

June 2011

Dear Shareholder,

## **Future Dividend Payments**

As the end of the financial year approaches, the board will soon begin the process of calculating the dividend to be paid to shareholders.

Each year, there are many lost and un-presented dividend cheques that ultimately are not banked by shareholders. Some cheques are reissued months or years later, but for others the benefit of the dividend is not received and the payment often ends up being paid to the government as unclaimed monies.

AFS & Associates, the accountancy firm who generate payment of dividends, have advised they will be increasing their fees for payment to shareholders of their dividends by cheque. Therefore, due to an increase in the cost of dividend cheques being generated, the company encourages you to deposit your dividend by direct credit which will result in a significant cost saving based on the cost of an EFT versus the cost of cheque payments and shareholder mail-outs.

Shareholders who elect to a direct credit ensure dividends are received overnight in a safe, efficient and secure way. Shareholders can elect to have their dividends paid either directly to their own bank account or any other nominated account in Australia.

Should you require assistance with opening an account at one of our Community Bank Branches, shareholders can contact our managers Ian Faulkner at Portarlington Branch on ph 5259 3239, or Craig Taylor at Drysdale Branch on ph 5253 3192 for assistance with opening a new account.

All shareholders will continue to receive a paper dividend statement for tax purposes and records.

It is now shareholder's responsibility to contact AFS & Associates by completing the attached nomination form and forwarding it to -

Rose Abbott, AFS & Associates, 61-65 Bull Street, Bendigo VIC 3550 Postal Address: PO Box 454, Bendigo VIC 3552

by 10<sup>th</sup> October 2011



## **Shareholder Requests**

AFS & Associates have further advised that they often receive requests from shareholders for specific individual information including holding confirmations for auditors, copies of lost dividend statements, replacement certificates and replacement cheques etc. A fee will be introduced in July 2011 which will be payable by the individual shareholder, for providing information that is not a service that the company already pays for.

Requests for such information will be processed by AFS & Associates on their receipt of an application form that will be available on their web site along with the fee which shareholders can pay by cheque or credit card.

The charges will be based on the time involved with completing the shareholder's request, including expenses such as the costs of secure printing of cheque stationery, production of certificates and postage.

A list of the fees involved can be found on AFS & Associates website, <a href="https://www.afsbendigo.com.au">www.afsbendigo.com.au</a>. Should shareholders not have access to the internet, they can contact AFS & Associates at their contact details above.

Should you have any queries, do not hesitate to contact AFS & Associates.

## **Future Communication**

The Board of Directors anticipate communicating with shareholders more frequently in the future, sharing good news from the company, its progress and its dealings with the community. To this end, we would encourage you to provide us with an email address so you can be kept up to date easily with a variety of media that can only be viewed in an electronic form. Electronic communication also saves the company in many ways, in costs of printing and postage and also helps to save the environment while using less paper products etc.

When you return your preference for how you would like to receive your Annual Report, please ensure an email address is included so we can stay in touch with you electronically in the future.

Regards,

Sandra Baldwin Company Secretary