

# Molonglo Financial Services

NEWSLETTER AUTUMN 2012

CELEBRATING 10 YEARS IN 2012



## The wait is almost over.

The capital has been raised, construction has begun and a date has been set for the opening of the Curtin **Community Bank®** branch.

The \$750,000 float required to open the branch has been filled, thanks to the generous support from the local community. The date for the official opening is Thursday 7 June at 11:00am, meaning in less than two months members of the Woden community will finally have their own **Community Bank®**.

The Curtin branch is filling a void in banking facilities for the community since the departure of the last of the Big 4 banks from the Curtin shops. The public support for the Curtin branch has been immense, with 150 shareholders. With all this support it is conservatively estimated that the branch can generate \$100 million in business in just 12 months of operations.

The long road to completion would not have been realised without the help of volunteers on the Curtin **Community Bank®** Project Steering Committee, made up of representatives from the local community and members of the MFS board. We are indebted to Vincent Tran who chaired the steering committee until November 2011 before moving to Sydney and to Simon Maddox who has been leading the group since then.

## Helping the memory live on.

Calwell, Jerrabomberra and Wanniasa **Community Bank®** Branches have helped the memory of Tony Ryan live on, by contributing \$3000 to the annual Clare Holland Memorial Cup hosted by the ACT Veterans Rugby Union Club.

The annual rugby match which was held on Sunday 19 February, celebrates the life of Mr Tony Ryan, long time ACT Veterans Rugby Union hooker, who passed away in 2008 from a brain tumour.

The \$3000 contribution went towards supporting Clare Holland House which provides specialist palliative care services to residents of the ACT and surrounding regions, a place where Mr Ryan had spent his last few weeks.

On the day additional proceeds were donated by players and supporters, and even Piggy the Community Bank mascot was in attendance handing out money banks and playing with the excited children.

▲ Piggy joins the ACT Veterans Rugby Union Team in celebrating the life of Tony Ryan



### ▲ From the Chairman

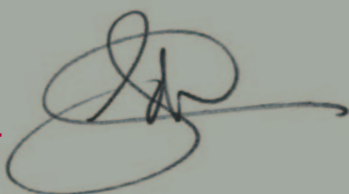
Welcome to the first Molonglo Financial Services newsletter for 2012.

This year we celebrate the milestone that is the tenth year of operation for our Calwell and Wanniasa **Community Bank®** Branches. We acknowledge also the ongoing support of Jerrabomberra residents for the newly-opened Jerrabomberra **Community Bank®** Branch and have confidence that it can achieve profitability sooner than projected. We are now greatly looking forward to opening our fourth branch in May at Curtin. And last, but certainly not least, we take pride in the knowledge that since our humble beginnings 10 years ago, we will contribute our one millionth dollar back into the community in 2012.

Now that the Curtin **Community Bank®** Project has successfully reached its share-raising target we have commenced the fit-out for the branch in readiness for opening in May. I congratulate the dedicated group of Curtin Community members who have seen this project reach its goal. We are now greatly looking forward to opening our fourth branch in June at Curtin.

We have begun the New Year with high expectations for continued success in our key areas of customer service, banking, business growth and operations in readiness for opening in June. We aim to increase our investment in the community both financially and through network strengthening and look forward to keeping you informed of each achievement along the way.

**Jayson Hinder**  
Chairman



## New Community Room now available

The Jerrabomberra Branch is proud to offer any Social, Sporting or Community Organisation access to the Jerrabomberra Community Room. The idea behind Community Room is to offer members of the community a space at no cost for such activities as meetings, registration days or other gatherings. The room seats approximately ten people, and tea and coffee-making facilities can be made available.

To reserve the use of the room either during the day or at night, please contact Amanda on 6299 8357.



## Branch staff help contribute to the fight against cancer

Early this year a team of 17 Jerrabomberra, Calwell and Wanniasa branch staff members braved the rain, to support raising cancer awareness in the Queanbeyan Relay for Life. The 17-member team along with 27 other teams took to the Seiffert Oval in Queanbeyan, and took turns walking or running around the track. Although the weather was miserable the staff who participated were in high spirits knowing that their small contribution would go a long way towards creating awareness and helping fund cancer research.

▼ Members of the Relay for Life Team get ready to start walking.





