### Doncaster East Community Financial Services Limited

Annual General Meeting

2<sup>nd</sup> November 2006



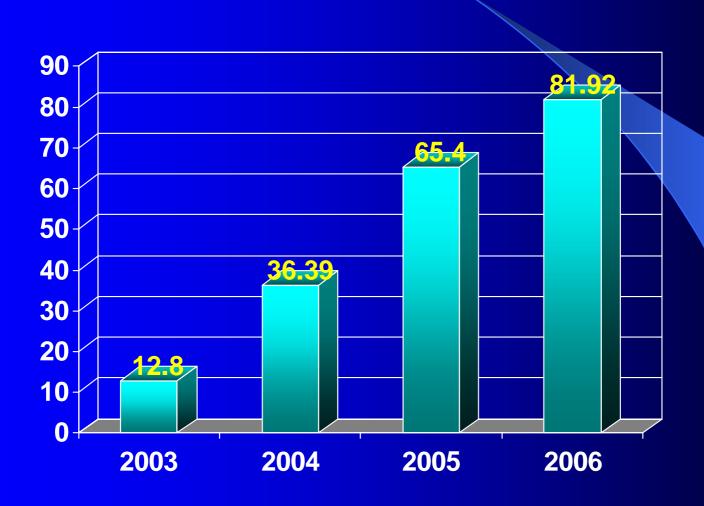
# Chairman's Address Objectives

- Provide an overview of the Company's financial performance for the year ended June 06
- Provide an overview of the Company's non- financial achievements
- Bring you up-to-date on the Company's performance in the current year

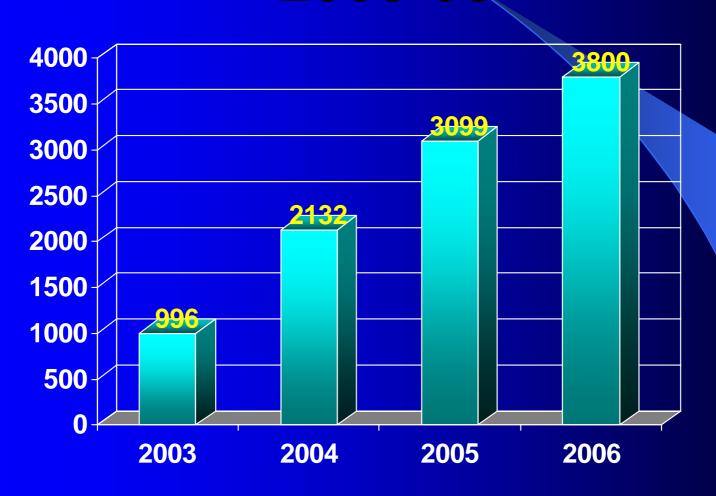
### Business Growth Year to June 2006

- As foreshadowed at last year's AGM business growth slowed in comparison to the previous year.
- Net business growth was \$16.52m
- Total business as at 30<sup>th</sup> June was \$81.92m

