 and distributed by Bendigo Bank. Terms, conditions, fees, charges and lending criteria apply. For equipment finance products Bendigo and Adelaide Bank Limited may receive a commission. Terms and conditions available on application. (1134784-1210496) (457802_v2) (13/03/2019)



Available through



Elmore/Lockington/Rochester Community Bank® branches

Elmore

62 Railway Place, Elmore VIC 3558

Phone: 5432 6706

Opening hours:

Monday to Thursday 9.30am – 4.00pm
and Friday 9.30am – 5.00pm

Website:

www.bendigobank.com.au/elmore

Lockington

9-11 Lockington Road, Lockington VIC 3563

Phone: 5486 2304

Opening hours:

Monday to Wednesday 10.00am – 2.00pm
Thursday to Friday 9.30am – 12 noon,
12.45pm – 4.00pm

Website:

www.bendigobank.com.au/lockington

Rochester

24 Gillies Street, Rochester VIC 3561

Phone: 5484 3290

Opening hours:

Monday to Thursday 9.30am – 4.00pm
and Friday 9.30am – 5.00pm

Website:

www.bendigobank.com.au/rochester

ATMs available at 62 Railway Place, Elmore
24 Gillies Street, Rochester

Elmore Lockington Rochester **Community Bank®** branches
twitter.com/bendigobank



www.bendigobank.com.au

