

## Meander Valley Financial Services Limited Newsletter March 2009

### Chairman's report



Despite the extremely challenging times we are all facing as we come to terms with the global financial situation; our own **Community Bank**<sup>®</sup> branch continues to grow in funds, loans and numbers of accounts under management. At this time we have close to \$48M of business on our books

from over 2,600 accounts. This represents a very encouraging level of growth since the beginning of the current financial year. But the outlook for the next 6 - 12 months is challenging to say the least, and the Board has adopted a very conservative approach in terms of our expenditure to ensure that we maintain the sound basis for future development that we have achieved to date.

We will continue to review the situation closely and decisions regarding distribution of Company funds will be taken after close and careful review of forecasts and current financial projections. As part of this process the Board is currently developing a new business plan which will form the basis for our management, growth and development over the next 3 years. Community and shareholder support will continue to be our major focus during this period.

Deloraine & Districts **Community Bank**<sup>®</sup> Branch attended the 120th Chudleigh Show which MVFS Ltd. assisted with sponsorship. The **Community Bank**<sup>®</sup> branch's colourful shade tent was there to host children's games in complement to the Fusion International group nearby and activities were a draw card for dozens of happy kids. It was a wonderful day for the Chudleigh community; we congratulate the Chudleigh Show Committee, and acknowledge the hard work, creativity and imagination that went into making the Show such a resounding success.

Another exciting development for us is the proposed installation of a 24hour access ATM at Mole Creek. The Board is currently in the process of conducting a survey of households and businesses in the area, and we have met with representatives from the Mole Creek Progress Association to discuss the proposal. This will represent a significant

achievement in improving banking services in our community.

The **Community Bank**<sup>®</sup> network in Tasmania is a success story for our State and over the next year the network is expected to grow. Currently there are several other communities forming **Community Bank**<sup>®</sup> project teams, with at least one of these, well under way. It is often asked whether in such difficult times, new **Community Bank**<sup>®</sup> projects in small communities should even be contemplated. I personally believe that hard times present opportunities for consolidating our strengths and planning for the future sustainability of our communities. **Community Bank**<sup>®</sup> branches are a positive way of giving communities control of their futures.

In other exciting news, Tasmania will host, for the first time, the southern states' annual **Community Bank**<sup>®</sup> conference at Wrest Point in April this year. Attending will be **Community Bank**<sup>®</sup> branch Directors from South Australia, Northern Territory, Victoria and from the Tasmanian **Community Bank**<sup>®</sup> Boards of Geeveston/Dover, Swansea/Bicheno, Queenstown and Deloraine. As Tasmania is hosting this conference, there will be a wonderful opportunity for us to showcase our achievements and promote our wonderful state. **Community Bank**<sup>®</sup> conferences provide the opportunity for Directors to come together, share knowledge, experience, learn from each other, and are always eagerly anticipated and well-attended.

I would like to thank our Branch staff. Susan Drake, Kim Hanson and Kim Walters, Kellie Challis and Kelly Hills, led by our Manager, Darren Rumble, are providing exceptional service to our shareholders, customers, and community. This is reflected in the success of the Branch.

Thank you also, for your continuing support. Members of the Board are always available to talk to you, hear any concerns, respond to any questions you may have, and we are always grateful for any ideas or suggestions.

Warm regards to each of you from the Board of MVFS Ltd.

**Lynn Hayward**  
**MVFS Ltd. Chairman**

## Branch Manager's report



The recent past quarter of business has seen the Global financial crisis bring its full weight to bear on our business, with consumer confidence on ever decreasing ebb which impacts on us as ever decreasing margins. The banking sector, like any retail business, is feeling this shift of activity as much as any.

The bright light in this entire crisis is our continued recruitment of

new customers. We continue to grow by about 25 customers a month, that's 25 new people every month that come and try the Bendigo way of doing things. Some of these people have come to us only because of our competitive rates, but I believe will stay with us regardless of the interest rate offered once they have experienced the greater customer service our staff provided backed up by a great range of products and services.

