

Doncaster East Community Bank® Branch



Customers Applaud Community Bank's Service

29th October 04:

In a complete reversal of traditional expectations, customers of the Doncaster East Community Bank® Branch of Bendigo Bank recently applauded the Bank's outstanding level of personal service.

The highly complimentary comments came from customers who attended the recent Annual General Meeting of Doncaster East Community Financial Services Limited - the locally owned Company that operates the Doncaster East Community Bank® at Jackson Court. The unsolicited public comments came from a number of customers who are shareholders in the Company. They spoke in glowing terms of the genuinely caring attitude of the staff, which has made banking a pleasant experience for them. Company Chairman, Jim Christie, said that there was no doubt that the Bendigo Bank network had differentiated itself in the market in terms of service and this was borne out by the fact that the Bank had topped a number of independent national surveys of bank customer satisfaction.

Mr Christie went on to say that it was through the provision of outstanding service that the Doncaster East Community Bank® was building a sound profitable business. The branch has consistently been one of the fastest growing Community Bank® branches nationally and the latest figures have again confirmed the Bank's excellent growth.

In his Chairman's address, Mr Christie informed shareholders that the Company was well ahead of this year's budget and that Directors were confident the Company would produce its first operating profit this financial year.

"This will be a very significant milestone in the history of the Company and we are becoming increasingly excited as each month rolls by at the prospect of paying a dividend to shareholders and providing financial support to worthwhile community projects and not-for-profit organisations. How soon this happens depends on how quickly we grow" Mr Christie said.

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