# Jerrabomberra Community Bank® Branch – Now Open!

After much hard work and dedication the Jerrabomberra **Community Bank®** Branch is finally open for business. The branch was opened last year on the 23 November by Bendigo Bank Executive Russell Jenkins and Molonglo Financial Services Chairman Jayson Hinder. Over 70 people attended the opening from the Jerrabomberra community, shareholders, sponsored organisations and staff. Jerrabomberra is the 288th branch to open since the first **Community Bank®** in 1999. MFS thanks the steering committee and its Chairman, Brian Brown, for all their hard work over the past five years.

Relay for Life Queanbeyan, the Jerrabomberra Public School and the Jerrabomberra Rotary Club.

The community aspect of the Jerrabomberra branch even continues through to the local staff, who as Jon Wells, Jerrabomberra Branch Manager says are “The best of the best from Jerrabomberra and nearby areas.” Recently, the staff hand-delivered in excess of 500 muffins to the hard-working owners and workers in the Hume business area, in order to thank those that have already opened accounts and to let others know the branch and its banking services are now

Jon Wells personally welcomes all residents and businesses from Jerrabomberra, Queanbeyan, Hume and surrounding areas to come and experience the service at the branch and the full range of banking and wealth products on offer.

The Jerrabomberra Branch has, in return, committed in excess of \$100,000 in grants and donations

Although the branch is still in its infancy, Jerrabomberra, Queanbeyan and Hume businesses and residents continue to show support for the local branch with several hundred accounts being opened and transferred to the Branch. The Jerrabomberra Branch has, in return, committed in excess of \$100,000 in grants and donations to many schools, charities, sporting organisations and service clubs in the Jerrabomberra and Queanbeyan area. Some of the local groups and businesses, which are being sponsored include: the Queanbeyan Tigers Junior Australian Rules Football Club, the Jerrabomberra Carols by Candlelight, the Queanbeyan Netball Association, Home in Queanbeyan,

open for business. Alongside welcoming the muffins, there was much praise for the Jerrabomberra Branch, with many saying “It’s great to see a local bank nearby.”

The Jerrabomberra **Community Bank®** Branch aims to keep on pleasing the community in the future through its commitment to offer a friendly and personal experience. Jon Wells personally welcomes all residents and businesses from Jerrabomberra, Queanbeyan, Hume and surrounding areas to come and experience the service at the branch and the full range of banking and wealth products on offer.



Dorothy Lawson and Director Brian Brown cutting the opening cake.

Russell Jenkins – General Manager, Customer and Community from BABL, Jayson Hinder, Chairman and Brian Brown, Director, officially open the Jerrabomberra Branch with the assistance of Clare Margach, Antoinette Aoun and Kate Bell.







## Diabetes ACT

Celebrations were in full swing at the ACT Charity Princess New Years Eve Gala Dinner, held at the Hellenic Club in support of Diabetes awareness and research. The Molonglo **Community Bank**<sup>®</sup> Group was the major sponsor of the night and it was a successful evening for Diabetes ACT with the two Charity Princesses, Natalia Machail and Tiarna Ryan, raising over \$20,000 towards diabetes education programs and research in the ACT.

Support of Diabetes ACT will continue into 2012 with our Chairman, Jayson Hinder, entering the Celebrity Singing Bee, to be held in May, at the annual Guardian Angel Gala Ball. Jayson is currently seeking sponsorships to raise funds for his performance. Last year, the nine celebrities raised over \$72,000 for Diabetes ACT programs.

Your support of our Chairman in the singing bee is greatly appreciated!  
Donations can be made by visiting: [www.diabetes-act.com.au](http://www.diabetes-act.com.au)

◀ The Diabetes ACT Princesses Tiarna Ryan and Natalia Michail.  
Photo courtesy of Canberra Weekly



## Special Olympics ACT State Games

**When?** Saturday 4 and  
Sunday 5 August 2012

**Where?** Various locations around the ACT

If you're interested in attending or even  
volunteering on the day, please visit:  
<http://specialolympics.com.au/act>

## Diabetes ACT Guardian Angel Gala Ball

**When?** Saturday, 19 May 2012

**Where?** Hellenic Club of Canberra

For more information please visit:  
<http://www.diabetes-act.com.au/site/>

## Heart Day

**When?** Sunday 3 June, 10am – 4pm

**Where?** Dairy Farmers Park, Queanbeyan

All welcome to attend this  
great day in support of the  
Heart Foundation.

