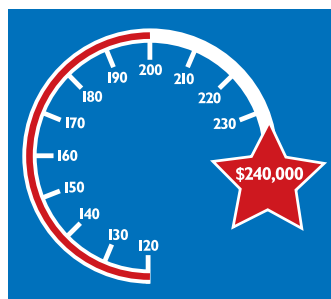


## \$200,000 GIVEN BACK TO OUR COMMUNITY STARS

121 non-profit groups around the country have now experienced the excitement of an unexpected windfall after becoming an SBS Star monthly prize draw winner.



The team at SBS Bank is delighted to celebrate giving \$200,000 back to their worthy SBS Star non-profit account holders since the banking package was launched 20 months ago.

SBS Bank general manager corporate performance Lana

Winders says the SBS Star banking package has exceeded expectations since it was developed specifically for non-profit clubs and societies, offering fee-free transactions alongside the opportunity to go in the draw to win one of ten \$1000 prizes every month.

"Being able to support our hard-working non-profits with the SBS Star banking package and its monthly cash prizes is another way we can provide value back to the wider community.

"It is these voluntary organisations that build the foundations of our communities. Whether it is sports, the arts, education or health, they're all vital to the spirit of the communities they belong to."

SBS Bank totally lives up to the Tauranga branch of Parkinson's NZ motto. That's why co-ordinator Mary Reid is such a loyal advocate of SBS Bank and our Star banking package.

"Our Parkinson's motto says it all really – *'The needs of one of us become the concern of all of us'* – so for SBS Bank to help our community in the way it does is a perfect concept for our Star account and Parkinson's here in Tauranga," says Mary.

"The relationship is awesome and the staff are all so willing to go the extra mile - be it helping with fundraising projects, providing us with a presentation or afternoon tea and entertainment at a meeting or partnering in our local fundraising golf day."

Tauranga manager Terri Gregory says it is fantastic to be able to share such a genuine partnership with community organisations like Mary and the Parkinsonism Society and know the benefits were two-way.

"We stick to providing great service and community support and Mary's out there singing our praises telling other non-profits to get on board and reap the rewards. It's all about being a bank with a difference and one that cares about our communities."

If you would like to see a list of all of our worthy non-profit SBS Star winners visit: [www.sbs.net.nz](http://www.sbs.net.nz)



True community partners – SBS Bank Tauranga manager Terri Gregory (left) and business development officer Delwyn Smith with Tauranga Parkinsons co-ordinator Mary Reid.

### INSIDE THIS MONTH

- SBS Star reaches \$200,000
- More SBS Bank PIEs
- i-bank legal launch
- Member benefits
- New products
- Our communities

## SBS BANK LAUNCHES I-BANK LEGAL

An intensive year of hard work is about to come to fruition with the addition of i-bank legal to our ever-growing suite of SBS Bank products and services.

i-bank legal is a package of online products and services specifically designed to meet the banking needs of solicitor firms and we are the first locally-owned bank to offer this package in New Zealand.

At SBS Bank we've been working with and supporting the needs of solicitor firms for over 140 years. As a building society, this support was initially restricted to the offer of account management services for the deposits of solicitors' clients.

Registration as a bank, however, has opened up a new world of possibilities to SBS Bank. Our i-bank legal services will provide our solicitors with 24 hour access to office, client deposit and trust accounts with simple and effective access via a web-based banking system that can be located anywhere from their office, their home – even Istanbul.

Because we approach service with such commitment and focus, we have built strong and lasting relationships with the solicitor firms who have placed their client deposit funds with SBS Bank. We are very excited about bringing a more convenient, smart online banking service tailored to the needs of solicitors' firms.



Georgette Stewart and Matthew Mark are the front cover faces for our new i-bank legal brand.

## SBS BANK CASH PASSPORT LAUNCHED

If you are planning a trip overseas, SBS Bank is delighted to announce the launch of our new Cash Passport.\* The Cash Passport is a pre-paid travel money card that allows you to withdraw your own money in local currency from more than one million Visa ATMs worldwide. It's the perfect back up to your SBS Bank EFTPOS card when you're away from home.

