

# Canterbury Surrey Hills Community Finance Limited

19 November 2020

Market Announcement  
National Stock Exchange (**NSX**)

## BY ELECTRONIC LODGEMENT

Dear Sir/Madam

### 2020 ANNUAL GENERAL MEETING – ADDRESS BY CHAIRMAN AND CEO

Please see attached the address to shareholders of Canterbury Surrey Hills Community Finance Limited (NSX: CSH) to be delivered by the Chairman, Juliann Byron and the Chief Executive Officer, Nick Coker at today's 2020 Annual General Meeting.

Yours sincerely

**Michael Sapountzis**  
Company Secretary  
Canterbury Surrey Hills Community Finance Limited

**For further information contact:**

Juliann Byron  
Chairman  
+61 419 368 029

Michael Sapountzis  
Company Secretary  
+61 403 247 523

ABN 96 099 590 593  
143 Maling Road, Canterbury VIC 3126

[www.supportingourcommunity.com.au](http://www.supportingourcommunity.com.au)



Franchisee of Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879

# Canterbury Surrey Hills Community Finance Limited

## 2020 ANNUAL GENERAL MEETING – CHAIRMAN'S ADDRESS

I am pleased to report that despite the uncertain COVID-19 environment, the RBA cash rate sitting at historic lows and increasing competition, we have delivered total income of almost \$5.4 million during the 2019-20 financial year, which was a 10% increase on the previous financial year. Our total footings grew by 8% to \$830 million and our profit by 80% to \$717,000 largely due to the reduction in Community Investment as a result of COVID-19. We are holding over these funds to assist the community in the years ahead to return to COVID normal. We returned a dividend of 7 cents per share to shareholders in 2019, taking our total return to shareholders over the past 17 years to more than \$1.5 million. As a consequence of the above result we maintained our dividend of 7 cents per share in 2020.

The benefits for our community are what sets us apart from our competitors and I am proud of what our business has been able to achieve in what has been a difficult latter half of the year. The COVID-19 pandemic and the extent of its long-term economic impact is unknown. As an essential service our branches continued to operate throughout the lockdown period, to provide support and assistance to our customers, many facing challenging and uncertain financial circumstances. I am extremely proud of our team and its ability to adapt to the changes that were necessary to keep our staff and the community safe during this time. I would like to thank our customers for following the measures inside our branches during this time to keep both them and our staff safe.

Our support to our community continued throughout COVID-19. We made available special grants for COVID-recovery initiatives for community organisations directly impacted by the pandemic. Through these grants we have been able to provide personal protective equipment for aged care facilities and touch free taps for a disability centre. We supported emergency food relief for vulnerable members of our community and local international students who are unable to work and not eligible for government support.

In the past 12 months we have invested another half a million dollars into our community, taking our total Community Investment to more than \$5.6 million since the opening of our first branch more than 17 years ago, an extraordinary contribution.

During the past year, we have continued to work on our strategic plan initiatives to drive growth, maintain profitability levels and keep supporting the broad range of organisations in our local communities. As part of our strategy we established a new management structure, Nick Coker was promoted to CEO and Maggie Stamoulis to Senior Manager. This provides our Company with a strong executive team responsible for growing our business. With four branches and their staff, and four mobile relationship managers, our business requires a strong executive to ensure its sustainability.

To this end we have also leased additional premises in Maling Road, Canterbury which will relocate our existing Canterbury branch and become our new head office. The new branch and office space will not only provide a home base for our executive team and mobile relationship managers but also a board room and multi-purpose space that will be available for use by community organisations. This branch is adopting all the new thinking from Bendigo Bank about what a branch will look like into the future. We look forward to welcoming all to the new branch over the coming months.

## Canterbury Surrey Hills Community Finance Limited

Over the next 12 months, we expect continued challenges as the impact of COVID-19 on the financial services industry will become more apparent. The current low interest rate environment and the increased competition in the sector will continue to challenge us. We maintain our commitment to always excel in customer service, offer a seamless customer experience, advocate for our customers and support our communities. The partnerships we have developed across our community stand us in good stead to grow our business into the future despite a difficult and uncertain economic climate.

