



Bendigo Bank - the fairest of them all

4th February 2010: Choice has named Bendigo Bank as one of the fairest credit card providers in Australia.

Choice surveyed more than 20 financial institutions, considering interest rates, fees and how interest is applied to outstanding balances.

It found Bendigo Bank had a suite of credit cards that did the right thing by its customers.

Darren Rumble, Branch Manager at Deloraine & Districts **Community Bank**[®] Branch Manager, said the results were pleasing but not surprising.

“Our entire business is customer-focussed and we attempt to exceed customer expectations every day,” Mr Rumble said.

“We do this through outstanding customer service, but also by providing banking products that are straight forward, easy to understand and ensure prosperity for both the customer and the bank.

“We believe our customers should be treated fairly and our credit card terms and conditions reflect that belief,” he said.

Mr. Rumble said unlike some other providers, when you make a purchase with your Bendigo credit card, interest is only charged from the date your statement is issued-not when you make the purchase.

“This works in our customers’ favour, because the interest charged isn’t as high.”

Bendigo Bank also looks at ways its banking products can benefit the wider community.

“In 2005 we formed a partnership with the RSPCA to establish a credit card product to help save the lives of homeless animals,” Mr. Rumble said.

“Customers who use our RSPCA Rescue VISA Cards see either a set \$3 monthly donation or a percentage of their spend donated to the RSPCA's national Adopt-A-Pet program.

“This has helped raise more than \$580,000,” he said.

For more information on Bendigo Bank credit cards go to www.bendigobank.com.au or visit your local branch at 49 Emu Bay Road, Deloraine or call the team on 6362 4801.

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