To provide you with added peace of mind, your card is PIN-protected, with no connection to your bank account numbers, and allows you to access your own money – day or night – without the worry of carrying your ID with you.

You can lock in the exchange rate when you load the card and reload your card via Internet Banking, leaving you to relax and enjoy your holiday without any nasty exchange rate conversion surprises when you get home.

For even greater ease and convenience, our SBS Bank Cash Passport is available in five currencies, has a free second back-up card and 24 hour Global Emergency Assistance.

\*Cash Passport is an unsecured debit security issued by Interpayment Services Limited, a member of the Travelex Group. A prospectus for the Cash Passport can be obtained online at [www.cashpassport.co.nz](http://www.cashpassport.co.nz)

### DID YOU KNOW? SBS BANK ALSO OFFERS

#### Everyday banking including:

- ATM/EFTPOS
- Telephone banking
- Internet banking
- Cheque and deposit books

#### Savings and investments including:

- Savings accounts
- Investments – interest at maturity of compounding quarterly
- Online savings account
- SBS Bank best rate guarantee

#### Lending including:

- Home loans
- Rural finance
- Investment
- Commercial loans
- Personal loans
- 100% no deposit loans
- SBS Advance reverse equity loans

#### SBS Bank international services including:

- Telegraphic transfers (or wires)
- Drafts
- Foreign cheque deposits
- Cash Passport

#### SBS Bank insurance including:

- Term life
- Loan repayment
- Payment protection
- House and contents
- Vehicle
- Marine

#### SBS Bank Financial Advisers including:

- Portfolio services
- KiwiSaver
- Financial planning and investment advice
- Pension/superannuation advice

For additional services and personal assistance, please call us on **0800 502 442** during normal business hours (from 8.30am to 5.30pm, Monday to Friday, excluding public holidays). We'll be happy to help.

## NEW IMPROVED WEBSITE

The team at SBS Bank is very pleased to soon be launching our new SBS Bank website in conjunction with the launch of our new solicitors' online banking package i-bank legal.

The new site redevelopment includes several new features, including a search function and enhanced information around our rural services, international banking services and the new KiwiSaver Growth Fund.

The new SBS Bank website also visually includes a selection of tabs such as 'personal,' 'about us' and 'reports and documentation' therefore removing the need for multiple 'click throughs' and 'scrolling.'

Another new feature of the website redesign is the two log-in options for internet banking (i-bank personal and i-bank legal), which will link the user to the relevant internet banking platform.



New and improved – get ready for the launch of the new SBS Bank website.

## CHEQUES 'NOT TRANSFERABLE'

To ensure SBS Bank is providing the best protection to you, we have introduced new cheque books with all cheques crossed with 'Not Transferable.'

In the past we have produced all our cheque books on an 'open' basis, meaning they have no crossing on them. A cheque crossed 'Not Transferable' means that it is only payable into the account of the person named on its face – it cannot be endorsed and passed on to another person. This offers the greatest protection should the cheque be lost or stolen.

You will still be able to 'open' a cheque to have it paid in cash by crossing through the words 'Not Transferable,' writing "Please pay cash" and signing next to these changes.

If you have any queries regarding this change please do not hesitate to contact one of our team on freephone 0800 502 442.

