

14 November 2018

**CANTERBURY SURREY HILLS COMMUNITY FINANCE LIMITED (“CASH”)
ANNUAL GENERAL MEETING**

CHAIRMAN’S PRESENTATION

On behalf of the Board of Directors, I am pleased to report that our Company continued to grow strongly during the 2017-18 financial year which reflects the competitive banking products we offer and high level of service provided by our staff. It is also pleasing to note that what began 15 years ago to bring banking services back to Canterbury and Surrey Hills, is still going strong!

In the last 12 months we have continued to support local community groups by providing more than \$750,000 in community investments and grants through our Community Investment Program, taking our total contribution over the life of our Company to more than \$4.46 million. Our Company also seeks to provide a good return to our shareholders. Over the life of our Company, we have paid more than \$1.16 million in shareholder dividends. When we combine our community investments and our shareholder dividends, we have injective over \$5.6 million into our community, an extraordinary contribution.

It is also pleasing to note that our overall footings increased by 8.3% and revenue grew by 8%.

During the past year we have strengthened our Company’s business development needs by appointing more Customer Relationship Managers, **Dolly Li** and **Linda Pillay**. Dolly has since been promoted to **Mobile Relationship Manager** and now joins **Nick Azar** and **Gary Johnson** in this space. I would also like to note the ongoing contribution of our branch managers, **Maggie Stamoulis**, **Shuro Shome**, **Kathy Koulouris**, **Adam Osmani** and their teams. It is through their exceptional service and customer focus that we can continue to provide for the needs of our customers and support our community group activities.

We also wish to recognise the support of Bendigo Bank who unfortunately were not able to attend this evening.

Over the next 12 months, both the Board and staff will continue working to have greater penetration into our community organisations, a strategy that is increasingly creating significant benefit for our Company. We obtain banking business and at the same time strengthen our ties with the community, to realise the mutual benefits from working together. We will refresh our strategy to remain relevant to our existing and, just as importantly, our potential customers, while always looking after our stakeholders. We will also keep developing our staff and provide the right

Canterbury Surrey Hills **Community Finance** Limited



mix of skills for the future of the business.

I would like to take this opportunity to thank our shareholders for your continued support for our company, our communities and our Board and committee members who were asked to make a significant contribution during the year. We look forward to a successful 2019.

Finally, I wish to thank Nick Coker, our Senior Manager, for his continuing excellent contribution in managing our Company.

I would now like to ask Nick Coker to say a few words.