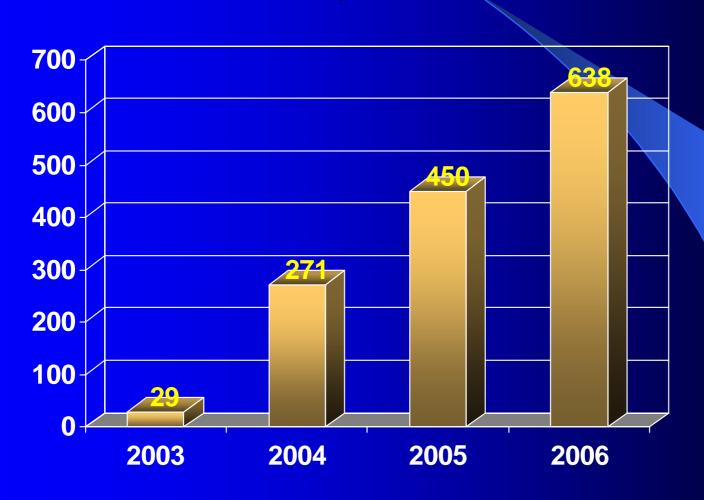
#### **Business Growth 2003-06**



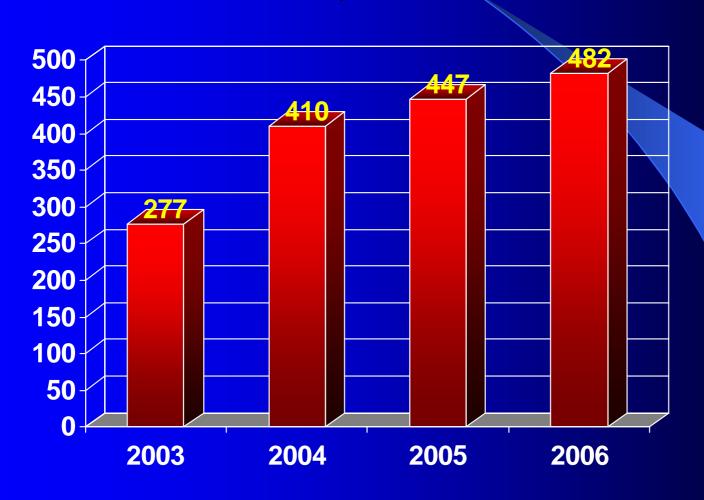
# Account Number Growth 2003-06



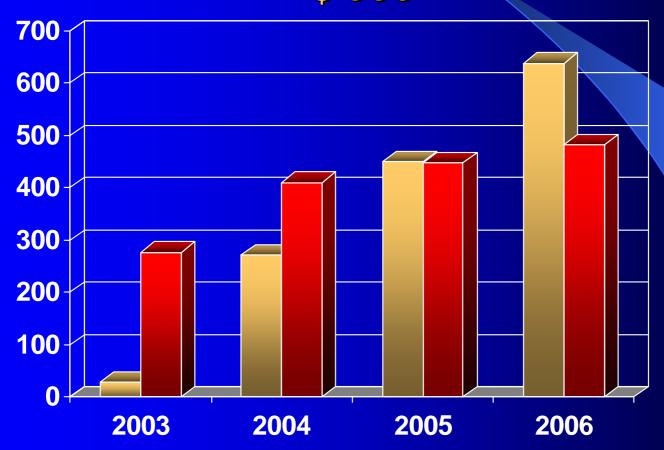
#### Revenue Growth 2003-06 \$'000



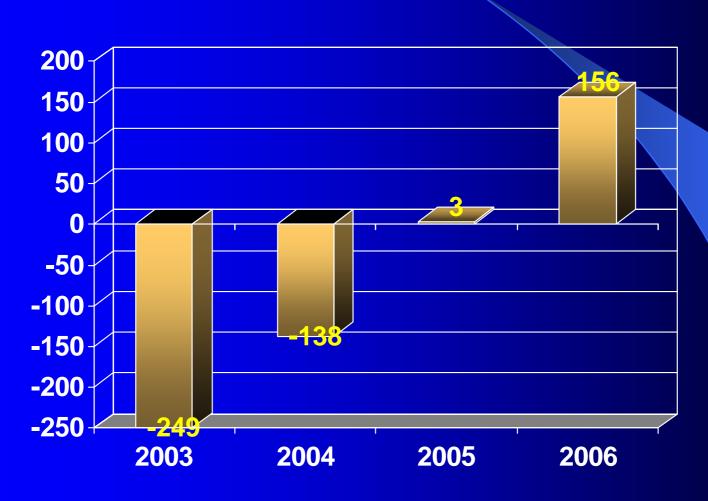
#### Expense Growth 2003-06 \$'000



# Revenue / Expense Growth Comparison \$'000



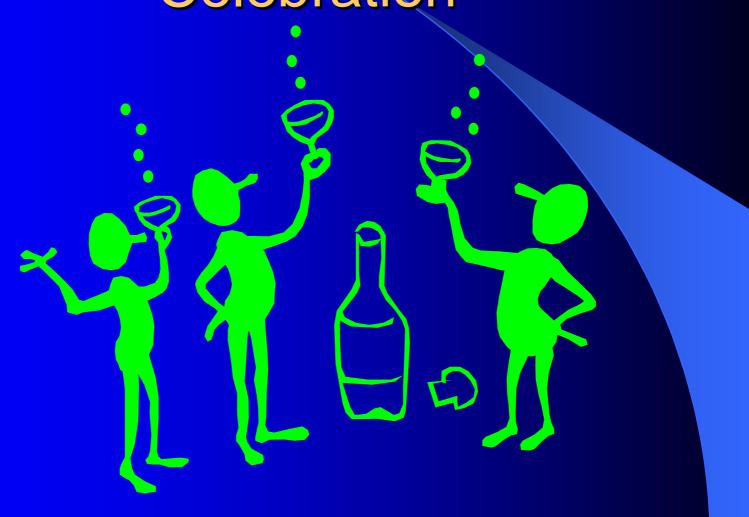
### Profit Comparison Before Tax



#### Maiden Dividend

It follows that in September the Company was pleased to announce it's maiden dividend of 7.5 cents per share unfranked.

# A Major Milestone worthy of Celebration



 Branch's operational performance continues to be rated at the highest level by Bendigo Bank audit

 Maintained very high standards of customer service

#### Customer Service

- The latest survey by A. C. Neilson on Customer Satisfaction for the Banking and Finance Industry saw Bendigo Bank record a remarkable 99.6% satisfaction rating – making it the envy of the Industry
- The number of respondents who regard Bendigo as their main bank increased by 23%

#### Customer Service

 Recent Merrill Lynch research revealed that Bendigo was the favoured bank of customers planning to switch banks

 During the first quarter Bendigo attracted 24,000 customers taking it's total to 1.1 million.