## Special Olympics ACT Inter-Regional Games

◀ Special Olympics athletes at the Inter-Regional Competition.

The Special Olympics ACT Inter-Regional Games were held late last year, with participation levels reaching the 171 mark. Molonglo Financial Services sponsored the competition and Jon Wells, Wanniasa Branch Manager, attended the event to show his support.

The event occurs four times a year, and provides an opportunity for local and interstate Special Olympic athletes to showcase their skills and demonstrate their personal best across four sports: golf, tenpin bowling, sailing and football. The competition also facilitates those athletes who want to go on and support their state or territory at a national or international level. As well as providing healthy sporting competition, the event also offers social events for the athletes, including an opening and closing ceremony and a disco night, thereby helping to assist in social interaction between sporting groups, parents, coaches and volunteers. Molonglo Financial Services is delighted to continue its support of Special Olympics ACT in 2012.

## Molonglo **Community Bank**<sup>®</sup> Group 2012 Scholarship

The Calwell, Jerrabomberra and Wanniasa Branches are proud to announce the Molonglo **Community Bank**<sup>®</sup> Group Scholarship as part of the ongoing commitment to building stronger communities. This scholarship provides assistance with course and accommodation costs to assist first-time tertiary students who, due to social or financial circumstances, are unable to further their education.

Eligible students were to be from the local area and in their first year of undergraduate studies. Students with a history of involvement with community-based activities and who were keen to become involved locally during the term of the scholarship and with other Board activities and functions were considered favourably. Applications closed 29th February 2012, and at the time of publication the board was making its final determination.

# Celebrating 10 years in 2012

## One Millionth Dollar invested in local community

Molonglo Financial Services celebrates its 10th birthday in 2012.

From the opening of Calwell and Wanniasa branches in 2002 to Jerrabomberra in 2011 and finally Curtin in 2012, it has been a busy decade for the company.

However, the celebrations don't stop there: in 2012 we will contribute our millionth dollar to the local community.

This is an outstanding achievement considering that the company only reached profit in 2007 and will therefore be giving away the millionth dollar after only five years of profitable operations.

Over the past decade our branches have formed many special relationships with organisations within the community. In 2012 these relationships will be further developed with Autism Asperger ACT, Special Olympics, PCYC and OzHarvest in particular.

Over the past 10 years the Molonglo Community Bank® Group has been privileged to assist the following people, clubs, groups, charities and organisations:

2002

Lions Youth Haven  
Snowy Hydro SouthCare  
Fabric  
Woden Seniors  
MS ACT  
Tandem House  
Kulture Break  
SIDS & Kids ACT  
ACT Down Syndrome Association  
ACT Veterans Rugby Union  
Autism Asperger ACT  
Clare Holland House  
Eden Monaro Cancer Support Group  
Neighbourhood Watch  
OzHarvest  
Queanbeyan Tigers Junior Football Club  
RSPCA  
Theodore Primary School  
ACT Car Club  
ANU Marketing Prize (Commerce)  
Bosom Buddies ACT  
Calwell High School  
Curtin Primary School  
Diabetes ACT  
Harman Hogs  
Holy Trinity Primary School  
HOME in Queanbeyan  
Hughes Primary School  
Jerrabomberra Carols by Candlelight  
Jerrabomberra Primary School  
Jerrabomberra Rotary Club  
Karabah High School  
L'Arche Canberra  
Order of Lazarus  
Special Olympics ACT  
Tuggeranong Child and Family Care  
Twin City Churches  
Wellness Foundation  
Women with Disabilities ACT  
Yarralumla Primary School  
ACT Historical Society  
ACT Women's Legal Centre  
Clubs ACT  
Heart Foundation ACT  
Jerra Joeys  
PCYC  
Physical Activity Foundation  
Queanbeyan Cricket Club  
Queanbeyan Netball Association  
Tuggeranong Buffaloes  
Tuggeranong Valley Baseball  
Woden Little Athletics  
Raising Hope Foundation  
Relay for Life Queanbeyan  
Epilepsy ACT  
Joshua Corden – Disabled Skater



2012



## Bank of Cyprus acquisition

At the end of last year Bendigo and Adelaide Bank acquired the Bank of Cyprus (BOC) Australia, a \$1.4bn operation. BOC largely services the Greek and Cypriot community and has a substantial presence in Melbourne and Sydney. This acquisition will help fund Bendigo and Adelaide Bank's growth by strengthening the bank's balance sheet. Furthermore, both banks are well aligned with their community engagement and customer satisfaction efforts.

