



## Chairman's report to shareholders

As of 31 December, we have been trading for eight years at San Remo, two years at Cowes and 12 months at Grantville. During this period we have returned to our community \$663,000, accumulated 6,294 accounts, returned \$128,000 in dividends and our branches are staffed by thirteen very friendly capable local people.

We have two towns that wouldn't have had banks and share Cowes with three of "the big 4" banks. The support we are getting from our shareholders and others is extremely gratifying.

As **Community Bank**<sup>®</sup> branches the majority of our profit goes back to benefit the communities in many varying ways. The following demonstrates this:

Major beneficiaries	
Schools in the local area	\$26,000
Special Events – Channel Challenge and Cowes Classic etc	\$78,000
Sporting Clubs – football, netball, tennis, cricket etc	\$82,000
Service Clubs – Lions Clubs and Rotary	\$17,000
Newhaven Reserve – building update	\$60,000

To see these facilities flourish, just by you supporting the local **Community Bank**<sup>®</sup> branch, makes our job as Directors worthwhile.

Keep up the good work and spread the word "bank with us and help your own community."

**Terry Ashenden**  
Chairman

## Congratulations!

Kaye Di Paola has 10 years of Service with Bendigo Bank.



## New staff member, Penny Barnett

After 15 years of living and working in various towns and cities throughout Australia managing hotel accommodation, Penny, together with her husband Chris, have settled on Phillip Island.

From living in the tropics to the outback and everything in between Penny immediately felt at home in Cowes and plans to set down roots and make a home. Penny has many interests including golf, squash and cooking, but mostly enjoys spending her time with her husband and beloved dogs Harvey and Daisy.



Penny was drawn to Bendigo Bank with its community focus and is looking forward to many happy and rewarding years with the Bank.

## Report from San Remo

Since our last newsletter, the San Remo branch has continued to produce excellent results, which is very pleasing. Our total footings for the branch is nearly \$95 million which is an outstanding result and well on the way to achieving our budget.

While the banking side of things is running nicely, we have also continued to forge great relationships with our community groups as well as establishing new ones along the way.

We have continued to support our local major event, the San Remo Channel Challenge and this was recently conducted in February. Although entries were down due to poor weather, the event was still a great success. It was also fitting that this event won the Bass Coast Community Event of the year in the recent Australia Day Awards.

Our support to the Kilcunda Bass Football Club assisted in the Panthers winning their first premiership in more than 30 years. We have also committed more than \$6,000 to assist the Dalyston Football Club in supplying them clash jumpers for the upcoming football season.

We also assisted the Kilcunda Bass Cricket Club in completing their cricket nets with support of \$5,000. The nets look fantastic and must have been of help as at the time of writing, many of their grades are competing in the finals.

We have also struck a partnership with Bass Coast Community Health Centre and have agreed to purchase their new community bus which will assist people who have difficulty getting around town, to now be able to travel in style.

All of these groups mentioned, as well as many more within the local community, have agreed to participate in our incentive scheme whereby members who support our branches are rewarded by way of sponsorship back to their club or organisation. It is a great way for these groups to raise money for their organisation by simply doing their banking with us.

If you or your club or group would like any more information, please feel free to give us a call at any one of the three branches.

**Michael Scott**

**Manager – San Remo Community Bank® Branch**



▲ Cricket Nets – Kilcunda Bass Cricket Club.

## Report from Cowes

We are now just under three years old and we are very pleased with the direction the bank is travelling in. We are also very grateful for the support from the people in the Cowes and surrounding area, which is a big reason why we are in such a strong position.

Down to business and the branch has easily reached its budget as expected from our last newsletter. We have now reached more than \$76 million in footings; which then means we can provide more funds for sponsorship and the community in general.

My staff, Kaye DiPaola, Robyn Thom and Carlie Jordan are now joined by Penny Barnett, have continued with their excellent customer service which gives our customers the confidence with their banking. This is another big reason why our branch is currently in profit and why we have been so successful this year.

We are looking forward to the year ahead which involves working closely with the community and to continuing our great partnership together.

I would like to take the time out to thank the Board of San Remo District Financial Services for its ongoing support and I look forward to growing this branch further in the new financial year

**Peter Wayman**

**Manager – Cowes Community Bank® Branch**

### Phillip Island Netball Club

Cowes **Community Bank®** Branch has provided new netballs, sporting equipment and upgraded the sporting facilities for the Phillip Island Netball Club. The courts will be brought up to the standard required for a netball club and to assist the players with training and match day requirements.



### Cowes Primary School

Cowes **Community Bank®** Branch has provided new sporting equipment for the Cowes Primary School by purchasing new netballs, footballs, soccer balls and basketballs. The sporting equipment will be used for Physical Education classes which will enhance the children's sporting ability for up and coming sports and outside of school events.





## Report from Cowes

### Phillip Island Football Club

Cowes **Community Bank**<sup>®</sup> Branch has come into partnership with the Phillip Island Football club as a major sponsor. The \$6,000 will go towards helping the club with their junior and senior player's annual costs. In return the club will be marketing our **Community Bank**<sup>®</sup> branch to the community with its 687 members, players and supporters in the local community.



## Report from Grantville

This is my opportunity to keep the community informed of the progress of your Grantville & District **Community Bank**<sup>®</sup> Branch.

I am pleased to report that at the end of February our total business was in excess of \$24 million in combined deposits and lending, a figure which continues to grow weekly.

Our very successful grants night held back in September 2011 saw \$41,621 distributed to community groups within the area, with the recipients being:

- Pioneer Bay Progress Association - equipment for new park project
- Bass Valley U3A - data projector
- Bass Valley Primary School – kitchen refurbishment for school breakfast program
- Kernot Grantville Fire Brigade - Tools
- Kilcunda Bass Netball Club – hall recladding.