## MORE SBS BANK PIES!

### More SBS Bank PIEs you ask – has SBS Bank come up with a new community fundraising initiative?

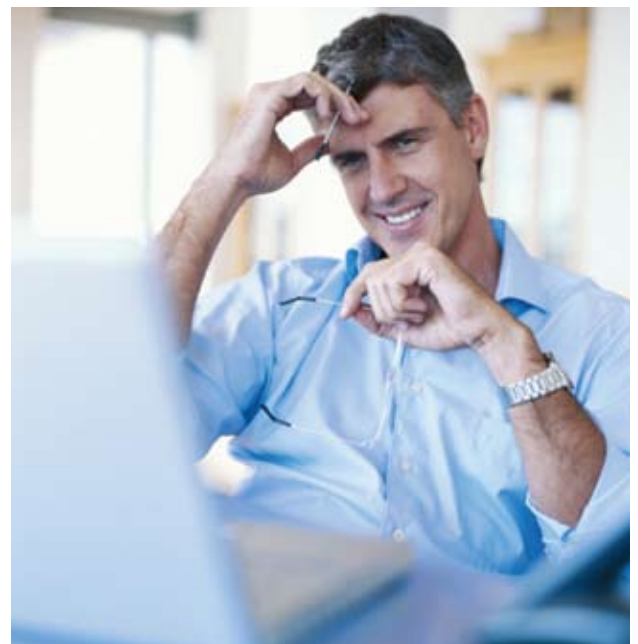
No, SBS Bank hasn't gone into the baking business – well not yet anyway. However, we are cooking up a cash PIE (Portfolio Investment Entity) term investment account to add to the SBS Bank Lifestages Deposit Portfolio. This is to complement the cash PIE call account we already offer. Both accounts invest in securities issued by SBS Bank.

If you are on a high tax rate (RWT) on your existing call or term investments, a PIE call or term investment may give you a better return. PIE investments have a top tax rate of 30% PIR (Prescribed Investment Rate). A 5% PIE investment is equivalent to a non-PIE rate of 5.22% if you are a 33% tax payer and 5.65% if you are a 38% tax payer.

PIE	non-PIE 33% RWT	non-PIE 38% RWT
5.00%	5.22%	5.65%
4.00%	4.18%	4.52%
3.00%	3.13%	3.39%

Now that you know how to compare non-PIE and cash PIE rates and you're interested in cash PIE investment accounts, talk to one of our Financial Advisers, phone us on 0800 502 444 or call into your local branch to find out more about cash PIE investments, how to determine your PIR, Terms and Conditions and open a cash PIE call account. You can also ask our Financial Advisers to register your interest in being contacted when the cash PIE term investment account becomes available.

The manager of the SBS Bank Lifestages Deposit Portfolio is FANZ (Funds Administration New Zealand Limited). FANZ is a subsidiary of SBS Bank and has been in operation since 2002. FANZ currently has over \$250 million in funds under management.



## ATM CONVENIENCE NETWORK

Have you noticed the new convenience ATMs popping up all over the country? Non-bank suppliers ATM Plus and NZATM have placed more than 300 ATMs into indoor locations such as service stations, convenience food stores, supermarkets, restaurants and hotel foyers. For the convenience of their handily-located ATMs, cardholders are charged a fee per cash transaction.

And handy they seem to be. Use by debit cardholders of other banks is growing, including our own members who have tried to use these machines with increasing frequency.

Until now, SBS Bank members have been greeted with a decline message. However, as from Saturday 7 November, you will be able to access cash using these convenience machines, but be aware, the non-bank ATM suppliers will charge their fees by adding them to your transaction which will be in addition to the normal withdrawal fee charged by SBS Bank. You will not be caught unawares by this fee. The ATM will disclose the fee and request your approval of it, on-the-spot, prior to proceeding with the cash withdrawal. If the fee does not suit you, you can decline to proceed with the withdrawal at no cost.

Completed cash withdrawals will appear on your bank statement as a total amount with the location of the ATM identified for you.

## WELCOME TO PATRICIA MUIR



We're delighted to welcome Patricia Muir into our fabulous SBS Bank team, following her appointment as Queenstown manager in June.

Patricia has worked in a variety of banking and finance roles throughout New Zealand and the United Kingdom before being enticed back to her southern roots by the position with SBS Bank.

Patricia says: "I originally planned a six-month sabbatical travelling and ended up staying in the UK and travelling when I could for five years. It was a fantastic time but it also taught me to appreciate how great New Zealand and New Zealanders really are.

"Now it's awesome to be starting a whole new adventure back home and working for such an iconic Southland brand that really focuses on its members with the personal touch – locals looking after locals.

