

Molonglo Financial Services Ltd Newsletter April 2010

Chairman's Message



2009 was a busy year for your local **Community Bank**[®] branches.

In February 2010, Peter Strong stood down as Chairman after three years at the helm. During Peter's stewardship the Company has undergone the difficult transition from a new business to an established enterprise, focused on active governance and more sophisticated management. Peter oversaw a rapid and dramatic change in

the way the Board carries out its duties. On behalf of our shareholders, staff, customers and my fellow Board members, I'd like to extend Peter our thanks and gratitude.

Peter has become the Treasurer of the Council of Small Business, a national peak body, which will take up much of his time; however he has agreed to continue to contribute as a Director.

As a result of Peter's departure I have been elected to the Chairman's position and Lance Prior has replaced me as Deputy Chair. There have also been a number of recent appointments to the Board, with Nick Kalogeropoulos, Alan Hodges, Nadine White and Richard Rolfe all joining as Directors. Together with the existing Board members they have contributed to the prudent decision making and cautious expansion of the Company.

Over the coming months we will also see our Director numbers grow to 12 in anticipation of our move into Jerrabomberra. New Directors have been recruited with a view to targeting skills and expertise that a mature financial Company will need now and for the future. We enclose a brief biography for each Director with this newsletter.

Given the Global Financial Crisis and its impact on many financial institutions, we are encouraged by the way that Bendigo Bank has positioned itself and in turn we are pleased that the policies and procedures put in place by our Board have ensured our **Community Bank**[®] branches continue to thrive and prosper.

We are equally proud that our **Community Bank**[®] branch continues to produce and distribute a social dividend. You will be pleased to read elsewhere in this newsletter that 2009 saw another large distribution within the Canberra Region.

On behalf of myself, my fellow Directors, staff and management, I thank you for your ongoing support and confidence in the Board and ask that you continue to encourage friends and colleagues to invest and bank with us. This will ensure that our success continues for the benefit of our shareholders, our customers and the wider community.

Jayson Hinder
Chairman

New Branch Managers

In 2009, we said goodbye to Ray Haley, who after seven years as Manger at Calwell left to take up a new role with Bendigo and Adelaide Bank Ltd.

Ray was there from the start and Calwell **Community Bank**[®] Branch expanded significantly while he was in charge. We thank Ray and wish him well.

The Board has long held the view that Wanniasa **Community Bank**[®] Branch has unrealised potential. For this reason we have decided to put a full time manager into that branch.

During the recruitment process we were fortunate to find Deb McLellan and Toby Mahoney to fill both positions.



Many of you may have met Deb when she filled in as relief Manager at the Calwell **Community Bank**[®] Branch. Deb has lived in the Tuggeranong Valley for the past 17 years with her husband John and 13 year old daughter Emma.

Deb has decades of banking experience. Prior to her current role, Deb worked in Canberra as part of Bendigo and Adelaide Bank Ltd's business banking

team. Prior to this she spent more than 20 years working in the banking sector in the Newcastle area and Canberra.

When not managing the branch and scoring for Emma's softball team, Deb can be found cooking and enjoying quiet weekend barbeques and dinners with family and friends. Deb is enjoying working in a branch environment and customers and staff are excited by her fresh approach and the results she has already achieved.

Toby Mahoney was selected for the Wanniasa role because the Board feels that of all the candidates, Toby is best equipped to grow the business.

Toby comes from the Tasmanian arm of Bendigo and Adelaide Bank Ltd's network. Toby worked at Bendigo and Adelaide Bank Ltd in Tasmania for five years. His most recent position was as Branch Manager at the Kings Meadows branch.



Toby comes highly recommended and has a thorough knowledge of Bendigo Bank's banking products, an understanding of the importance of community involvement and a commitment to providing exceptional customer service.

Deb and Toby are looking forward to working closely with the Board, branch staff and, of course, the Tuggeranong and Jerrabomberra Communities.

New Regional Manager – ACT / Southern NSW

We would also like to take the opportunity to welcome our new and highly capable, regional manager Dion Christie.

GPO Box 266, Canberra ACT 2601 ABN: 77 100 097 443

AGM

Our annual general meeting was held at the Calwell Club during November 2009. The AGM saw a number of changes for your local **Community Bank**[®] branches.

Change of name

Due to our expansion out of the Tuggeranong Valley, our community Company has changed its name to Molonglo Financial Services (MFS). The new name better describes our expanded regional presence while still retaining a local focus. The change was supported by the shareholders at the last AGM.

