

## ***General Managers Report***

This year we celebrated our 5<sup>th</sup> full year of trading and it is with a great deal of satisfaction, that I am able to report on another successful year for your Community Bank. Confidence in our business continues to grow and our results are a strong endorsement of the efforts of both the staff and board of directors. Our financial results speak for themselves with our overall balance sheet growing by \$20 million (increase of 27%) for the last financial year, resulting in an after tax profit of \$190,000.00.

### **Community Engagement**

The strength of our business has meant that we have again been able to share our success with the local community. This year your community bank has supported several local organisations, schools and sporting clubs, with major financial support being provided to:

- North Ryde Rotary
- Ryde Eastwood Touch Football
- Holy Spirit School

We have also set aside an amount of \$25,000.00 with the Community Enterprise Foundation which will be used to fund Community projects in the future.

For me the most pleasing outcome from our Community Engagement activities has been the implementation of our School Banking program at Holy Spirit School. We have had an excellent response I would like to thank the parents and children for their support. We will actively encourage other local schools to participate in this worthwhile program over the coming months.

### **Staff**

The key to success for any business is it's people, and the contribution from our staff is nothing short of outstanding. As they have done for the past 5 years, Gina, Helen, Karen, Michelle and more recently Jodi, continue to provide professional, friendly service to all our customers.

I would also like to thank all our Directors, who give their time on a voluntary basis to ensure that the business is run in a professional and prudent manner. Their contribution to the success of our business should not be underestimated.

### **Our Commitment to Service**

In an age where a significant amount of banking happens in "cyberspace" the success of our business is built on the ability to continue to provide face to face banking services to our Community. The Community Banking concept ensures that we can run a profitable business and provide Banking services which not only benefit our shareholders, but the community at large. We would encourage all of you to be a part of your Community Bank and appreciate the great service we provide.

Pat Italiano  
**General Manager**

October 2010