"One of the greatest attractions to SBS Bank is that it is New Zealand owned and provides its management with ownership to make local decisions that are relevant to each of the branches and their surrounding communities. By having such local authority, we can really get on with the job of getting to know and understand our customers and their needs." says Patricia.

"We have a fantastic team here that are passionate about meeting the needs of our local community. I'm looking forward to building on that and, of course, getting amongst it all here in beautiful Queenstown."

## REFURBISHMENT CELEBRATED AT WINDSOR

It was occasion for triple celebration recently when SBS Bank Windsor branch reopened following seven weeks of refurbishment work. That's because the titivations came in time for Windsor to celebrate another birthday and were coupled with the branch extending its opening hours from part-time to fulltime.

The dynamic team at Windsor are delighted to be able to offer existing and new customers even greater benefits following the refurbishment and extended hours.

The Windsor branch was SBS Bank's first "agency" to be opened in Invercargill in 1960 and was originally located in Bourke Street. It was relocated to its current site in Windsor Street on 5 July 1985.



The Windsor branch team, Christine Shuttleworth, Debra Jones and Diane Howe.

## WE'VE GOT THE BEST TRANSACTIONAL ACCOUNT

SBS Bank's commitment to delivering quality products and member benefits was recognised in our inaugural year of eligibility for the Sunday Star-Times Canstar Banking Awards for 2009 by being judged as providing the best transactional account.

Still in our first year as a bank, the team at SBS Bank was delighted to feature in four of the annual banking award categories, including being ranked first for the best fully-featured transaction account. Described as being, "without doubt, the hardest category to judge because people operate their transaction accounts in such varying ways," the judging panel took a basket of 15 transactions a month, based on Canstar data of how people actually transact, and ranked the accounts by cost.

Those transactions included ATM withdrawals (both from home and other ATMs), branch and telephone transactions, cheque deposit, direct debit and EFTPOS. The category also represented those who still like a face-to-face element to their banking and that's why it was even more pleasing to secure a category win in our debut year.

SBS Bank also featured second for best floating rate home loan, second for best line of credit home loan and third for best electronic transaction account against eight other eligible New Zealand-based banks.

## WINTER GAMES NZ

"There were plenty of thrills and a ton of action for all to enjoy during the broadcasting of two of the inaugural Winter Games NZ ice events following a sponsorship agreement with SBS Bank.

The partnership provided televised coverage of the ice hockey and curling events during the Winter Games and both sporting codes provided plenty of exhilaration for spectators and television viewers alike.

There were scenes of euphoria when the Ice Blacks made history at the Winter Games with their first ever win against Australia beating them in the second test of the Trans Tasman Ice Hockey Series at the Dunedin Ice Stadium. The Ice Blacks then went on to win the penalty shoot out to take out the series making it even more special to be able to share the occasion with some of our SBS Bank members.

Staff from our Queenstown and Cromwell branches were eager to take in the sights and action during the week of curling at the Maniototo Curling International indoor ice rink in Naseby. While the New Zealand team was pushed out by the Koreans for the women's bronze, the line up of Olympic qualifying teams provided world class quality of curling and enthralling final games for live and televised viewers alike.



NZ Ice Blacks. Photo: Peter Idoine

## FAREWELL COLIN WINTER

**A truly remarkable career was celebrated in style when SBS Bank farewellled senior lender Colin Winter following 50 years of service in the Invercargill branch.**



Colin was just 19 and fresh from Wyndham when he walked in the door of the then Southland Building and Investment Society and Bank of Deposits and asked the boss Hugh Ritchie for a job.

For the next 50 years he diversified from arrears clerk to investments and loan records before spending the past 30 years in lending.

Colin officially retired on 21 August 2009 – 50 years and three weeks after he started – taking many happy memories with him.

The biggest highlight Colin says was the enjoyment and pleasure he had from serving the public and the good people of Southland, along with the many friends and acquaintances he had established through dealing with those people. Colin also said he couldn't wish for better colleagues in such a fantastic place and with such a fantastic organisation.

