

10 June 2026

Dear valued shareholder,

I am writing to inform you of an important decision made by the Board of Directors regarding the future operations of Kinglake Community Bank branch.

After careful consideration, and an extensive review of the branch's performance, community needs, and the long-term sustainability of our company, the Board has closed the Kinglake branch.

This decision has not been made lightly. As a community-owned company, we remain committed to providing accessible banking services and supporting the local communities we serve.

We also remain committed to maintaining all staff through this transition and ensuring customers continue to receive excellent service through neighbouring branches, our mobile relationship teams, and the extensive digital services provided through Bendigo Bank.

If you have any questions regarding this decision, please do not hesitate to contact us at [administration@valleyfinancial.com.au](mailto:administration@valleyfinancial.com.au) or on 9438 3194. We remain focused on delivering strong community outcomes and sustainable returns for our shareholders.

Thank you for your continued support.

Yours sincerely,



**Carol Jenkinson**  
Chair  
**Valley Community Financial Services Ltd**