



## Mansfield & District **Community Bank**<sup>®</sup> Branch Newsletter December 2010

### Meals on Wheels volunteers

Meals on Wheels is a name familiar to many Australians. It represents helping hands, teamwork, and looking out for each other. It's about people in the community joining forces to help others.

This valuable organisation has been a driving force in care for over 50 years, which is why the Mansfield **Community Bank**<sup>®</sup> Branch staff are proud to be associated with the Mansfield arm of Meals on Wheels. We volunteer once a month to help deliver meals. We understand that we are helping to provide more than just a meal, there's also social interaction and client well-being.



▲ Ninel, Glenys & Sandra.

### Manager's message

This financial year sees us currently exceeding our 2010/2011 budget by 140%. Our total business holdings are now \$68 million.

Lending continues to be our main growth area with loans 273% above budget. Insurance & Financial Planning inquiries and conversions are also increasing.

We need to remember that the role of our bank is to feed into prosperity, not off it.

Mansfield & District **Community Bank**<sup>®</sup> Branch provides the community with more than just quality banking services – we keep local capital in the community, and provide a source of revenue to community projects.

**Community Bank**<sup>®</sup> branches help improve the economic and social aspects of their local communities. To help us serve you better, please take the time to fill in or survey on pages 3 and 4 of this newsletter. Your feedback is greatly appreciated.'

**Vanessa Skinner**  
Branch Manager

From the Board  
and staff, we  
wish you and  
your families  
peace, love and  
joy at Christmas  
and always.



## Sponsorship this financial year

Mansfield Pony Club	Mansfield A&P Society
Mansfield Girl Guides	Beolite Village
Spring Arts Festival	High Country Festival
Mansfield Bowling Club	Community Support Register



▲ Cheque presentation for Mansfield Pony Club - committee members.



▲ Cheque presentation for Beolite Village – Maz, Sir Andrew Grimwade and Vanessa.



▲ Cheque presentation for Girl Guides.

## Community Saver Card

The Mansfield & District **Community Bank**<sup>®</sup> Branch is looking to introduce a Bendigo Community Saver Card in Mansfield and surrounding areas.

The Card is aimed at not only providing a discount for local shoppers but to support local retailers by encouraging people to shop locally. The aim of this is to retain local capital and promote local economic activity.

Do some community service – go shopping!



▲ Our **Community Bank**<sup>®</sup> branch supports local events.

Mansfield & District **Community Bank**<sup>®</sup> Branch,  
96-98 High Street, Mansfield VIC 3722  
Phone: 5775 3273  
Website: [www.bendigobank.com.au/mansfield](http://www.bendigobank.com.au/mansfield)  
Opening hours: Monday to Friday 9.00am – 5.00pm  
and Saturday mornings 9.00am – 12 noon

## Branch snapshot

- Opened August 2007
- 238 shareholders
- 2,075 accounts
- \$108,000 provided in donations/sponsorship since opening

# Banking Survey - Community

We invite you to participate in this survey to help assist us to develop a plan for the next 12 months.

We welcome your input to the ongoing success and future of Mansfield & District **Community Bank®** Branch.

1. Are you aware that up to 80% of profits from the branch (after expenses) are returned to the community?

- Yes
- No

2. Are you aware that profits are generated directly from you – the community, as a result of banking with us?

- Yes
- No

3. Is this your main bank?

- Yes
- No

4. Have you considered opening an account with Mansfield & District **Community Bank®** Branch?

- Yes
- No




5. For what reason(s) have you not transferred or considered transferring your banking business to Mansfield & District **Community Bank®** Branch?

- The cost of transferring to another bank will cost too much
- The Bank does not have the products or services I require
- It is just too hard to transfer my banking
- I haven't got around to transferring my banking
- I am waiting to see if the Community Bank® branch is successful
- Other \_\_\_\_\_

6. Do you feel we are prominent in the community?

Yes

No

7. How have we performed so far? Please comment and add suggestions.

---

---

---

8. How can we improve?

---

---

---

9. How would you rate our service out of 5? (5=Very satisfied, 1=Not satisfied)

• Product and Service range      1  2  3  4  5

• Interest Rates                      1  2  3  4  5

• Convenience                         1  2  3  4  5

• Customer Service                  1  2  3  4  5

10. How do you feel that the profits generated from the branch should be spent after shareholders dividends are paid? e.g. driving school, community bus, etc.

---

---


11. Do you have any other comments / suggestions?

---

---

---

If you would like to be contacted regarding your banking needs, or if you have any questions please provide your contact details:

Name:

Contact phone no.  Best time to contact:

Thank you for taking the time to complete this form, please return to:

Mansfield & District **Community Bank**<sup>®</sup> Branch, 96 - 98 High Street, Mansfield VIC 3722

For further information call into our branch or phone 5775 3273