

Spring
2021



Newsletter

Community Bank · Milton & Districts and Sussex Inlet



Evolving within our community

Chair's report



Welcome to our Spring Newsletter. I love this season, there is something about the warmer weather that causes me to reflect and celebrate. So, with that in mind, I wanted to take this opportunity to celebrate Maureen Howe. After serving our customers and supporting us for the past 12 years,

Maureen decided to retire and we want to take this opportunity to say thank you, Maureen. You will be missed by all and we sincerely hope you enjoy spending more time with family and friends.

The Board and our team have been working hard to ensure we are adapting to our customers' needs so you might have also noticed that our Community Bank Milton & Districts recently received a small makeover, and our staff are in their new uniforms. These are small examples of how we are changing, listening, and responding to their feedback. Here are a few more examples:

- We now have a dedicated Mobile Lending Team, Alison McLeod and Laura Nealon are dedicated to getting you the right home loan to suit your needs and can assist you at a time and place that works for you
- We are bringing on two new Customer Relationship Managers who will be able to help with all your banking needs, so look out for some new faces
- We are hosting a Business After Five event in partnership with the Milton Ulladulla Business Chamber. We would love to see as many people as possible there (COVID-19 permitting) – get in touch if you would like more details

- We are partnering with the Ulladulla High School to start our new Junior Observer Program next year. Personally, this has been a goal for a couple of years now, so I am especially excited to get this off the ground. The program will assist two local students to see first-hand how a company is governed and managed, providing valuable experience and knowledge that will help their studies and future opportunities and it provides the Board with an opportunity to better understand the needs and views of our local youth which will help us in our strategic planning.

Over the next quarter, we will also be looking at our social media presence and ensuring that we stay top of mind for our community's banking needs because the only way we can successfully 'help our locals build better lives' and give back is if you, our community, bank with us – we are on the lookout for someone to assist us with our marketing, social media and community engagement on a contract basis so if you are interested please reach out.

I am really proud of our progress as we navigate our way and shape our future. We know that banking preferences and behaviours are changing, we see fewer people visiting our branch and more people wanting to bank via the phone or online. The recent changes to our branch opening times is an example of us responding to these changes, which provide us dedicated time to serve customers who either cannot or would prefer not ▶

◀ Chair's report continued

to visit our branch in person. You will see us continue to adapt and evolve to ensure we serve you better.

I want to take this opportunity to thank our staff, who continue to work tirelessly through these challenging times. Thank you for your passion and dedication, we appreciate it. And to my Board, who are always in the background guiding, supporting, and problem-solving, thank you for giving your time, wisdom, and energy to ensure we continue to build on the Woodstock Financial Services Legacy.

Finally, to our customers and our community, thank you, I wish you all an amazing spring, filled with laughter and much to celebrate.

Justine Cox
Chair

BlazeAid Bendigo Bank Volunteer Project

BlazeAid helps farmers repair the damage left after the devastation of the 2019/20 Summer Bushfires and the 2021 floods and storms.

Over the last 12 months the BlazeAid emergency recovery camps were depleted of volunteers as everyone turned their attention to adhering to the necessary precautions and restrictions in place due to COVID-19 restrictions. Once restrictions are lifted they will again callout for volunteers to repair the outstanding bushfire and flood devastated farming properties as soon as safely possible.

Bendigo Bank donated \$25,000 to set up five BlazeAid camps including at Moruya and Cobargo

Blazeaid have announced plans to open another camp at Kioloa soon.

If you would like to volunteer visit www.bendigobank.com.au/campaigns/blazeaid to register your interest and a BlazeAid contact will be in touch.



Meet our mobile lenders

Hi, I am Laura and my colleague is Ali. We are your local Bendigo Home Loan Specialists.

We both have a vast range of knowledge in many different areas of finance and are ready to assist you in meeting your financial goals.

Your mortgage is a major part of your financial story, and it is imperative to be structured correctly to make the most out of your largest asset, your home.

Not only that, this property market can be challenging, so we are here to be on your team throughout the buying process.

Did you know, by simply having your mortgage with your local Community Bank you are giving back to the local area? It is your support, that allows us to support our community.

If you see us around in our Bendigo cars, please say hello.