It takes a team to operate a successful company and I am very grateful to the team of dedicated people who work with me. The talented and experienced group of Directors who are engaged and committed to achieving great things for our Company and also the community. I would also like to acknowledge Daizy Maan who stepped down from the Board in March. Daizy commenced with us as a youth panellist with the Boroondara Youth Foundation and over some years progressed to become a Board member. Daizy provided a unique perspective to the Board which I appreciated, and we wish her well for the future. We also wish to recognise the ongoing support of Bendigo Bank, and our Regional Manager, Simon Sponza.

I would also like to acknowledge the contributions of our staff, managers, our CEO Nick Coker and Senior Manager, Maggie Stamoulis. The level of service and professionalism provided by our team throughout recent challenging times has demonstrated their commitment to our business and care for our customers.

On behalf of the Board, I thank you our shareholders for your continued support of our Company. Your support and banking builds a stronger community. The more we can grow our business the more we can contribute to our community.

# Canterbury Surrey Hills Community Finance Limited

## 2020 ANNUAL GENERAL MEETING – CEO'S ADDRESS

Thanks Juliann and welcome to all our special guests, shareholders, community and business partners and of course the management and staff across our four sites, to this unique virtual Annual General Meeting.

The financial year was uniquely challenging for us as an essential service provider. Throughout the year our first priority was the health and wellbeing of our people, customers and stakeholders. We wanted and needed to keep the doors open and provide business as usual or as close as we can deliver it under the circumstances.

Our performance for the period demonstrates our deep strengths, robust financial fundamentals and long-term strategy.

Living and breathing our Values and Behaviours have never been more important. The focus on Teamwork, Performance, Leadership and Engagement have helped us get through this financial year with what I would say is a pleasing scorecard.

- Teamwork – we have supported our customers and community groups who have been financially impacted by COVID-19
- Performance – in these challenging times we achieved business growth of 8%
- Leadership – we implemented our new management structure and setting ourselves up for now and into the future
- Engagement – we worked closely with our community groups deriving benefits for both parties and exceeding \$5.6 million in sponsorships and grants in the process

Our business grew by \$61 million for the year representing an increase of almost 8% and our total footings (business on the books) are now sitting at \$830 million. This growth figure being broken down to lending growth of just over \$27 million and deposit growth of \$34 million.

We have had a clear focus to build the business through growth to our footings but also ensure that we look for other revenue through insurance sales and increasing our customer share of wallet. Our customer base and account numbers also increased throughout the year.

The success of the past financial year would not have been achieved without a dedicated team of staff. I would like to thank Maggie Stamoulis, our Senior Manager who has settled into the role extremely well and driving some great outcomes through the branch network and our community partners. I would also like to thank our Mobile Relationship Managers Aaron, Jatin, Nick and George, our Branch Managers Kathy, Anjali and Robert together with their teams, who have made these results possible, many are online tonight. I would like to formally welcome all our new staff who have joined the business of which some of them are attending their first Annual General Meeting. To those staff who have left us throughout the year, I wish you all the best in your future endeavours.

I would also like to acknowledge the support we receive from Bendigo Bank business and specialised banking and Regional Manager, Simon Sponza and his team.

## **Canterbury Surrey Hills Community Finance Limited**

In the operational side of the business we receive great support from our Chairman, Juliann Byron and the Board of Directors (including our Company Treasurer Ian Dinnison) and I would like to thank them all for the past 12 months. I would also like to thank them all again for entrusting me in the position of CEO and providing me the opportunity to lead the Executive Team and this great organisation into the future.

I would also like to thank our Marketing Manager, Anna for all that she has done in assisting us to connect with our community groups and a big thanks to Rose, our Executive Officer who has settled into the role well and provides great assistance.

Finally, I would like to thank our shareholders and customers for your support, you have made this Community Bank model a success and helped us achieve \$5.6 million in sponsorships and grants so far.

We have some very exciting times ahead as we head into the new calendar year. We will move into our newly created head office and renovated Canterbury Branch and we will continue our transformation under our new leadership structure driving business success for all stakeholders – now and into the future.

Thank you