Colin was given an extremely fitting send off with many hilarious and complimentary anecdotes and a presentation of a "This is Your Working Life" book containing personal letters, photos, snippets and memoirs from the team at SBS Bank. It was, however Colin's heartfelt speech that ensured no dry eyes were left in the house.

He may have retired from 50 remarkable years at SBS Bank, but we know Colin will not be idle with a varied number of personal interests and community-based hobbies to pursue. The bowling green may be calling and Australian Grand Prix travel plans await, but as a Justice of the Peace, board member of the Invercargill Licensing Trust and director of Rugby Southland and Cycling Southland there will be competition for Colin's time.

## HAMILTON HALF MARATHON

Record rainfall couldn't deter a record field of runners and walkers taking part in this year's SBS Bank Hamilton Half Marathon and associated events.

A fantastic 2200 entries were received for this year's event and around 1800 completed their personal challenge despite the torrid conditions on the day.

A highlight of the October occasion was the inclusion of a Kids Marathon, which attracted a field of 300 budding young athletes. It was an impressive sight as the kids ran their two laps of the Governor's Lawn to complete their marathon and receive their special Kids Marathon medal.

The weather conditions could not suppress the personal efforts of the SBS Bank Hamilton Half Marathon winners with Tauranga's Michael Pugh breaking the race record by just over two minutes running 1.11.11 and Michelle Hyland, who holds the women's race record, running close to her record in a time of 1.29.45. The 10km race was won by John Crane in 35.31 and the women's race saw Helen Rountree take line honours in 38.30.



Proud participants

The day was rounded out with 5km run and walk events, a corporate team challenge, masters divisions and great spot prizes.

## MEMBER BENEFITS

### IT PAYS TO BELONG

When it comes to creating benefits for our members, SBS is no ordinary bank. Whether it is better rates, better service or simply the perks of community support there is no question that it pays to belong.

### SBS ST JAMES THEATRE – GORE

SBS Bank always looks for additional ways to reward its members so when we teamed up with our grand old lady, in Gore, we allowed for SBS Bank members to benefit by receiving a 10 percent discount on movie tickets when paying with an SBS Bank EFTPOS card at the SBS St James Theatre.

### LOCHIEL GOLF – HAMILTON

SBS Bank Hamilton branch and the Lochiel Golf Club offer golfers, who are members of both the club and SBS Bank, the chance to win \$1000 for scoring a Hole in One on hole number three on any recognised Lochiel Golf Club day.

### SBS BANK MEMBER WEB COMMUNITY

At SBS Bank we take our commitment to mutual benefit one step further through the ongoing development of our online SBS Bank Web Community. This is your opportunity as an SBS Bank member to promote your clubs, societies and businesses to other members via our website. A free advertising service for SBS Bank members! If you haven't already registered online visit [www.sbs.net.nz](http://www.sbs.net.nz) now!

### PARKINSON'S AWARENESS WEEK

The team at SBS Bank Tauranga have taken their valued relationship with the Parkinsonism Society Tauranga another step further by offering the support of our northern branch for the 2010 Parkinson's Awareness Week. Held from 1 to 7 November, the society set up an information desk outside the Tauranga branch of SBS Bank for awareness week and with the help of our friendly team they fundraised, selling raffles and helped to share in building awareness and community spirit.

### THE PERFECT GIFT BASKET

Shop with Bright in Boxes for a fantastic range of New Zealand gift baskets and gift ideas. Simply check the tickbox declaring that you are a SBS Bank member and you'll receive a 10 percent discount off your purchase! Visit [www.giftbaskets.co.nz](http://www.giftbaskets.co.nz)

### STAR FUNDRAISING EVENTS CALENDAR

As another way to support our worthy SBS Star account holders, the team at SBS Bank have established an online calendar where our community Stars can advertise their upcoming fundraising events. Log on to our website [www.sbs.net.nz](http://www.sbs.net.nz) and head to our SBS Star banking package section – there SBS Star groups can email details of their upcoming event, which will then be loaded into the calendar for everyone to see. So log on and get the details of your valuable fundraising event online now!

