



15 November 2016

**CANTERBURY SURREY HILLS COMMUNITY FINANCE LIMITED ("CASH")
ANNUAL GENERAL MEETING**

CHAIRMAN'S PRESENTATION

The 2015-16 financial year had both its challenges and its rewards, however our most pleasing achievement is the contribution to date of over 3 million dollars to our community.

Relationships, as outlined in our Annual Report, are pivotal to our Company and its prospects for growth enabling us to help our community by our continuing financial contribution, and looking to the community to provide their support by engaging us to provide their financial services.

The banking environment has been a difficult one as you can see from our results for the year. While our footings increased by 8.4% our revenue only increased by 4.7%, and this economic landscape is unlikely to change in the foreseeable future. We recognised the challenge of continuing to increase our revenue and provide an adequate return to our community partners, and as a result have changed our staffing model to include a Business Development Manager, Nick Azar. We are seeing strong results from this addition and are looking to further strengthen the business growth by seeking another Business Development Manager to join the team in the year ahead. This will add to our current branch manager capability. I would like to at this point note the ongoing contribution of our branch managers, Maggie, Casey, Kathy and Adam and their teams.

It is through their exceptional service and customer focus that we can continue to provide for the needs of our customers and support our community group activities.

The result for the year has enabled us to increase the dividend to 6 cents per share reflecting the good work and strength of the company in addressing the revenue challenges. We continue to work through Project Horizon and its implications on the revenue model with Bendigo Bank.

In recognition of the importance of our community relationships we have added a Marketing Manager, Anna Gration, who assists both the branches with marketing material, and has taken responsibility for our newsletters and website. Anna also assists our community groups with understanding the marketing requirements to ensure a strong relationship which has a flow on effect to our business.

We are continuing to build funds that we can in future apply to a significant project or projects in the community. At the appropriate time we will seek input from the community for ideas around the application of these funds.

I would now like to recognise Gordon McFarlane, our Treasurer. Gordon has been our Treasurer since 28 November 2012 and has been a member of the board since 24 September 2008. Gordon is stepping down from these roles from 30 November 2016. Gordon came to the board through the steering committee process when we started Ashburton branch and has worked tirelessly as Treasurer and has been a great support to me as Chairman in this role and as a board member. His experience and contribution to the board will be missed. The announcement of the new Treasurer will be made in the near future.

I would like to thank Brad Peel and Michael Spiegel from Bendigo Bank for their support and assistance during the year.

I would also like to thank the board who were asked to make an additional contribution during the year, and our committee members who have assisted us with being able to achieve the significant amount of work required of the board. It is from this contribution that the Board saw fit to invite Andrew Whittaker and Daizy Maan to join the board. The board will continue to change and develop as we understand the importance of succession planning to ensure we have the right skill set for the needs of the company, and will seek to fill these needs from within our community where possible.

Finally I wish to thank Nick Coker, our Senior Manager, for his continuing excellent contribution in managing our company.

I would now like to ask Nick Coker to say a few words.