



Summerland Bank

Customer Report 2024



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Registered office
101 Molesworth Street
Lismore NSW 2480
1300 728 728

Auditors
Grant Thornton
KPMG

Summerland Bank acknowledges the Traditional Custodians of the land on which we live and work in Australia. We pay our respects to elders past, present and emerging, and acknowledge the ongoing connection that Aboriginal and Torres Strait Islander peoples have with Australia’s land and waters.

Summerland Bank is a division of Summerland Financial Services Limited ABN 23 087 650 806. AFSL 239 238. Australian Credit Licence 239 238.

Celebrating
60
years

 Summerland Bank

Welcome from the Chair & CEO

We put our customers first, because our customers are our owners

Loan growth

8.2%

Assets as at 30 June 2024

\$1.136 bn

Welcome to the 2024 Customer Report. On behalf of the entire Summerland Bank team, thank you for your continued support and trust in us.

On July 13, 2024, we proudly celebrated our 60th anniversary and the legacy that we have built together. Our commitment to social and environmental responsibility is a core value guiding our actions and as we look back, we reflect and honour those that laid the foundation for us.

As we embark on a new financial year, we are delighted to share the remarkable achievements of Summerland Bank over the past year. Our team has worked tirelessly to meet and exceed our goals, and we are proud to highlight some of our key accomplishments.



CEO John Williams (left), and Colin Sales, Chair

The Year in Review

This year we successfully rolled out our name change from Summerland Credit Union to Summerland Bank across all our branches and networks. It was a big step for us, and we valued your feedback and support as we made those changes.

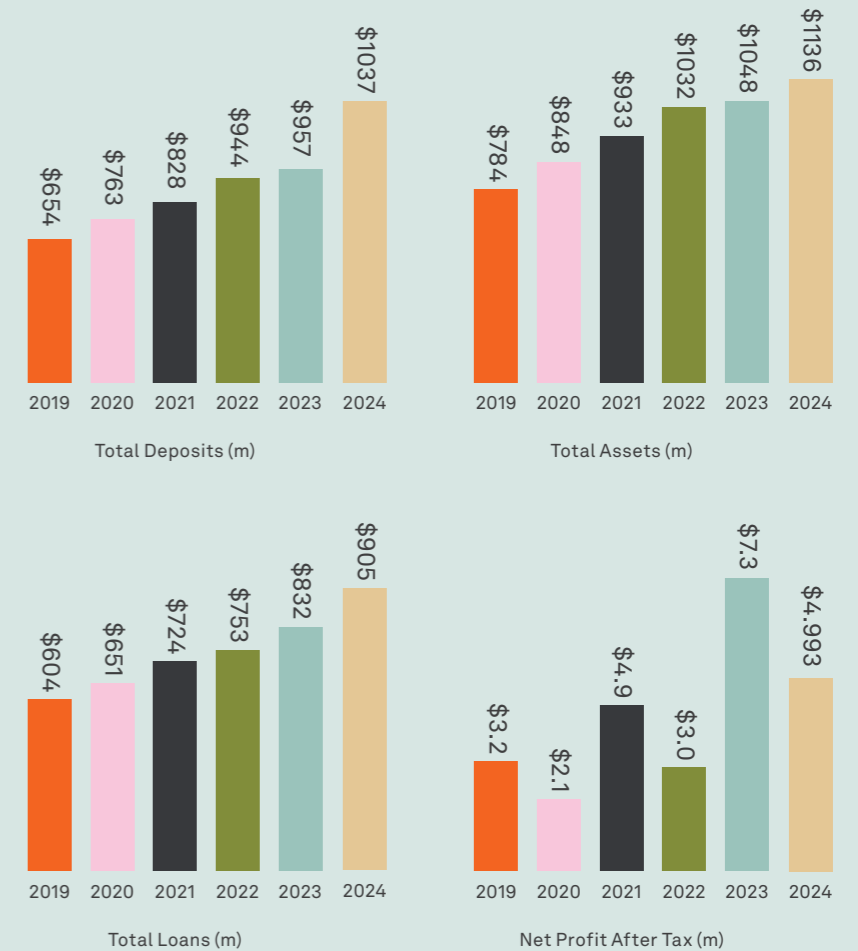
We also completed the refurbishment of our head office and Lismore branch in March 2024 following the devastating floods of 2022. The rebuild, designed with flood-resistant materials and innovative features like epoxy-finished floors, composite laminate furnishings and movable equipment, reflects our commitment to resilience and sustainability.

This achievement not only restores a vital community hub but also ensures that our customers continue to receive the highest level of customer service in a modern, adaptable environment, demonstrating our dedication to the Northern Rivers community.