## MAKOS KIDS FUN DAY

Take a bunch of young, aspiring rugby players and give them an afternoon with The Tasman Makos rugby team and you are guaranteed to have a bunch of very happy kids!

SBS Bank recently held two Makos Fun Days at the top of the South Island to give a special group of local children the chance to meet their Makos heroes.

At Lansdowne Park in Blenheim, four teams from Picton's Waitohi Rugby Club spent a session with the 30-man SBS Bank Tasman Makos squad, which included running drills, games of touch and tug-of-war, and a chance to meet and chat with the squad.

SBS Bank's Makos marketing liaison Rachel Wedderburn says the Makos Fun Day in Blenheim was organised as a "thank you" to the Jennings family, of Waikawa Bay's Buccaneer Lodge, who starred in the most recent SBS Bank television commercial.

The Jennings, Suzanne and Graham, and their two sons David, aged 11, and Travis, aged 8, are all involved with the Waitohi Rugby Club so the boys and their respective under 10s and under 8s teams, along with the under 12 and under 16 teams were all invited to the fun day session.

Nelson's Trafalgar Park was the scene of the second Makos Fun Day, which included goal kicking sessions, games of touch and a huge kids versus Makos running race.



David and Travis Jennings with their Makos heroes, Joe Wheeler, Khan Fotuali'i and Zane Winslade.

## BECAUSE TOGETHER WE'RE BETTER



### CROMWELL GOLF

Community partnership and alliance was epitomised through a new sponsorship being celebrated by SBS Bank Cromwell manager Lynn Manson, Cromwell Golf Club manager Graham Mercer (left) and club board chairman John McDonald. The SBS Bank Cromwell Golf Club partnership is testament to both organisations sharing long, proud and successful heritage and a commitment to our respective members and communities.

### BLOSSOM FESTIVAL



It was blooming marvellous to be able to provide a double act of community support for the Alexandra Blossom Festival this year following an opportune SBS Star prize draw win for the festival trust. The trust was delighted with the additional \$1000 and SBS Bank was just as thrilled to be able to support the SBS Bank Blossom Festival Art Exhibition again this year.



### BOWLS SOUTHLAND

So delighted with their \$1000 SBS Star prize draw win, Bowls Southland is urging all non-profit clubs and societies to switch to our SBS Star banking package. Bowls Southland executive officer Gordon Crombie says the club receives all of the banking services they need and expect as a non-profit club through the SBS Star banking package and it was delivered with fantastic SBS Bank service as well.

### SOUTHERN SINFONIA



Performing arts groups around the country have been singing the praises of SBS Bank after receiving an unexpected bonus in their SBS Star banking accounts. The Dunedin-based Southern Sinfonia was a delighted recipient of an extra \$1000 in a recent prize draw and office administrator Nicolle Fournier said the timing couldn't have been better. "Friends of the Sinfonia supporters are currently raising funds for the purchase of tubular bells and the \$1000 will go into this, putting the *With Bells On* project close to the halfway mark. Our Sinfonia concert audiences can look forward to an even better sound in future years!"

## WHAT'S COMING UP

### 2009

11 November	The Christmas Heirloom Company and Life Education Trust Night of Christmas Magic, <i>Hamilton</i>
21 November	Rural Heritage Day – The Way We Were in the 1950s, Donovan Park, <i>Invercargill</i>
3 December	Central Southland Rural Primary School Golf Tournament, <i>Drummond</i>
To 11 December (Every Friday night)	Hamilton North East Community Development Trust Touch Tournament Sausage Sizzle, Tauhara Park, <i>Hamilton</i>
11 - 13 December	Cromwell Community Santa Land, Presbyterian Church Hall
12 December	Marlborough District Brass Band, Christmas Nostalgia Concert, Church of Nativity, <i>Blenheim</i>
31 December	Big Walk challenger Jamie Fitzgerald Team Event with Graeme Dingle, Jo-anne Wilkinson and Waikato Youth Empowerment Trust Project K, <i>Hamilton</i>
Ongoing	Central Stories Museum and Art Gallery Central Otago Art Exhibition, <i>Alexandra</i>