Laura P: 0491 768 631 E: laura.nealon@bendigoadelaide.com.au

Ali P: 0421 274 155 E: ali.mcleod@bendigoadelaide.com.au

Making the right connections

Community Connect Southern Shoalhaven is connecting local volunteers and groups through communication and collaboration. To keep up to date with their latest news and assistance for community organisations follow them on Facebook or join their newsletter distribution list by emailing office@communityconnectss.com.au



Phone: 1300 459 319

Web: www.communityconnectss.com.au

 [/communityconnectsouthernshoalhaven](https://www.facebook.com/communityconnectsouthernshoalhaven)

Would you like to be part of the team?

Woodstock Financial Services Ltd is a franchisee of Bendigo Bank and operates the locally owned Community Banks of Milton & Districts and Sussex Inlet.

We are inviting expressions of interest from volunteers to join our Board Committees to support and strengthen our work and so you can get to know us better and consider whether a role as a Director might interest you in the future.

This is a great opportunity for like-minded people with a connection to the region to join us and make a real contribution to the future direction of the branch/es and community.

For more information or to apply, call Donna Payne on 0414 969 669 or email donna@woodstockfinancialservices.com.au.



Woodstock Financial Services Limited – Community Investment



20

Regional projects and organisations funded in 2020/21



\$1.54 million

Community Project Investment since opening, with \$42,418.34 in 2020/21



\$20,550

Donation investment in 2020/21



\$21,868.34

Sponsorships in 2020/21



39%

Biggest impact area in 2020/21: **Emergency Services & Support**

Protect yourself from scams

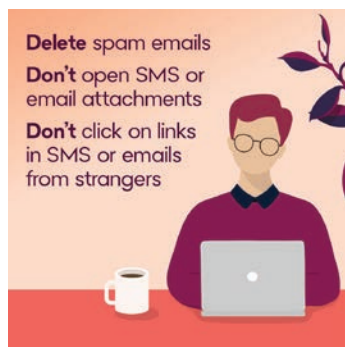
With the increasing threat of being scammed either by phone, text, mail, internet or email, Scamwatch is the perfect website to obtain all the information you need so you are aware of the types of scams currently circulating. Visit the Scamwatch webpage www.scamwatch.gov.au

We urge everyone to be cautious and remain alert to any type of communication that you feel is not right. The scammers are experts in making you feel pressured and panicked into providing information that will ultimately result in financial loss.

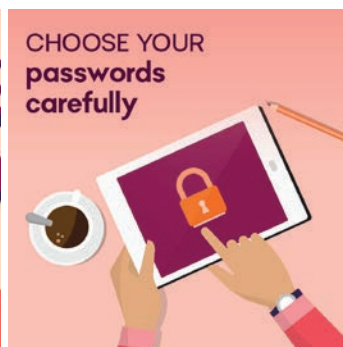
Scammers may pretend to have a connection with you. So it's important to stop and check, even when you are approached by what you think is a trusted organisation. At no time will a reputable organisation ask you to click on links via an email or text and at no time should you let anyone take control of your Internet Banking.

Community Bank Milton & Districts have the latest Little Black Book of Scams. If you would like a copy please call in and our friendly staff will be more than happy to assist.

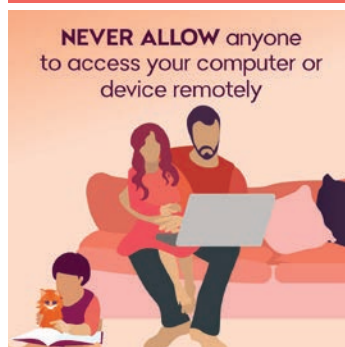
For more information on how to keep yourself and your family safe and secure visit www.bendigobank.com.au/help/security/



Delete spam emails
Don't open SMS or email attachments
Don't click on links in SMS or emails from strangers



CHOOSE YOUR passwords carefully



NEVER ALLOW anyone to access your computer or device remotely



Review your **PRIVACY AND SECURITY** settings on social media

Shareholder update

Chair Justine Cox recently wrote to shareholders to reinforce how much we appreciate their continued support and acknowledge the unprecedented amount of change on a micro level (locally with the bushfires) and on a macro level (COVID-19's direct impact and then the Reserve Bank's response with the reduction in interest rates, and the change in customers' banking habits) which has affected our business too.

It would be fair to say that the community company which operates the Community Banks at Milton and Sussex Inlet (Woodstock Financial Services Limited) has never had to deal with so much change in such a short period of time. Full credit to all our staff and volunteer Directors who strive to keep the business running smoothly and profitably. To their credit they have managed to achieve that goal.