It is incredibly important in this hard financial climate to support each other and our community. The branch and Board can do this by helping and funding community projects. The community can do this by supporting the bank with its patronage; we are very competitive on all products and services and are supported with the same government deposit guarantee as the big four. If you don't currently bank with us come and try us even if you only start with one account. If you do bank with us and think the same as 86% of our customers that rated us as the best bank to be with, please tell somebody whether it be your friends, family or work mates. The more support we get, the more support we can give back.

Like our upbeat Bendigo Bank TV advertising says, "It all starts with "U"!"

**Darren Rumble**  
Branch Manager

### Branch snapshot

- Deloraine & Districts **Community Bank**® Branch
- > Established in July 2005
- > 2nd Community Bank® branch in Tasmania
- > More than \$650,000 in capital raised via a public share offer
- > 352 shareholders

## New ATM installation at Mole Creek

### Watch this space!

Plans are well underway for improving banking services to Mole Creek and surrounding district through the provision of a Bendigo Bank 24 hour ATM at the "Value Plus IGA Supermarket" located in Mole Creek village.

In co-operation with the business owner, Mr. Bruce Harvey, Meander Valley Financial Services Ltd. have successfully put a business case to Bendigo Bank Ltd. for supply of a 24 hour ATM facility which will be accessible outside the store. Management of the ATM will be the responsibility of Deloraine & Districts **Community Bank**® Branch.

Meander Valley Financial Services Ltd. Business Development committee also met with representatives of the Meander Valley Council when discussing the location of the new ATM. Council agreed to minor footpath improvements in the vicinity to assist anyone with wheelchair access needs.

As Mole Creek is the central shopping venue for the wider local community and visited by tourists en route to the many area attractions,

installation of a 24 hour ATM facility was considered to be positive business expansion as well as supportive for the local community.

Provision of the ATM will be an advantage in servicing the high amount of tourist traffic destined for the famous Mole Creek limestone caves and Cradle Mountain, the Honey Farm at Chudleigh, Trowunna Wildlife Park on the Mole Creek Road, Mole Creek township businesses such as groceries, petrol, guest houses, hotels, restaurants, craft shops, camping and caravan facilities.

## Mole Creek district banking services survey

A householder survey is underway in the Mole Creek district to give feed back on improvements to banking services to be planned over the next 5 years. MVFS Ltd. Chairman, Lynn Hayward, Business Development convener, Steve Blakeney, and Deloraine & Districts **Community Bank**® Branch Manager, Darren Rumble, attended the Mole Creek Progress Association's February meeting to discuss the proposed ATM installation and present an overview of the development of Deloraine & Districts **Community Bank**® Branch. The Progress

Deloraine & Districts **Community Bank**® Branch,  
49 Emu Bay Road, Deloraine TAS 7301  
Phone: 6362 4801

Opening hours: Monday to Friday 9.00am – 5.00pm  
and Saturday mornings 9.00am – 12 noon

Association was informed on how community support of the bank returns investment back to the community. Members present at the meeting were invited to contribute input on how banking services could be improved for the wider Mole Creek area.

MVFS Ltd. Chairman, Lynn Hayward, indicated that to facilitate feedback from the broader community of Mole Creek, a postal survey would also be conducted over 500 households in March 2009. The survey will give a greater number of residents the opportunity to present their ideas for future development that could involve the **Community Bank**® branch and will provide the Branch Manager with useful feedback on banking services.

## Chudleigh Show celebrates its 120th anniversary



The 2009 Chudleigh Show was held Saturday 21st of February on the delightful Chudleigh Showgrounds. Weather was perfect and the grounds were in fantastic condition due to timely rain and hard work by local volunteers.

This year His Excellency, The Honourable Peter Underwood AO, Governor of Tasmania officially opened the show. His comments referred to the importance of events such as the Chudleigh Show in terms of the community working together and encouraging families to be involved.

### **Bendigo Bank snapshot**

- > Established in 1858
- > Branch network throughout Australia
- > 165 Company owned branches
- > 223 Community owned branches

\*Figures relevant October 2008

The Chudleigh community teamed up to run a traditional country show with the aim to provide entertainment for the whole family and more importantly to allow as many as possible to participate in the show activities.

This year we had significant sponsorship from Deloraine & Districts **Community Bank**® Branch and together with Fusion International a range of youth activities were run free of charge, all day. As you can imagine these events were extremely popular with not only our youth but parents as well. We see the involvement of Deloraine & Districts **Community Bank**® Branch and Fusion International as important assets to the future success of the Chudleigh Show.

