

Dear Shareholder

One of the recommendations from the Shareholder survey held earlier this year was that Shareholders wished to be advised of activities within the Company on a more regular basis. Accordingly, the Board will send up to three bulletins each year to update you on activities affecting the Company.

#### **BOARD EXECUTIVE**

The Board, at its December meeting, elected the following office bearers:

Chairman: Mick Bourke  
Deputy Chairman: Gary Smith  
Company Secretary/Treasurer: Melanie White

#### **NEW DIRECTORS**

Jane Coots and Chris Hardy were elected as Directors at the annual general meeting; their details previously provided to you in the AGM notice sent to you. Following the December board meeting, Melanie White was co-opted onto the Board.

Mel was, until this month, the Company's Administration Officer. Mel's role has been reviewed and will now become the Company's inaugural Executive Officer, taking over the functions of Company Secretary and Treasurer. As such, the Board decided that the holder of the position should be a Director of the Company.

#### **ADMINISTRATIVE SUPPORT TO THE BOARD**

To support Mel's new role, Gemma Ricardo has been appointed to the role of Administration Officer. Gemma, who reports to Mel, commenced duties this month

With the administrative functions of the Company increasing due to the ongoing demands put on Directors, the Board decided to rent premises to accommodate Mel and Gemma. Accordingly, we are in the process of negotiating a lease of an office in the Trafalgar Technology Centre from Baw Baw Shire Council.

#### **CHANGES TO COMMUNITY BANK® STAFF**

Kim Wicklander, one of our customer service officers, has announced her resignation and will return to Queensland in January. As a result, Branch Manager Phil Drummond recommended a change in the branch's structure to better meet our needs. The new positions of Customer Relationship Manager and Customer Service Supervisor have been created giving the branch a stronger focus on customer service and adding to the ability of the branch to manage lending applications. Most importantly, the same familiar faces will greet you at the branch and continue to provide you with excellent service.

#### **INFORMAL MEETING WITH BOARD AND BRANCH MANAGER**

Another recommendation that came out of the shareholder survey was that there should be an informal meeting of shareholders for you to get to meet the Directors and Branch Manager. Consequently, we've decided to have an informal meeting on Tuesday, 15 May 2012. I know it's a long-way off, but please put it in your diary. More details will be provided closer to the date.

#### **FESTIVE GREETINGS**

On behalf of the Directors, Branch Manager and staff, I wish you and your family a happy Christmas and a healthy and prosperous 2012.



**MICK BOURKE**  
**CHAIRMAN**