Many of these projects are now complete.

Our 1st birthday came about very quickly, in December with the local community joining us for morning tea and a celebratory cake.



Among the celebrating crowd was a film crew, ACMI, which was making a series of short documentaries showcasing some of the Bass Coast's volunteers and projects within.

Our Company, San Remo District Financial Services, was one of nine chosen to be part of this. Chairman, Terry Ashenden shared the Bank's story along with various passionate supporters and recipients of grants on just how the **Community Bank**<sup>®</sup> concept in Bass Coast was established and gives back to our community. This project was initiated by Bass Coast Shire, and while I really didn't enjoy my moments of film glory, I must say thank you to all involved, ensuring that the **Community Bank**<sup>®</sup> concept in Grantville and District is set down in the history records.

We have provided sponsorship to Kilcunda Bass Football Netball Club, Corinella Bowling Club, Corinella & District Community Centre Art Show, Serenade at Sunset, Bass Valley Primary School, Jeanette Louhgridge Kindergarten and Kernot-Grantville Fire Brigade and our ongoing commitment in assisting Bass Valley Community Group with the running of its community bus.

Through the Bank's Community Enterprise Foundation™ and the establishment of the May Family Appeal, more than \$60,000 was raised to enable the May family to acquire a much needed new motor vehicle. The new car helps Ryan and Bohe, who suffer from Duschene Muscular Dystrophy, to be transported in their wheelchairs in the vehicle along with parents and brother, and changed the lives of the whole family.

Staff member Kellie was recently married and is now Mrs Lunn. Kim and Emily continue to deliver the highest levels of service with their enthusiasm and energy towards building strong relationships with our customers.

We ask you to share in the success of your local **Community Bank**<sup>®</sup> branch and the future of Grantville and District, come in and meet our friendly staff members to discuss your banking needs.

**Trudy Jamieson**  
Manager – Grantville & District Community Bank<sup>®</sup> Branch



▲ Bass Valley Primary School Breakfast Club and Kilcunda Bass Netball Club hall recladding.

## Sponsor incentive scheme... how it works

Collectively the three branches of San Remo District Financial Services Limited introduced an incentive scheme in mid-2011 designed to reward clubs and organisations for the referral of new banking business to San Remo District, Cowes, and Grantville & District **Community Bank®** branches.

Basically we are forming a partnership with community groups who encourage their members to support their local **Community Bank®** branch, which in turn sees the profit of the community Company increased, and the subsequent sharing of this with an increase in sponsorship to the customer's chosen supporter.

The scheme makes a payment to the club or organisation for new business and increase the yearly sponsorship as follows:

New business	Annual increase to sponsorship
Home or business loan up to \$150,000	\$100
Loans greater than \$150,000	\$100
Equipment Finance loan	\$50
Personal loan	\$50
Credit card	\$50
Term deposit or CMA (min bal \$10,000)	\$50
Savings or cheque account	\$10
Other such as insurance etc	\$20

Our first success story comes from Kilcunda Bass Football Club, which recently received \$1,000 from this program, which they have put towards training singlets for their club's senior players. Having accumulated \$1,640 to date from this program, Luke Hill, Greg Kane and their committee were amazed at just how easy that money had come to them, with no hands on labour involved. As they say, "Wow we would have to sell a mighty lot of spinning wheel tickets with a few helpers required to raise those sorts of funds.

It's too easy, 'Supporting your local **Community Bank®** branch with a simple bit of banking, with a home loan, credit card, some insurance and a savings account can easily earn your organisation around \$300, and that is just from one person'.



► KB  
Incentive  
Cheque  
2012.

## Progress report to shareholders (at 31/12/2011)

Number of shareholders – 684

Grants and sponsorship – \$663,000

Dividends to shareholders –  
\$128,000

Banking business (footings) –  
\$187 million

Number of accounts – 6,294

Branches – 3

Bank staff – 13

Directors – 11



### San Remo District **Community Bank®** Branch

103a Marine Parade, San Remo VIC 3925

Phone: (03) 5678 5833

Website: [www.bendigobank.com.au/san\\_remo](http://www.bendigobank.com.au/san_remo)

Opening hours: Monday to Friday 9.00am - 5.00pm and  
Saturday mornings 9.00am - 12noon.

Manager: Michael Scott

### Cowes **Community Bank®** Branch

209-213 Settlement Road, Cowes VIC 3922

Phone: (03) 5952 3383

Website: [www.bendigobank.com.au/cowes](http://www.bendigobank.com.au/cowes)

Opening hours: Monday to Friday 9.00am - 5.00pm and  
Saturday mornings 9.00am - 12noon.

Manager: Peter Wayman

### Grantville & District **Community Bank®** Branch

Shop 4/1503 Bass Highway, Grantville VIC 3984

Phone: (03) 5678 8773

Website: [www.bendigobank.com.au/grantville](http://www.bendigobank.com.au/grantville)

Opening hours: Monday to Friday 10.00am - 4.00pm and  
Saturday mornings 9.00am - 12noon.

Manager: Trudy Jamieson



Board of Directors: San Remo District Financial Services Limited  
103a Marine Parade, San Remo VIC 3925 ABN: 20 102 770 150

Directors: Terry Ashenden (Chairman), Joan Matthews, Craig Semple, Bruce Procter, Caroline Talbot, Janice Rowlingson, Miranda Sage, Dorene Blum, Michelle Fulwell, Patrick Russell, Kathy Jones. Non-Director/Secretary: Leonie Gardiner.