 Significantly lifted appearance / impact of branch through improved signage



Our charter includes:

The sharing of profits generated by the banking enterprise with not for profit organisations and worthy projects within the local community

 The amount put back into the community is directly related to profitability.

 As the Company's profits grow so too will it's contribution to the local community

- As shareholders you can be proud that over the past three years the Company has put \$50,000 back into our local community by way of sponsorships to a range of not-for-profit organisations.
- So, not only is your investment in the Company providing you with a dividend but your investment is supporting many local organisations

- Schools
  - Primary schools
  - Secondary College
  - Pre-schools
- Service organisations
  - Rotary
  - St Johns Ambulance

- Religious orgs
- Scouts
- Aged care
- Sporting clubs
  - Cricket
  - Football
  - Athletics
  - Bowls

We are not giving handouts

 The Company is only supporting organisations where it believes it can enter long term mutually beneficial relationships

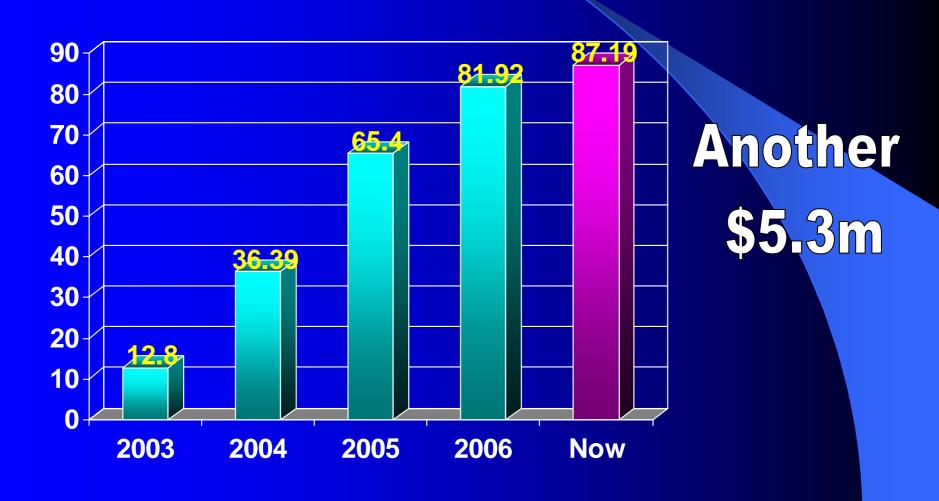
#### Our People

 "The success of an organisation is directly linked to the quality of its people"

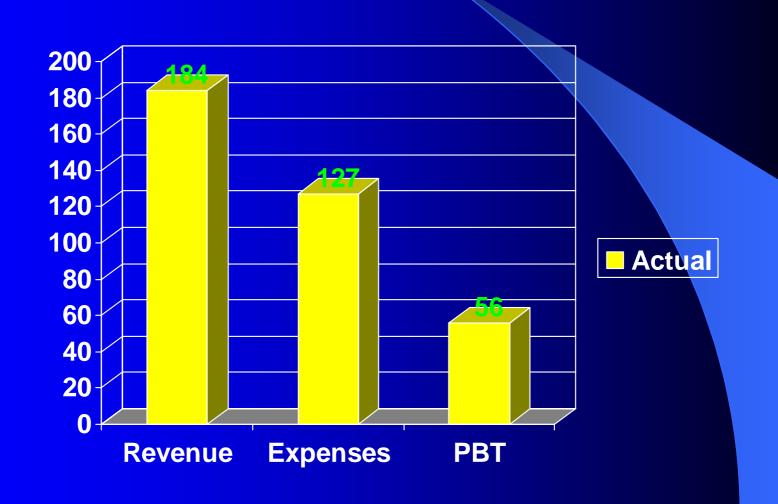
- Paul Thompson
- Lisa Jones
- Susan Scroop
- Elise Chan
- Anna Plane
- Cathy Black

# Update on Company's Performance Since June 2006

#### Business Growth Since 30<sup>th</sup> June 06



### Financial Performance As at Sept 06



## Performance Outlook to 30<sup>th</sup> June 2007

- Business growth, income, expenses and profit are in line with our forecasts
- We expect to further improve our profit performance for the full year
- We expect to be able to pay a dividend similar to this year's dividend of 7.5 cents per share unfranked.

# Performance Outlook to 30<sup>th</sup> June 2007

• The Branch receives many referrals from from satisfied customers and shareholders and we would like to encourage you to continue the great job you are doing in acting as ambassadors for the business.

#### Questions

