

11 November 2019

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

CHIEF EXECUTIVE OFFICER'S ADDRESS

Welcome to all our special guests, shareholders, community and business partners and of course the management and staff across our four sites. I continue to be amazed with the ongoing success of the Group, which is as a result of the hard work and dedication from all involved.

With interest rates at their lowest point for generations, retail banking has become even more competitive. We welcomed the work of the Royal commission and its focus on delivering improved customer outcomes. This is something we have been doing for years, and has no doubt contributed to our success.

Our business grew by \$40M for the year representing an increase of almost 5.5% and our total footings (business on the books) sitting at \$768M. We are still the biggest Community Company within the Community Bank network Australia Wide. This growth figure being broken down to Lending growth of just over \$11M and Deposit growth of \$29M.

With a clear focus to spread the income streams our business made some great headway throughout the year with insurance sales and increasing our customer share of wallet. Our customer base and account numbers also increased throughout the year.

The success of the past financial year would not have been achieved without a dedicated team of staff. I would like to thank all the Management Team for the past financial year in Maggie, Kathy, Anjali, Nick, George, Jatin and Aaron together with their teams, who have made these results possible, many are here tonight.

As Juliann mentioned we have had a management restructure to the business, and I am looking forward to working closely with Juliann and the board and of course Maggie in her Senior Manager role to deliver exceptional results in the coming financial year. Throughout the year we have had a number of staff leave the Group, and we wish them all well in their future endeavours. I would like to formally welcome all our new staff who have joined the business of which some of them are attending their first AGM.

I would also like to acknowledge the support we get from Bendigo Bank business and specialised banking and Regional Manager Simon Sponza and his Regional staff team.

In the operational side of the business we get great support from our Chairman Juliann Byron and the Board of Directors (including our Company Treasurer Ian) and I would like to thank them all for

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the past 12 months. I would also like to thank our Marketing Manager- Anna for all that she has done in assisting us to connect with our community groups. Towards the later part of the year Rose joined the team as executive office and I would like to thank her for her contribution.

Finally, I would like to thank our shareholder and customers for your support, you have made this Community Bank model a success and helped us achieve the \$5.1M in sponsorships and grants, with \$690K handed out in the past year alone.

I urge everyone here tonight to encourage your family and friends to support this great organisation.

Thank you for your time, and I look forward to addressing you all again at our next AGM, celebrating greater success and community outcomes.