### 2010

16 January	Winton A & P Show
23 & 24 January	Dressage Southland Summer Championships, <i>Gore</i>
10 – 12 February	Southern Field Days, <i>Waimumu</i>
12 – 20 February	Shakespeare in the Park, <i>Invercargill</i>
27 & 28 February	Southland Showjumping Championship, <i>Gore</i>
6 March	Rotary Club of Claudelands Park Playground Family Fun Day, Claudelands Park, <i>Hamilton</i>
5 & 6 March	SBS Bank Southland on Show, Ascot Park Raceway, <i>Invercargill</i>
6 & 7 March	SBS Golf Invitational, Invercargill Golf Course
18 March	International Track Meet, QEII Stadium, <i>Christchurch</i>

### MEMBERS ONLY STAND

As a valued SBS Bank member, we would like you to tell us what you would like to see in your SBS Bank newsletters. Do you like to hear about our new products and services, the achievements of SBS Bank and its people or stories driven from our many community partnerships? Or you may prefer to read a little bit of everything?

We would really like to know what you wish to read about so please let us know your thoughts. All members who contact us with their thoughts or ideas will be entered into a prize draw and five lucky members will win a special SBS Bank gift pack.

Please send your feedback to [melissa.chilton@sbs.net.nz](mailto:melissa.chilton@sbs.net.nz) or post to Melissa Chilton, SBS Bank, PO BOX 835, Invercargill.



## FROM THE CHIEF EXECUTIVE: A SUCCESSFUL FIRST YEAR



**On October 7 we officially marked our one year anniversary of bank registration – and what a year it has been!**

It has been a significant and successful first year as New Zealand's only customer-owned bank. To be just one year young as a registered bank and at the same time celebrating our 140th birthday is certainly extraordinary. Of greater importance, however, is the fact that our structure of being a member-owned, mutual society remains unchanged.

Our Southland-born organisation has experienced a year of achievements like no other in its long, proud history and our traditional and prudent approach enabled us to continue as a profitable and successful bank. This is despite the international economic turmoil and recession, which has dramatically impacted many financial institutions both here and overseas.

The response from you, our members, and the wider market, to our bank registration was a positive affirmation of our decision to pursue bank registration. Depositors' funds grew significantly, well in excess of the same period the previous year. The corresponding impact on a key measure of commercial strength – capital and liquidity – was also significant.

SBS Bank's performance and commercial robustness was also recognised by the RBNZ-approved international credit rating agency Fitch Ratings when it reconfirmed our BBB investment grade credit rating. SBS Bank's commitment to consolidating our position as a small mutual, strengthening our balance sheet, protecting the business and looking after our members remains foremost in our day-to-day operation.

It has been indicated by the Reserve Bank that wholesale rates are likely to stay at current levels until at least mid-2010, at which time they expect to see them rise. To some extent the market has already priced in these rises and this is reflected by the increase in longer term fixed rates currently being offered. At SBS Bank, we have chosen to position in a 'holding pattern' where margin is certainly more important to us than growth or market share. The outcome of this will see us emerge a far stronger and even more successful bank in 2010 and beyond.

As a young bank, we know SBS Bank has advanced greatly over the past year and we're looking forward to the next 140 years. Being able to stick to our philosophies of sustainability through prudence, commitment to mutual benefit, community prosperity and providing an environment where our people really do make a difference is particularly important to the future of SBS Bank.

We remain committed to protecting the business and looking after our members and we thrive on getting active in our communities with our people and their events. We cannot always offer every bank product to our members, but you can be assured that the ones we do offer will always come with exceptional service. Knowing that that won't change should be of great comfort to you.

The team at SBS Bank are delighted to have celebrated our first birthday as a registered bank and, if the results of the past year are anything to go by, there will be plenty more celebrating in the years to come.

Ross Smith  
Chief Executive