Keeping in mind the original purpose for establishing the company and opening the Community Bank – which was to have a banking presence in the local community while all the big banks were and are continuing to close more and more branches – we are focused on maintaining our physical presence whilst making the necessary changes to accommodate the low interest rate environment, which is dramatically impacting all banking institutions' bottom line. You may have noticed that once again our community has lost another financial institution and it is anticipated that banking services to our community will continue to change.

We remain committed to growing a sustainable business that returns its profits to our community. Meeting the current changing needs of our customers is key to that sustainability.

Far fewer customers are visiting us in the branch and are looking for more flexible ways to access banking services. A mobile lending team that can cover a broader area with more flexible meeting times is just one of the strategies currently being deployed, along with increased levels of phone support. Banking is changing and we are changing with it, ensuring that Woodstock Financial Services Limited is sustainable for the long term, continuing to deliver on our purpose of "Helping our locals build better lives".

We look forward to your continued support and we appreciate any feedback or shareholder inquiries which can be sent by email to: shares@woodstockfinancialservices.com.au or by post to:

**The Company Secretary
Woodstock Financial Services Ltd
PO Box 880, Milton 2538**

In the spotlight – Pilgrims Café

How long have you been at Pilgrims? I was hired at Pilgrims in 2011 after returning home from travelling Europe. I had discovered the beauty of Pilgrims as a kid and knew that it was a place I would love to work. Over the next five years, my responsibilities grew. When the opportunity to buy the business came up, I knew I was on the right path. My wife (Santana) and I became the owners of Pilgrims in 2016. This year marks a decade for me being a part of the Pilgrims team, with many more years ahead.

What is your favourite thing about Pilgrims? Pilgrims is such a beautiful business. It has been a consistent factor in the lives of the community for over 40 years. Being in the shop almost every day has allowed me to watch how friends, family, local customers and holiday frequenters have grown over the years. So my favourite thing about Pilgrims is the people it brings together.

How have you adapted your business during the Covid pandemic? We are lucky that takeaway has already been a big part of our business. Everything on the menu is available as a takeaway option, so there wasn't a huge amount of adjustments we had to make. Our biggest thing has been to keep providing a positive atmosphere for our staff and customers. We understand that everyone is going through difficult times, and a friendly chat or small gesture of kindness can go a long way.



What's the best thing that has happened during the pandemic?

Just before the pandemic hit Australia, we found out we were going to be parents! So without a doubt, the best thing that has happened has been having a baby. It has been incredible to watch her learn and grow over the last year. Having a baby has encouraged us to establish a better work-life balance. We are making the most of lockdown and the café not being as busy by spending it together as a family.

Web: www.pilgrims.cafe/

Lender of the year 2021

Bendigo Bank are Money Magazine's home lender of the year for 2021. Read more at www.moneymag.com.au/cfa21-home-lender-of-the-year

Chat to our home loan specialist today, phone Laura on 4454 2659.



Talk to us today

Community Bank · Milton & Districts

83 Princes Highway, Milton NSW 2538

P 02 4454 2659

E miltonmailbox@bendigoadelaide.com.au

bendigobank.com.au/milton

Community Bank · Sussex Inlet

4/168 Jacobs Drive, Sussex Inlet NSW 2540

P 02 4441 2775

E sussexinletmailbox@bendigoadelaide.com.au

bendigobank.com.au/sussex-inlet

 /communitybankmiltondistrict

We're open:

9.30am - 5.00pm Monday to Friday

Directors

Justine Cox (Chair), Maxine Minter (Secretary), Wayne Simpson (A/Treasurer), Mike Devlin, Natalee Johnston, Donna Payne, Katie McCartney, Lee Manning, Gaven Dorrell, Stuart Emslie.

Woodstock Financial Services Limited

PO Box 880, Milton NSW 2538

ABN 61 105 527 697



Come home to a low rate

1.99%
p.a.

Owner Occupied
Principal & Interest
2 year fixed interest rate

2.82%
p.a.

Comparison Rate

Chat to a home loan specialist today, phone Laura on 4454 2659 or search Bendigo Bank home loans.

Bendigo Bank

Terms and conditions, fees, charges and lending criteria apply. Offer subject to change. Comparison rate displayed is calculated for a loan of \$150,000 over 25 years & assumes variable rate with LVR between 60.01-80% will apply at the end of the fixed rate period. WARNING: The comparison rate is true only for the example given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate. Full offset facility is available for Bendigo Complete Home Loan for fixed and variable loans, criteria apply. Credit provided by Bendigo and Adelaide Bank Limited ABN 11 068 049 178 Australian Credit License 237879 A1419239 OUT_4237525, 14/10/2021