

AGM – MANAGER’S REPORT

23rd November 2010

Firstly, thank you to my staff for taking the time to attend tonight’s AGM and assisting.

For those of you that don’t know me, my name is Paul Foletta and I am the branch manager of our Pinjarra Community Bank and Waroona branch.

I have 22 years banking experience: - 18 years working for the National Australia Bank and 4 years as manager at the Goomalling Community Bank prior to taking up my position here.

I started at Pinjarra in January this year at a time when the branch needed stability and direction along with staff requiring guidance and support. I now feel these requirements are being achieved as we now head into a phase of deepening our customer relationships and introducing new customers to ensure the continued success of our community branch. As part of my business development plan I am available at the Waroona branch every second and fourth Wednesday and have a bank vehicle which allows me to be fully mobile to attend homes and businesses.

On a financial note – the branches current consolidated business stands at \$79.9m up by \$3.1m since 30th June 2010, these figures are reflected in the 2010 annual report.

A big thank you must go to my team Debbie, Vicki, Jade, Jess, Glenys and Christa from the Pinjarra branch and Barbara and Lynda from Waroona, for their contribution and focus on maintaining a high level of customer service. There have even been some internal promotions within the branch during this past year – Jade Kelly taking on the role of Customer Relationship Officer and Debbie has a new role as Senior Customer Relationship manager, these promotions will benefit the structural operations of our branch.

Along with my staff I am proud to be a part of the Community Bank concept, the realisation of our branches efforts are seen within our community through projects such as the Cantwell Park Play Space Project. This reminds us all as to why we are here, doing what we do.

Please feel free to call into your local Community branch as I believe that it is our responsibility to ensure our community and customers understand that we are not “just another bank” we endeavour to provide quality, friendly and reliable service at all times.

Finally, I encourage you all to speak to your family, friends and associates about Bendigo’s Community Banking concept, as every dollar of business from existing customers and new customers will assist and benefit our various community groups in turn creating wealth for you our shareholders.

Thank you

Paul Foletta
Branch manager