## Another credit rating upgrade

On 6 December 2011, only six months after its last credit rating upgrade, Bendigo and Adelaide Bank received yet another upgrade. This time Standard and Poors increased the grading from "BBB+" to an "A", thereby putting the rating of all of Bendigo and Adelaide banks in the "A" category. This is excellent news for Bendigo and Adelaide Bank, especially because at the same time as its upgrade, Australia's big four banks were hit with a rating downgrade, indicating Bendigo's strong presence in the marketplace.

## Bendigo Bank customers most satisfied

The latest Roy Morgan survey into Australian bank customer satisfaction shows that Bendigo Bank customers are more satisfied than any other bank's customers. Bendigo bank received a customer satisfaction rating of 89.9%, 11 percentage points ahead of the highest rating Big 4 bank, NAB.

This latest survey indicates that Bendigo Bank's commitment to customer service has been paying off in the last few years with an upward trend emerging in the satisfaction data - a 2.4% increase from last year, and a 2.3% increase from the previous year.

## Arrivals

### Junior Directors —Justin Field and Amreeta Bhuelier

Two South Canberra year 11 students have been selected as observers to the MFS board for 2012.

Justin Field from Lake Tuggeranong College (formerly a Year 10 student at Calwell High School) and Amreeta Bhuelier from St Mary MacKillop College have taken up the opportunity to observe first hand the operation of a company board.

The program aims to teach a little about business management and development and, of course, the benefits of the **Community Bank®** model. The Junior Directors will be invited to attend both Board and Committee meetings, spend time with our Directors one-on-one, attend fundraising and sponsorship events that MFS is involved in and spend time at our four branches.

The Board hopes to gain a better understanding of the views of today's youth as Justin and Amreeta represent the next generation of business leaders. This program has been developed with the Board's broader investment in young people throughout the Capital Region in mind.

Amreeta and Justin will be working with a mentor (Director Sue Marriage) and the Board to develop a business plan outline for a youth-based fundraising activity that will be used as part of the 10th anniversary celebrations for the group in 2012. We welcome Justin and Amreeta and hope they enjoy and learn from their time with MFS.

### Ben Duggan

We are delighted to announce the addition of Ben Duggan who recently joined the Board of Directors. Ben became affiliated with MFS through the Raising Hope Education Foundation, which aims to provide encouragement and opportunities to students in the ACT Eden-Monaro region.

Alongside being the founding chair of Raising Hope, Ben is also a media and electorate adviser for The Hon Dr Mike Kelly AM, MP and an ANU Campus Ambassador for the Teach for Australia initiative, all while completing his Bachelor of Arts degree (Politics and Sociology) at the ANU.

Ben's interests lie in progressive politics, community-building projects and social justice, and his career goal is to build a career in the Australian education sector. Through Ben's participation and interest in community projects he is an invaluable addition to the Board, and we all welcome him to his new role.

▼ Klarisa Cengic, Marketing Assistant, Piggy, Ben Duggan, Director



## Departure

### Lance Prior

This month sees the resignation of one of the longest serving directors of MFS. Lance Prior has been a member of the board since 2006; for the past two years he has been Deputy Chair and chair of the Community Partnerships and Relationship Committee.

During his time on the board Lance has been instrumental in the changes at MFS and says: "It's been rewarding to see the growth and development of the **Community Bank**<sup>®</sup> model within the Capital region and I am proud of my contribution, however small in MFS' achievements. Calwell and Wanniasa were reasonably successful branches when I began and have continued to grow; moreover, it's the expansion into Jerrabomberra and Curtin that show our communities believe in the **Community Bank**<sup>®</sup> approach and the wonderful benefits it provides."

