

December
2024



Hello, Penola!

Community Bank · Penola & District

Farewell to Kathy

We farewelled Kathy Kelly from Community Bank Penola & District on Thursday November 28 2024 after 2.5 years service.

Kathy's friendly face behind the counter will certainly be missed.

We hope she enjoys slowing down and spending more time at Robe.

The team and board members farewelled Kathy with a morning tea at the branch.



Merry Christmas

From all of the team at Community Bank Penola & District and the board of Penola & District Financial Services Ltd, we wish you and your family a safe, happy and enjoyable Christmas period.

Annual General Meeting

The AGM of Penola & District Financial Services Ltd was held on Thursday 14 November 2024 at the Penola Bowling Club with 26 people in attendance, being a combination of business partners, sponsorship & grant recipients and shareholders. We thank those who attended, it was a great opportunity to catch up and hear the good things happening within Community Bank Penola & District.

See over the page for an extract from the Branch Manager Report presented by Tara Batt. See page 3 for a Chair's Update.

Exerts from report by Branch Manager, Tara Batt:

To reflect on what was the 2024 Financial Year:

- We celebrated our 10th birthday in June, thank you to all those who helped us celebrate. This was a fabulous achievement for the board as the past 10 years have certainly thrown some curve balls at them to work through
- We reached the milestone of \$325,000 in community contributions
- We achieved \$8.6M in footings growth, achieving 180% of deposit target, 40% of consumer lending target and 212% of our agribusiness target, historically we have recorded negative figures, so whilst it wasn't enough to generate a large profit, it was a step in the right direction within the branch.
- We saw our second consecutive year without any team changes within the branch
- Our focus for the year really was on team development and through this we saw results exceeding 100% for wealth products, financial planning referrals, savings accounts and term deposits
- It really was a big year for Community Bank Penola & District.

We are now already 4 months into the new financial year, with some great results on the board already for this year, namely:

- Already exceeding 100% of our annual target of wealth accounts and Financial Planner referrals
- We had an in-person visit from our financial planner for the first time since Covid, he met with 4 customers on his visit and is very willing to come back to the branch to meet with more, so if this interests you, please let us know
- We are on track to achieve our annual target of insurance quotes within the first half
- We are creating consistency in lending conversations, applications and settlements
- We held a Banking Online Safely session with a team member from Bendigo Bank's Financial Crimes department, and since I have run this session with a couple of local groups – if you are involved in a club or organisation and would be interested in having me present, then please let me know
- And the most exciting news, for the July to September quarter, we achieved the highest percentage growth in deposits of all branches within SA-NT-WA, fabulous recognition for the work the team is doing in building the business and on-going relationships with customers

So, what else can you do to help us achieve our strategic goal of paying our shareholders a dividend? You can bank with us, borrow from us, get your asset and personal protection through us, refer us to your family, friends, neighbours and teammates, follow us on social media, help us spread the word of the good things that Community Bank Penola & District are doing for our community. Some times we can't offer the best interest rate, the cheapest fees or the doors open full time, but what we can offer is personal banking in Penola, on your doorstep – well actually, around your kitchen table, if you need – friendly, caring and understanding local team, a bank that puts it's profits back into the community to support your clubs, organisations and schools. We can't go through life without a bank account, so why not choose one that is helping to create a better community where we live.

If you have any feedback or suggestions for any aspect of the business whether it be future board directors, the business strategy or community investment initiatives, please contact any of us at the branch or the current directors to share your ideas. We all want to see the business thriving to a point that we can pay regular dividends to the shareholders, but we just can't do this on our own. Your advocacy through word-of-mouth, personal support and referrals is greatly appreciated.

At Bendigo Bank, our purpose is to feed into the prosperity of the community and not off of it, something that at Community Bank Penola & District we work hard at fulfilling. And with the continued support of our shareholders, customers and the community we can ensure that we continue to make good things happen in Penola for a long time to come.



It's a win-win when you bank with us.

Your better banking has helped support the clubs, projects and organisations at the heart of our local community.

Where else can great banking create such a positive impact - **\$330,000 and counting!**

Who do we support?

2024-2025 Community Grants and Sponsorships:

Penola Bowling Club

Penola Tennia Club

Penola P.A&H Society

Penola Junior Football Club

Get Home Safe - Driver Education

Kalangadoo Bowling Club

Naracoorte High School

If your club, group or organisation are seeking funding for a project or sponsorship, please contact the branch for an application form.

Grant & Sponsorship Process:

1. speak with branch staff about eligibility
2. obtain application form from branch or website at bendigobank.com.au/penola
3. provide completed application to branch
4. applications are assessed at monthly meeting of Community Investment Committee
5. receive communication of result of your application
6. send invoice to branch for payment
7. obtain marketing material or other requirements from branch for your event
8. promote the branch at your event
9. complete an acquittal form after your event

The more business you send our way, the more money we can send yours!

Update from the Chair

Thank you to those shareholders who attended the AGM, it is always lovely to see and hear from you.

We have had a busy few months behind the scenes of the of PDFSL with the preparation of a new Strategic Plan, finalising the Annual Report, holding our AGM and preparing Community Engagement activities for 2025.

At our AGM we farewelled 2 Directors who have elected to retire from the board, Lachlan Heysen and Anna Copping. We thank them for their commitment to the business, sharing their knowledge and insight as well as volunteering their time. We wish them both all the best with their future endeavours.

In October we welcomed a new board member, Mike Wetherall. Mike brings with him a wealth of experience and business acumen. We look forward to benefiting from his knowledge and ideas.

We also farewelled Kathy Kelly from the branch, always a welcoming face behind the counter, we wish her all the best in her future pursuits.

Community Bank Penola & District are well equipped to assist you with any personal or business banking requirements, so pop in to see Tara, Andrea and Molly or give them a call on 8737 2400.

Shane McPherson, PDFSL Chair

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many.
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Share in the merry



Christmas Trading Hours

Monday December 23 - 10am to 3pm

Tuesday December 24 - closed

Wednesday December 25 - closed

Thursday December 26 - closed

Friday December 27 - 10am to 4pm

Monday December 30 - 10am to 3pm

Tuesday December 31 - closed

Wednesday January 1 - closed

Thursday January 2 - 10am to 3pm

Friday January 3 - 10am to 4pm

Branch will be closing for lunch: 12pm to 12.30

Talk to us today

Community Bank

Penola & District

52 Church Street

Penola SA 5277

P 8737 2400

E penolamailbox@bendigoadelaide.com.au

bendigobank.com.au/penola

We're open:

10am - 3pm Monday, Wednesday, Thursday

10am - 4pm Friday

 @CommunityBankPenola&District

Directors

Shane McPherson (Chair), Mark Edwards, Sophie Angus, Kirsty Balnaves, Amanda Harrold, Mike Wetherall

Penola & District Financial Services Ltd

52 Church Street, Penola SA 5277

86 164 061 143



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If you would like to speak with one of our local Agribusiness Relationship Managers, contact the branch on 8737 2400 and they will put you in touch.

When you bank with us, you support the Penola and surrounding communities.



Welcome to the better big bank

- One of Australia's biggest banks and most trusted brands*
- 19 million customers.
- Competitive products. Personal service.
- \$272 million back to communities.

Find out more. Search Bendigo Bank.



*Roy Morgan Risk Monitor Survey 2020. Bendigo and Adelaide Bank Limited ABN 11 068 049 178, AFSL/Australian Credit Licence 237879 A1525005 OUT_10201291, 02/02/2022



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