Strong and Solid Growth

Summerland Bank reached \$1.136 billion in assets and a net profit after tax of \$4.993 million in the 2024 financial year against a record \$7.265 million in 2023. The reduction in net profit was due to the uninsured costs associated with the re-build of the Lismore Head Office and Lismore Branch.



Customers grew by 840, with over 29,000 people choosing Summerland Bank as a braver banking alternative. Our focus on delivering excellent customer service is reflected in our strong Net Promoter Score with an annual average of 68 for overall customer satisfaction.

We achieved solid lending growth stemming from our continued commitment to the branch network and our regional presence, as well as diversification of the lending portfolio throughout Australia.





Our impact on our people, our community and environment

We recognise that our success is not only measured by our financial performance but also our impact on our people, our community and the environment.

In 2024 we saw an increase in external scams and fraud and our team continued to work vigilantly to keep our customers and community safe by notifying customers of suspicious transactions, offering support to those who have been victims and to educate on our social media platforms to the broader community.

Our team has been working on a new loans origination system which will streamline our lending processes, enhancing both customer and our staff experience. We are looking forward to launching this innovative project in the first half of 2025.

We have also been making regular upgrades to our mobile banking app including new features such as 'Look Who's Charging,' 'Spend Tracker', and a new 'Loan Hub' enhancement which will provide you with better tools to manage your finances.

Our IT and Cybersecurity team have developed a comprehensive cybersecurity strategy. These measures will continue to ensure the protection of your data and the smooth operation of our services. Our Finance team demonstrated exceptional performance, particularly in proving our ability to uplift our internal securitisation portfolio and the Risk team advanced our compliance with new Prudential Standards.

This year, we supported numerous local initiatives, including sponsoring community events, providing financial literacy workshops, and partnering with local charities

to support those in need. Our commitment to sustainability was demonstrated through our investment in green projects and our efforts to reduce our environmental footprint. We are proud to be a part of such a vibrant community and look forward to continuing our support in the coming year.

Our dedication to environmental sustainability has been a cornerstone of our operations.

We encouraged customers to switch to digital statements to reduce paper waste. Additionally, we partnered with local environmental organisations to support reforestation projects and community clean-up events.

These efforts not only help protect our planet but also align with our values of sustainability and community responsibility.

In recent months, we travelled to Canberra to address over 40

parliamentarians, emphasising the unique benefits

that customer-owned banks like Summerland Bank bring to the banking landscape. We highlighted the distinct challenges we face, including the need for policies that recognise the importance of corporate diversity and competition in prudential regulation. Specifically, we addressed the disproportionate regulatory burden that smaller banks face compared to larger institutions, which can stifle innovation and the ability to invest in services for our customers. Additionally, we advocated for fairer taxation policies to level the playing field, enabling us to unlock funds for vital investments in technology, community projects, and sustainable initiatives that directly benefit our customers and communities.

These highlights represent just a fraction of what we have achieved together. Colin and I would like to extend our heartfelt thanks to the entire Summerland Bank team for their dedication and hard work. As we move forward, we are confident that we will continue to build on this success and achieve even greater milestones in the coming year. Thank you for being part of our journey. Together, we build a stronger, purpose-driven future.

Colin Sales, Chair

John Williams, CEO



Our vision and strategy

The strategy and performance of our organisation sees Summerland in a strong position as we consider our future strategic aspirations.

The ten-year strategic framework communicates our purpose to provide 'better banking, stronger communities, 'to be Australia's most successful customer-owned bank'.

The strategy continues the use of 'Objectives and Key Results' (OKR) framework which has proven successful in aligning effort and initiatives across the whole organisation in pursuit of strategic objectives.

Our strategy

To fulfil our purpose and achieve our vision the strategy will be delivered through five strategic pillars:



Brand
A purpose-led brand that people want to be a part of.



Growth
A growth-focused business that achieves consistent above-market performance.



People
A team of engaged and high performing people.



Transformation
Reimagining how we can deliver meaningful outcomes for ourselves, our customers and communities.



Sustainability
Enhance and ensure Summerland's leadership in sustainability.



How we are governed

Governance is crucial for ensuring that Summerland Bank operates smoothly, ethically, and in the best interest of our customers.

It involves a set of rules, practices, and processes that guide our decision-making and operations.

Summerland Bank has a dedicated governance framework that includes a board of directors, various committees, and internal controls. These elements work together to oversee our operations, make strategic decisions, and ensure we meet our commitments to you, our valued customers.



Trust and Transparency
Good governance builds trust with our customers by ensuring transparency in our operations. This means you can have confidence in how we handle your finances.



Risk Management
Helps us identify and manage risks effectively, ensuring the safety and security of your assets.