Chairman Jayson Hinder says, "The Board will miss Lance's counsel and humour and the directors are grateful to have had the benefit of his substantial community relations' knowledge and business management experience for an extended period. Lance leaves the Board with the good wishes of all Directors, staff and shareholders at MFS for his future endeavours."



## Christmas party bowling showdown

It was commiserations all round for the staff at the annual MFS Christmas party, with the staff suffering a tragic loss to the Board in a tense bowling showdown at the AMF Bowling centre in Tuggeranong. The board of course were oh so modest (as seen in the picture below) in their winning delight, and the festivities soon moved onto the Southern Cross Club where many of the staff drowned their sorrows at the bar. All in all a fun night was had by both board and staff, and it was an excellent way to wind up a busy 2011.

▼ Board members (and bowling champions), Nick Kalogeropolous, Lance Prior, John Maljkovic, Brian Brown, Jayson Hinder and Alan Hodges, revel in their win over the staff.



## Support MFS, support your local community!

Molonglo Financial Services has created a Facebook page and a Twitter account, to keep in close contact with our friends, shareholder, customers and supporters.

"Like" us today!



Molonglo Community Bank Group

"Follow" us today!



#MolongloCBG

## Staff Opportunities

Are you interested in employment within our branch network? If so, we are interested in hearing from you!

Please contact our Curtin Branch Manager, Andrea McCann, on 0411 234 637 for a friendly chat about current staffing opportunities.

*It's just another way we support the local community, by providing local jobs.*



### Trading of Shares

Molonglo Financial Services Ltd is an unlisted Public Company and disclosing entity. Shares are not listed on a licensed market or exchange. To provide shareholders with liquidity (tradability) in their shares, MFS has obtained approval from ASIC to operate a low volume financial market under an exemption provided by section 791C of the Corporations Act 2001 and in accordance with the Corporations Exemption Notice 2003.

The Low Volume Market is an ideal way of share trading for community bank companies where the volume of trade is low. Moreover, there are minimal costs associated with the approach for both the company and people trading shares.

Shareholders wishing to dispose of any of their shares may either find a buyer or register their interest in selling those shares on the register of the sellers maintained by MFS in accordance with the conditions of the Exemption Notice.

More information is available on the Bendigo Bank website by searching: 'Calwell Bendigo Bank Trading Shares.' From the Calwell page you can find out about trading history, examine a Register of Interested Parties and download various forms for buying and selling shares.

**Contact:** Molonglo Financial Services Administration Manager  
**Email:** admin@molonglofs.com.au  
**Phone:** 0438 928 908

### 2011 Annual Report

The Molonglo Financial Services 2011 Annual Report is now available.  
To view and / or print a copy, go to: <http://tinyurl.com/mfs10-11>

### Current Board of Directors

- |                           |                    |
|---------------------------|--------------------|
| > Jayson Hinder           | > Neale Guthrie    |
| > Maria Porreca           | > Susan Marriage   |
| > Alan Hodges AM          | > Brian Brown      |
| > Nicholas Kalogeropoulos | > Johnny Maljkovic |
| > Nadine White            | > Ben Duggan       |

### Shareholder Information

Shareholders are reminded that they need to notify AFS and Associates, who manage our Share Registry, of any changes to their circumstances including change of address or marital status, death of a shareholder and the transfer of any shares held in trust for children once they turn 18 years of age. AFS share registry contact is:

#### AFS and Associates

**Phone:** (03) 5443 0344  
**Email:** shareregistry@afsbendigo.com.au  
**Web:** www.afsbendigo.com.au

### 2010-11 Disbursements

Total Dividend Paid - 5.5c per share fully franked  
Total Community Contributions - \$377,320

Good for  
**AND** your  
community



Wanniasa  
**Community Bank®** Branch  
Unit 13 & 14  
Wanniasa Shopping Centre  
(02) 6231 9024



Calwell  
**Community Bank®** Branch  
Shops 19-21  
Calwell Shopping Centre  
(02) 6291 3385



Jerrabomberra  
**Community Bank®** Branch  
Shop 2A, Jerrabomberra  
Village Shopping Centre  
(02) 6299 8357



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**Community Bank®** Project  
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[www.wodencb.com.au](http://www.wodencb.com.au)