



Bruce Rock Community Services Limited

22nd September 2020

SRN:

To The Shareholder

Community Bank Bruce Rock Closure

Dear Shareholder,

The Board of Community Bank Bruce Rock operated by Bruce Rock Community Services Limited ("BRC SL") regrettably wishes to inform you that Community Bank Bruce Rock will be closing permanently from 2 pm on Friday 4 December 2020.

BRC SL and Bendigo Bank have worked together over the past few years to explore possible options in attempting to establish the long-term financial viability of Community Bank Bruce Rock. Despite these efforts, BRC SL came to the conclusion that the branch could not sustainably operate on a long-term basis.

The way people now choose to conduct their banking is changing and with customer transactions continuing to decline along with a switch to increasing digitalisation means that despite the best efforts of the staff and BRC SL we have agreed that closure is the only option left to us.

These factors combined with difficulty in attracting and retaining the staff necessary to meet operational requirements has meant our business has faced ongoing hurdles.

A solution for our customers wishing to continue to transact in person is in place and another local business operator (Australia Post LPO) will benefit from additional business via the Bank@Post service for deposits and withdrawals.

Our local staff will work with customers until the day of closure to assist during the transition period and make arrangements to ensure that any inconvenience is minimised wherever possible.

In the coming weeks, BRC SL will hold a General Meeting of shareholders to consider resolutions necessary to enable BRC SL to close the branch, sell its property, cease operations and return any cash available to the shareholders. You will receive notice of this General Meeting and explanatory materials to provide you with information material to the proposed transaction.

If you have any questions, please do not hesitate to contact me on 0400 677 174.

Regards,

Rodney Thornton
Chairman

Bruce Rock Community Services Limited
(ACN 126 767 397)

Enquiries to The Chairman – Rodney Thornton via the Branch 9061662
All correspondence addressed to - Bruce Rock Community Services Limited, PO Box 97, Bruce Rock, WA 6418.