

COMMUNITY BANKING SURVEY

The Board of Directors of Palerang Financial Services Limited is responsible for the management of the Braidwood and Bungendore Community Banks. In order to better gauge the understanding our communities have of how these banks operate, what they offer and what makes them different from other financial institutions, we are asking you to please take the time to complete this survey.



The answers you provide will form the basis of a research project, in conjunction with the University of Canberra Business Faculty that will assist the Board of Palerang Financial Services to understand and better meet the future banking needs of the communities it serves.

The Board looks forward to and values your response. The Bendigo Community Bank® is a rapidly growing model of banking unique to Australia and Palerang Financial Services wishes to maximize that growth for our communities. Your responses will assist us to achieve this goal.

If you wish, you can leave your contact details at the end of the survey to go into the running for a dinner for 2 valued at \$100 at either *Bungendore Woodworks Cafe* or *Torpeas* in Braidwood. (1 prize pack per branch will be drawn)

All questions require a valid answer to be eligible for the prize draw.

This survey may be completed online at
<https://www.surveymonkey.com/s/PFSCCommunityBankSurvey>

Any questions or comments may be directed to:

Craig Pettit,
Senior Manager,
Palerang Financial Services Ltd,
93-95 Wallace Street Braidwood NSW 2622.
Ph. 02 4842 1700

Survey closes
Friday 2nd March
Dinner draw takes place on
10 AM on 3rd March
at
Braidwood Community Bank®
93 Wallace Street
Braidwood NSW 2622

1. Are you a shareholder of Palerang Financial Services?

- Yes
- No
- No - but I would like to buy Shares.

2. Do you have an account (savings, loan, mortgage, credit card) with Braidwood or Bungendore Community Bank?

- No
- Braidwood
- Bungendore
- Other Bendigo Bank Branch

3. Who owns the Braidwood and Bungendore Community Bank branches?

- Bendigo Bank
- Palerang Financial Services
- Local Shareholders
- Other (please specify) _____

4. What is your understanding of a Community Bank?

5. Where do the profits of the Community Bank go?

6. What Projects / Events are you aware of, that the Community Bank has supported?

7. Is Braidwood or Bungendore Community Bank your main Bank?

- Yes - All of my Bank Accounts (Including Credit Cards, Savings or loan accounts) is with my Community Bank
- Majority of my Bank Accounts (Including credit cards, savings or loan accounts) is with my Community Bank
- Some of my Bank Accounts (Including credit cards, savings or loan accounts) is with my Community Bank
- No – All my Bank Accounts (including credit cards, savings & loan accounts) is with other financial institutions.

8. Would you consider transferring your banking business to your Community Bank in light of the knowledge that Braidwood and Bungendore Community Banks return the majority of retained profits to projects within these communities?

- Yes - I will knowing that the Community Bank is supporting our local community. Please contact me to assist me to make it happen
- Yes - I am likely to come into the branch in the next couple of weeks knowing that the Community Bank is supporting our local community.
- Maybe - I need information to assist me to make the correct decision.
- No - I already have accounts with my Community Bank.

9. What would prevent you from transferring your banking business to your Community Bank?

- the cost of transferring to another bank would be too much
- the bank does not have the products and services I require
- I do not believe the Community Bank is competitive with my current bank
- I am waiting to see if the Community Bank is successful
- I believe it is just too hard to transfer my banking
- privacy of my personal information in a small town
- other: (please specify) _____

10. How would you like your Community Bank to communicate with you?

	Any Method is acceptable	Preferred Option	Second	Third	Last
Post	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch Interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Branch Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please specify other:	_____				

11. The information you have provided to us is protected by the Privacy Policy of Bendigo Bank. The full policy may be found at Bendigo Bank website or follow:
http://www.bendigobank.com.au/public/terms/privacy_policy.asp

For analysis purposes all personal information provided will be removed.

Statistical information provided will assist in the development of a Marketing Strategy for your Community Bank.

- Yes, I agree and my contact details will be provided at the end of the survey.
- No. I do not agree.

12. **Would you like to be in the draw for a dinner for 2 valued at \$100 at either *Bungendore Woodworks Cafe* or *Torpeas* in Braidwood?**

- Yes (Please provide contact details below) No

13. Contact Details

Your Name:

Property Name:

No & Street Name:

Town: State: Post Code:

Email Address:

Thank you for completing the Community Banking Survey.

Please **send/ deliver** this completed survey in a sealed envelope to your local Community Bank[®] branch:

Braidwood Community Bank[®]
93 Wallace Street
Braidwood NSW 2622

Bungendore Community Bank[®]
1/33 Ellendon Street
Bungendore NSW 2621