

Berowra & District Financial Services Limited
Annual General Meeting – 2009 Chairman's Report

Ladies and Gentlemen, welcome to the 2009 Annual General Meeting of Berowra and District Financial Services.

It gives me great pleasure to be able to report that over the past twelve months your **Community Bank**[®] branch has seen unprecedented growth and continued support from our local community. This is in spite of the impact of the global financial crisis that hit the world's financial markets almost exactly twelve months ago.

I attribute this outstanding result to two things: the dedication and hard work of the team who manage and staff the branch and the continued focus of the Board on our primary focus, that of providing support to community groups and organisations throughout the district.

The level of service provided within the branch was recognised by the receipt of a Rotary Club Pride of Workmanship Award by our Branch Manager, Jocelyn, and within the Bendigo Bank community was recognised by the achievement of the Regional Branch of the Month award in March of this year.

The next twelve months will continue to be difficult and we cannot afford to be complacent or to assume that the financial crisis is behind us. The Board will continue to focus on customer service and support for the community over the next twelve.

We have seen the benefits that can be obtained by working closely with the other Berowra Village businesses. We have now initiated discussions with the local branches of Apex, Lions and Rotary with the aim of collaborating on projects to provide needed facilities within the community. It is our belief that together we can achieve more than we might individually achieve.

From a business point of view we will continue to strive to make our complete product range better known. We have been quite successful in the promotion of our wide range of insurance offerings which are very competitive both in premiums and coverage and we invite all our shareholders to ask for a quote from your branch before renewing your house, car, health, travel and other insurances.

In conclusion I would like to thank all of those who have contributed to the growth of our business over the past year –the manager and staff of the branch who continue to go the extra mile for our customers, the members of the board who have supported me so well, and most of all our customers and the wider community who have shown their support for our **Community Bank**[®] by entrusting their banking business to us.

And finally, we look for the support of you, our shareholders, in spreading the word about the services and products we have to offer. Experience has shown that a personal mention to friends and neighbours is the best promotion we can get. And so we encourage you to take every opportunity to recommend to them that they call Jocelyn, or any of the staff, to see what we have to offer. If every shareholder could introduce just one more customer, our growth for the year might double.