

Cooroy, Marcoola,  
Tewantin Noosa & Pomona  
**Community Bank** branches



## **Sunshine Coast Community Financial Services Limited**

ABN 12 100 576 261

### **Letter to Share Holders**

26/03/20

Dear Shareholders,

#### **COVID-19 update**

The Board of Sunshine Coast Community Financial Services Limited wish to convey to shareholders that we are working tirelessly to support and protect our Community Banks. The financial well being of our customers remains at the heart of what we do. We are committed to remaining as available as possible whilst adhering to any restrictions that may be imposed.

Some of the work we have been doing includes:

- Working directly with Bendigo Bank to ensure our staff and customers are kept safe.
- Receiving regular updates from Bendigo Bank to upgrade procedures and practices including social distancing
- Upgraded our daily cleaning regime – cleaning throughout the day as well as at the end of each shift
- Regularly wiping surfaces and washing hands
- Monitoring staff well-being and health
- Reaching out to clients to offer alternatives to visiting the branch including online and phone banking.
- Providing a broad range of financial assistance packages to small businesses and consumers

We have also examined our cost base and believe we are able to manage the current financial situation and remain in a good financial position.

If you have any concerns, please contact me on [info@sccfsl.com.au](mailto:info@sccfsl.com.au).

Yours truly,



Rick Cooper  
Chairman