Increase of Director numbers

Over the years the Board has expanded to 10 Directors, the maximum allowed under our constitution. Subject to a successful share float for our third site in Jerrabomberra, the Board received the approval of the shareholders to allow for two additional Directors.

Also at the AGM, guest speakers from the Jerrabomberra area spoke about how the grants provided to them by MFS have been spent and dance group KultureBreak performed for the shareholders entertainment.

Peter Strong farewelled Branch Manager Ray Haley and thanked him for his seven years service. Peter also introduced new Calwell **Community Bank**[®] Branch Manager, Debbie McLellan and Wanniasa **Community Bank**[®] Branch Manager, Toby Mahoney.



▲ Chairman Jayson Hinder presents a cheque to Jerrabomberra community to fund local projects and groups. The first of many!

Dividend

Molonglo Financial Services has been in profit for three years and has distributed four dividend payments in that time. All shareholders should have received notification via mail that a dividend was paid on the 17 February 2010 and should have received their cheques representing a fully franked dividend of 5.5 cents per share, which equates to a total of over \$55,440.42 paid to shareholders for 09/10 fiscal year.

If any shareholder has not received their payment please contact our share registry, AFS & Associates via their website at www.afsbendigo.com.au, phone (03) 5443 0344, or email shareregistry@afsbendigo.com.au

Community contributions

One of the biggest differences between a **Community Bank**[®] branch and other banks is your local branch reinvests its profit into the community through dividends to shareholders and grants to community groups and projects.

This year we made our largest single donation to date. Thanks to our \$50,000 donation, Canberra based charity, OzHarvest, has added a new refrigerated van to its fleet.

OzHarvest rescues excess food from restaurants, stores or institutions, which would otherwise be discarded. This excess food is distributed to charities supporting the less fortunate.

The keys were handed over in February 2010 at a small ceremony at the Wanniasa **Community Bank**[®] Branch.

In addition your **Community Bank**[®] Company has supported:

- Kulture Break - we donated \$36,000 over two years towards sponsoring their schools program in southern Canberra,
- Tandem – we have committed to providing \$10,000 per year over three years towards their carers' vacation program.
- Autism Aspergers ACT – we have contributed more than \$11,300 towards the sponsorship of their last two annual charity dinners.
- ACT Veterans Rugby Union – we have contributed \$6,000 in sponsorship to Clare Holland House palliative care for the last two years.
- Sids and Kids - we have donated \$9,950 over the last two years and a further \$1,000 to purchase 50 tickets to their movie night. We then gave the tickets to Autism, Fabric and Sids and Kids so some of their volunteers could attend.
- We are active in the schools providing breakfasts, fete prizes, purchasing of new equipment, sponsoring of events.
- RSPCA - this year's partnership will result in an additional \$15,000 to assist them with their valuable work.
- Tuggeranong Child and Family Centre – we provided \$12,000 in funding to deliver a series of parenting expos with various multi-cultural groups in the Tuggeranong Community.
- We donated \$1,000 to Sponsor the ACT Emergency Services Awards.
- Neighbourhood Watch – we provided \$5,000 to assist Neighbourhood Watch in the Tuggeranong area.
- ACT Down Syndrome Association received \$900.
- ACT and Eden Monaro Cancer Support Group – sponsorship of annual charity dinner \$4,600.

More recently we have contributed a further \$5,000 to ten community groups, schools and residence associations in Jerrabomberra.

ATMs

With the rapid growth of our customer base it has become apparent that ATM access for Bendigo Bank customers in the ACT has been limited.

To combat this, new machines have been installed at DFO, Gungahlin Town Centre, Woden Westfield (to be installed by April 2010) and the new Company owned branch at Jamison. We are in regular discussions with our regional manager to plan the continued expansion of the ATM network to best serve our customers.

Calwell **Community Bank**[®] Branch,
Shops 19-21, Calwell Shopping Centre,
Calwell ACT 2905
Phone: 6291 3385
Website: www.bendigobank.com.au
Opening hours:
Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12noon.

Wanniasa **Community Bank**[®] Branch,
Unit 13 & 14, Wanniasa Shopping Centre,
Sangster Place ACT 2903
Phone: 6231 9024
Website: www.bendigobank.com.au
Opening hours:
Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12noon.

Chairman: Jayson Hinder.

Vice-Chairman: Lance Prior.

Directors: Nick Kalogeropoulos CPA,
Peter Strong, Alan Hodges AM,
Dr Nadine White, George Kelly OAM,
Maria Porreca, Ronald Kingsley OAM,
Richard Rolfe OAM, Mili Dukic (Company Secretary).