



Maffra & District Community Bank® Branch Newsletter.

Chairman's report.

From the Annual General Meeting November 2016.

It has been a very exciting and rewarding year in many ways, and although we are still a little way off declaring our first shareholder dividend payment, we are well ahead of the projected budgets put forward at the initial meetings and even at last year's inaugural Annual General Meeting.

Some information/numbers that you, our shareholders, would be interested in are detailed as follows:

- We started our business last year with client business on the books of approximately \$48 million with a projected increase over the year of \$10 million. I am very pleased to advise that as of 30 June 2016 our actual business on the books was in the vicinity of just over \$70 million. A 45% increase over projections.
- As some of you may remember, our Prospectus had budgeted for the company to be profitable/possibly paying dividends within three to five years. After our first year we are 36% above our budgeted projections.
- Through the branch Market Development Fund, I am pleased to inform you that as of the end of our first year we are approaching very close to \$50,000 committed to the Maffra and District community, an achievement that we are very proud of.

Our Board has continued to enhance the process we utilise towards our community funding so as to introduce some rigour and provide a more effective way of deciding on funding allocations and generating mutual benefits with our community partners and organisations.

The full Chairman's report is available through Maffra & District **Community Bank**® Branch website www.bendigobank.com.au/maffra

Maffra & District Community Bank® Branch working with the community.

Directors and staff from the Maffra & District **Community Bank**® Branch held a successful Community Forum at Duarts Homestead, Maffra on 3 August 2016 to identify and discuss community projects that could be supported in the future through funds raised from the **Community Bank**® branch.

Over 80 community members representing 60 community groups and organisations from Maffra and surrounding districts engaged in the round table workshop facilitated by Bill den Hartog, Regional Community Manager – Gippsland Bendigo and Adelaide Bank. Many valuable ideas and possible future projects were identified. Participants stated the evening was extremely valuable and suggested that the Forum becomes a regular activity for the branch.



Maffra & District Community Financial Services Limited 146 Johnson Street, Maffra VIC 3860 ABN 14 600 481 178

Directors: Neil Armistead, Rob Christie, Ryan Crawford, Tomas Pritchett, Kylie Hadden, Helen Montague, Neil Gannon.

Local branches share staff to build stronger communities.

Heyfield & Maffra, 6 February 2017.

Maffra & District and Heyfield **Community Bank**[®] branches are trialling a new staff sharing model to deliver better business outcomes for their customers and communities.

Both branches are dedicated to playing an active role in their local communities, with over \$1 million returned to local projects since 2001 for Heyfield and \$50,000 for Maffra since opening in 2015 helping Bendigo Bank's national network of locally-owned **Community Bank**[®] branches reinvest more than \$165 million in community contributions to date.

Now, to better realise this shared goal, Heyfield and Maffra are working together to share experienced staff across both branches. Heyfield Chairman, Greg MacKenzie, said the **Community Bank**[®] model is one which provides customers to be served by staff who are truly accountable to their community. "It is about putting a human face back to banking. This is an element of the **Community Bank**[®] model that our customers really appreciate. By sharing our staff across both branches, we will continue to provide exceptional customer service, at the same time it will enhance employee skills in a way that is both relevant and complimentary to their current position," Mr MacKenzie said.



Heyfield **Community Bank**[®] Branch Manager, Scott McNicol, has been appointed as a Mobile Lender for both the Heyfield and Maffra & District **Community Bank**[®] branches, while Maffra & District **Community Bank**[®] Branch Manager, Renee Vidler, is managing the day-to-day operations of both branches, including home loan* and business banking advice to new and existing customers.



Customer Service Officers are taking it in turns and are working three days a week at the Maffra & District **Community Bank**[®] Branch, and two days at Heyfield **Community Bank**[®] Branch.

Maffra Chairman, Neil Armistead, said "I am conscious of the fact that both branches are not only an essential service for our respective communities, but also businesses that have made significant financial contributions to community projects and events."

"By sharing our resources, the stronger we build the business, the more significant these contributions will be," Mr Armistead said.

For more information about the Heyfield and Maffra & District **Community Bank**[®] branches, contact Christine Thomas on 5148 2204.

* Bendigo Loans and Credit Cards are subject to terms and conditions, fees and charges apply. All loans are subject to Bendigo Bank's normal lending criteria. Bendigo and Adelaide Bank Limited ABN 11 068 049 178. AFSL/Australian Credit Licence 237879.

Director profiles.

Neil Armistead.

Chairman
Original Steering Committee member.
Deputy Chairman initial Board.



Neil Armistead has been Chairman of the Board from day one of Maffra & District Community Financial Services Limited. He is still our current Chairman and also a significant sponsor and supporter of local business and sporting clubs through previous business interests. In addition, he is a qualified Certified Financial Planner and Stockbroker, previous committee member of Maffra Football and Netball Club, recent previous committee member of Maffra Community Sports Club. His interests include community improvement through involvement and commitment to the local area through sports, business and whatever means necessary to ensure community growth.

Rob Christie.

Deputy Chairman.



Rob lives at Bushy Park and is married to Shan and has two children, both of whom are at University in Melbourne. Until retiring he was the Principal at Briagolong Primary School and prior to that was in the hotel industry for 15 years. He is currently involved in a number of community committees.