As with any community event it is important to be innovative and this year we decided to re introduce the Chudleigh Cup. The last time the Chudleigh Cup was run was approximately 30 years ago. As it turned out the event was extremely successful so next year this event will be expanded to involve more of the community.

**John Dare**  
**President Chudleigh Show Society**

## Chudleigh Art Award theme "120 in the Valley" attracts local talent

In conjunction with the 120th Anniversary Chudleigh Show, an art competition with the theme "120 in the Valley" attracted entrants from a wide area and with stunning results. Winning entries were on display at the branch until the end of February, so if you missed them, our photo shows the winning collection as installed by Leslie Dare and Cheryl Crowden.



▲ Chudleigh Art Award Winners at branch, Leslie Dare & Cheryl Crowden.

**Chairman:** Lynn Hayward.

**Directors:** Laura Richardson (Secretary), Nikki Atkins (Treasurer), Drew Badcock, Jan Blakeney, Steve Blakeney, Gordon Brookes, John Dare, Barb Harvey, Chris Moorehouse, Ken Philpott, Grant Ward.



## Meander Art Prize winner on display at the branch

Our district is famous for its creative individuals and for the many opportunities offered to showcase excellence in all artistic endeavors. The 2008 "Meandering" Art Award, sponsored by the Meander Valley Council, has awarded first prize to a lovely watercolor entitled "Autumn Twilight Near Carrick" by Mr. Dan Villers. The painting is on display at our **Community Bank**<sup>®</sup> branch until the end of March for everyone's appreciation. Please call in and enjoy viewing!



▲ "Meandering Art Award" Winner.

## New share registry provider

After consideration of several professional services available, Meander Valley Financial Services Ltd. has contracted with Richmond Sinnott Delahunty Pty Ltd. of Bendigo to act as Share Registry Provider for the Company. Our previous Share Registry, Computershare Pty Ltd., has now ceased to handle Bendigo Stock Exchange activity.

Recently, all shareholders will have received a letter of introduction from Richmond Sinnott Delahunty Pty Ltd

explaining their services. The Share Registry is a database of shareholders, their contact details, communication preferences and their holdings. If you are planning to purchase further shares or sell shares, Richmond Sinnott Delahunty will facilitate the required paperwork.

Please refer to the new "Shareholders Information 2009" guide (enclosed with this newsletter) for more details.

## Buying a new television? Up-grading your PC?

### Here's a safe way to re-cycle your e-waste

If you are considering up-grading some of your large-scale electronic equipment this year and don't know what to do with the "old" television, sound equipment or computer hardware, you can take your un-wanted E-waste to Veolia Environmental Services at Spreyton for safe re-cycling and NOT dumping in the landfill to cause an environmental hazard.

Ring 6427 4600 prior to delivery at 18 Kelcey Tier Road, Spreyton to let them know when you will be bringing your unwanted items. There is a re-cycling charge of \$1.70 per kilogram. If you cannot move the equipment yourself, a collection service from Deloraine is available with a pick-up charge of \$80.00 and the re-cycling charge of \$1.70 per kilogram.

**Jan Blakeney**

**Newsletter Editor, PR Coordinator & Ardent Re-Cycler!**

## Community Bank<sup>®</sup> shade tent available

Having an outdoor event? Need some shade? Shareholders are reminded the Deloraine & Districts **Community Bank**<sup>®</sup> Branch shade tent can be borrowed by arrangement with the Tent Manager, David Bounds, contactable on 6362 3206. Tent has four sides so you can configure the closure you need.

## Are you using your Community Saver Card yet?

All Deloraine & Districts **Community Bank**<sup>®</sup> Branch customers are entitled to a free 'Community Saver Card' which offers exclusive discounts and specials only to **Community Bank**<sup>®</sup> branch account holders at more than 37 local businesses throughout the Meander Valley. If you are not using your card, get with it! It not only saves you money it supports our local traders and keeps dollars in the district for employment and development.

If you've lost your card, call into the branch and our friendly staff will gladly supply you with a new one! Anyone in the family can use the card and a new list of traders' offers is enclosed with this newsletter. Current lists are always readily available at the branch.