

General Manager's Report

I am pleased to report a most successful year for your Community Bank. It has been a year in which both myself and our staff have worked very hard and we are very proud of our achievements. Our overall financial results are reflective of the confidence of our local community in their bank and a glowing endorsement of the efforts of both our Staff and Board. In my broad experience over many years of banking, it has been most gratifying to achieve this result for our shareholders and community in what can only be described as one of the most difficult years in banking.

Community Engagement

Over the past 4 years we have built a sustainable business that will continue to provide benefits for our community well into the future. This year we welcomed over 250 new clients to Bendigo Bank and along with an increase in business from our already loyal customer base saw our business grow by over \$20M this year.

This growth ensured that our business remained profitable and we were able to share our success with local community. This year we were able to distribute nearly \$15,000 in the form of financial support to community organisations from our Market Development Fund. Major support was given to the following organisations:

- North Ryde Community Aid & Information Centre
- North Ryde Rotary
- North Ryde Junior Rugby League Football Club

In addition to this, our Community Bank supported a major Rotary effort to install flashing lights in school zones throughout Ryde. Our support specifically allowed lights to be installed outside North Ryde Primary School. We felt that this was a major value add that will help alert drivers during school hours and be a preventative measure protecting our local children's safety.

Staff

We have an excellent team, incorporating fulltime and part time staff to run our business with great efficiency and flexibility. Our existing staff, Gina Spiliotopoulos, Helen Mark, Karen Cranfield and Michelle Stevens, have been with the branch since we opened and I am privileged to be part such a professional team.

This year Jodi Weston joined the North Ryde team. She comes to us with 7 years experience with Bendigo Bank. Jodi has been a welcome addition to the team to support our growing business. I must also acknowledge the contribution of Brad Galloway who provides the branch with relief when our staff are on leave.

I would like to thank all our staff for their outstanding contribution to the success of this business. Their commitment to providing quality customer service, I consider to be second to none; sentiments that would be echoed by our customers.

Finally I would also like to thank our Directors, who assist the business on a voluntary basis and ensure that business is run in a prudent and professional manner. They have made a significant contribution to the ongoing success of North Ryde Community finance Limited.

Welcoming Customers

We enjoy providing old fashioned, Bendigo service to our customers most of who our staff know personally. Nothing gives us greater satisfaction in assisting and solving any problems our customers may have. Accordingly, we would love to have every shareholder as a valued customer, appreciating the services we provide. Please feel free to drop in to our local branch, say hello and allow us to serve you.

Pat Italiano
General Manager