Ryan Crawford.

Company Secretary.



Ryan is Principal Solicitor at local Maffra law firm Crawford & Smart, and is also a singer, trumpeter and drummer in local jazz/contemporary band "In Good Company". He enjoys spending time with his wife Peta and two children, and keeping fit as both a regular runner and an active member of the Maffra Bowls Club and Maffra Hockey Club.

Tomas Pritchett.

Treasurer.



Tomas is an Accountant with local Accounting firm and has 14 years' experience in a public accounting practice. He has also been Treasurer of Stradbroke Cricket Club for last five years and enjoys playing cricket with friends and spending time with his family.

Profiles of Kylie Hadden, Helen Montague and Neil Gannon will follow in the next addition.

Sponsorship and presentations.

List of organisations supported to date (28 May 2015 – 17 January 2017).

Maffra Primary School	Maffra Bowls Recreation
Boisdale Consolidated School	Stratford Football Netball Club
Briagolong Primary School	Maffra Secondary College - HPV
Stratford Primary School	Maffra Secondary College - Driver Ed
St Patricks Primary School	Maffra Tourism & Business Assoc.
St Marys Primary School	Maffra Basketball Assoc.
Maffra Municipal Band	Carols By Candlelight
Maffra Historical Society	Maffra Garden Club
Maffra Lions Club	Maffra Ag Society
Glassford Street Kinder	Maffra Croquet Club
Queen Street Kinder	Stratford Football & Netball Club
Boisdale Hall Committee	Maffra Secondary College
St Marys Primary School - Mardi Gras 1st	Maffra Neighbourhood House
Maffra Primary School - Mardi Gras 2nd	Maffra Golf Club - Rusty Shovel
Glassford Street Kinder - Mardi Gras 3rd	Maffra Golf Club
Maffra Basketball Assoc.	Family Fun Day at Blue Gables
Maffra Football Netball Club	



Access the link on our website for sponsorship details – www.bendigobank.com.au/maffra and click on the Sponsorship link on the left of the page.

We've all had regrets. Don't let your home loan be one of them.

Our home loan customers are the most satisfied customers of any Australian bank.*

Because when you choose a Bendigo Home Loan you get a great rate and great service – every day.

So choose a Bendigo Home Loan, and have no regrets.

Drop into your nearest branch at 146 Johnson Street, Maffra or phone 5141 1999 to find out more.



 **Bendigo Bank**
Bigger than a bank.

Maffra & District **Community Bank**® Branch

*Rated above the four major banks among home loan customers in Roy Morgan's Home Loan Customer Satisfaction Survey, July 2016. Credit provided by Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. Terms, conditions, fees and charges apply. All information is correct as at March 15 2016 and is subject to change. Full details available on application. Lending criteria apply. S55518-5 (353838_v1) (13/04/2017)



Where does the money come from?

We always talk about 'where the money goes' in terms of sponsorships that are given to our community, so the question of where the money comes from and how we are able to do this year after year is an important one.

In the same way as one of the 'Big 4' banks, your **Community Bank**[®] branches offer products and services with the goal of being a profitable business. But the **Community Bank**[®] model is based on a 'profit-with-purpose' model, which means our profits are returned directly to the community that has generated them, people living in the Maffra and district, that's you!

We call this 'shared value' and this is a foundation of our **Community Bank**[®] branches, which are owned by the community, (account holders and shareholders) for the community.

Imagine a bag of money generated right here from the customers who bank with us. Once the typical expenses of running a business (franchise fees to Bendigo and Adelaide Bank, wages, operating costs and so on) are accounted for, the amount left is 'profit-with-purpose'.

And there's a simple reason to bank at your **Community Bank**[®] branch, because it means something you have to do every day anyway actually benefits you and your community every day.

Branch contacts.

Call in and see us at 146 Johnson Street, Maffra and you will receive the friendly, informed service for which Maffra & District **Community Bank**[®] Branch is renowned.

The branch is staffed by the following team members:



Branch Manager:
Renee Vidler



Mobile Relationship
Manager:
Scott McNicol



Customer
Relationship Officer:
Joh Gaw



Customer Service
Officer:
Sheree Thorn



Customer Service
Officer:
Ingrid Komen



Customer Service
Officer:
Sam Rowley

Our key community and business priorities remain to provide excellent financial services and community outcomes for Maffra and District, to ensure sound governance of the business and to deliver long-term growth and profitability for our shareholders.

For all your banking needs call into Maffra & District **Community Bank**[®] Branch at 146 Johnson Street, Maffra or telephone us on 5141 1999.



**The landscape is changing.
Are you ready?**

To be ready for every opportunity, talk to your Rural Bank Farm Finance Specialist.

To find out more about Rural Bank's range of specialist farm finance products and services, visit your local branch at 146 Johnson Street, Maffra or phone 5141 1999 to speak to Renee Vidler.

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Available through  **Bendigo Bank**

Maffra & District Community Bank[®] Branch

146 Johnson Street, Maffra VIC 3860 Phone: 5141 1999

Opening hours: Monday to Friday 9.00am – 5.00pm

Website: www.bendigobank.com.au/maffra facebook.com/bendigobank twitter.com/bendigobank



www.bendigobank.com.au

