



**Meander Valley Financial
Services Ltd.**
ABN 27 111 858 078
ACN 111 858 078
P O Box 423
Deloraine, Tasmania 7304

Customer satisfaction recognized at Bendigo Bank

DELORAINÉ 3rd December 2008: Bendigo Bank's high level of customer satisfaction continues to be recognized throughout Australia.

As revealed in the Australian Financial Review's (AFR) Smart Investor magazine in December 2008, a survey of AFR readers voted Bendigo Bank Australia's favourite financial services provider with the best overall service.

It was the first time AFR asked its readers to nominate their favourite financial service provider and it is of interest that banks dominated the polling.

AFR Smart Investor readers were surveyed on the financial institutions they use. Readers were asked to rate their institutions on value for money, quality of customer service, the level of fees and charges, and the features offered by products.

Deloraine & Districts Community Bank® Branch Manager, Darren Rumble, said customer satisfaction was a priority for all Bendigo Bank staff, including those working within the **Deloraine & Districts** branch.

"Of course it is terrific to rate the highest of any other financial institution, and I feel this is reflected in Deloraine with our staff often receiving compliments from our customers for their friendly, helpful and efficient service," Mr. Rumble said.

"The significance of these reports cannot be underestimated. They are important because the satisfaction level is being rated by our customers.

"Our staff have been wonderful in their acceptance of the Bendigo way of banking and in gaining a rapid understanding of the products and services available to customers," Mr. Rumble said, "and local residents, traders and business people are taking the time to find out about what our branch has to offer and transferring their banking business.

"At the back of this increasing interest is the thought that the sooner the district's people support the local **Community Bank®** Branch, the sooner the community overall shares in the profits because this banking model is unique in being a partnership with local people who have a say in the distribution of profits earned," Mr. Rumble said.

Deloraine & Districts
Community Bank® Branch