Compliance
We adhere to all regulatory requirements, which ensures both Summerland Bank and our customers are safe and secure.



Accountability
Governance ensures that our management and staff are accountable for their actions, promoting ethical behaviour and decision-making.



Sustainability
By following governance principles, we ensure the long-term sustainability and success of Summerland Bank, benefiting all stakeholders.



Our Directors

We operate with good governance. Our Board and senior executives are committed to managing our business ethically and maintaining high standards of corporate governance.



Colin Sales, Chair
BCom, CPA, GAICD, FGIA, F Fin

Director since June 2020
Colin Sales has more than three decades board and executive experience across community, public and commercial sectors with a particular focus on banking, superannuation, government and disability services industries. Colin has extensive experience in the financial services industry having held the positions of Chief Executive Officer of a regional credit union, and Chief Operating Officer at a national superannuation fund. He has a strong background in corporate governance, risk management and compliance.

- Board Chair 2022 - current
- Member, Audit Committee
- Member, Governance and Culture Committee



Jane Calder
BSc(Hons), GAICD

Director since June 2020
Jane has extensive experience in marketing, products and digital services in the financial industry. Jane has most recently held the role of Chief Product and Marketing Officer, Heritage Bank. Prior to this she has held senior roles in other financial services organisations including banking, investment and private health insurance companies. Jane was a Director on the Customer Owned Banking Australia (COBA) Board.

- Chair, Risk Committee
- Member, Governance and Culture Committee



Kevin Franey
FCA, CIA, CRM, RCA, GAICD

Director since November 2020
Kevin Franey is an Audit & Assurance Partner in a large regional accounting firm. Kevin has over 37 years of experience in the delivery of financial and internal audit services to credit unions, finance companies and other large corporate and government entities. Kevin also brings governance and risk management expertise as well as a comprehensive understanding of a range of business structures and operations to the Board of Summerland Bank.

- Chair, Audit Committee



Sally Gibson
B.Ec/LLB (Hons) (USyd), LLM (Hons) (Cantab), GAICD

Director since August 2021
Sally is a legal consultant with extensive corporate and regulatory expertise. Sally was a partner of Debevoise & Plimpton LLP. She has strong understanding and experience in investment management and regulatory issues affecting the private equity and investment management sectors. Sally is the founder of Gibson Governance, a consultancy firm that specialises in providing legal and governance advisory services to multinational clients

- Chair, Governance and Culture Committee
- Member, Risk Committee



Andrew Yost
B Leg S, LLM, Grad Dip ACG, FGIA, FCG (CS, CGP), MAICD

Director since August 2021
Andrew is a lawyer, a chartered governance professional and a chartered company secretary. He has extensive experience in financial services and spent 15 years as a senior executive at one of Australia's largest mutual banking organisations in the roles of General Counsel & Company Secretary and Chief Risk Officer. Andrew has also worked at partnership level in private practice and has held General Counsel positions in major corporations.

- Member, Audit Committee
- Member, Risk Committee



Rob Hale
BSc (Hons)

Director since September 2022
A lifelong technologist and accomplished fintech leader, Rob has served on government and industry advisory boards and committees championing consumer policy, digital transformation and information security on behalf of member-owned financial institutions. He has over a decade of practical experience in executive technology roles within the mutual sector and has lived and worked within regional NSW since 2003.

- Member, Risk Committee
- Board Representative on Information Security Steering Committee



Brand Values and purpose driven

Now as a bank, Summerland seeks to increase its impact, engaging people of all ages to enjoy and carry forward the benefits of braver and better banking alternatives.

We are still owned by our customers, still run by the people who bank with us, and are still offering more of what our customers want while supporting them to realise their potential as individuals, families, business owners, and members of thriving and connected Northern Rivers and South East Queensland regions.

Summerland Bank has been a vital part of the Northern Rivers NSW since 1964 from early days as a credit union, and now as a purpose-driven and B Corp certified bank. Founded on the values of reciprocity, a thriving community is central to Summerland Bank's vision and benchmark for success.

Our Values

-  Default to positivity
-  Be brave
-  People matter most
-  Make others proud
-  Keep it simple

What do they mean...?

We are... kind-hearted.

We act from a place of authentic care for our community and our customers. We are for helping others because it's the right thing to do in both the good times and the challenging ones. Born out of the Northern Rivers NSW, our business is anchored in a culture of 'lending a helping hand' – here, it's a way of life. While we are always kind with our words, this is engrained in our actions, too.

We are... responsible.

We take the financial success of our customers and community seriously. We want to see our communities grow and flourish and, while we are always kind and caring, we also understand that we are in a position of utmost responsibility. We are

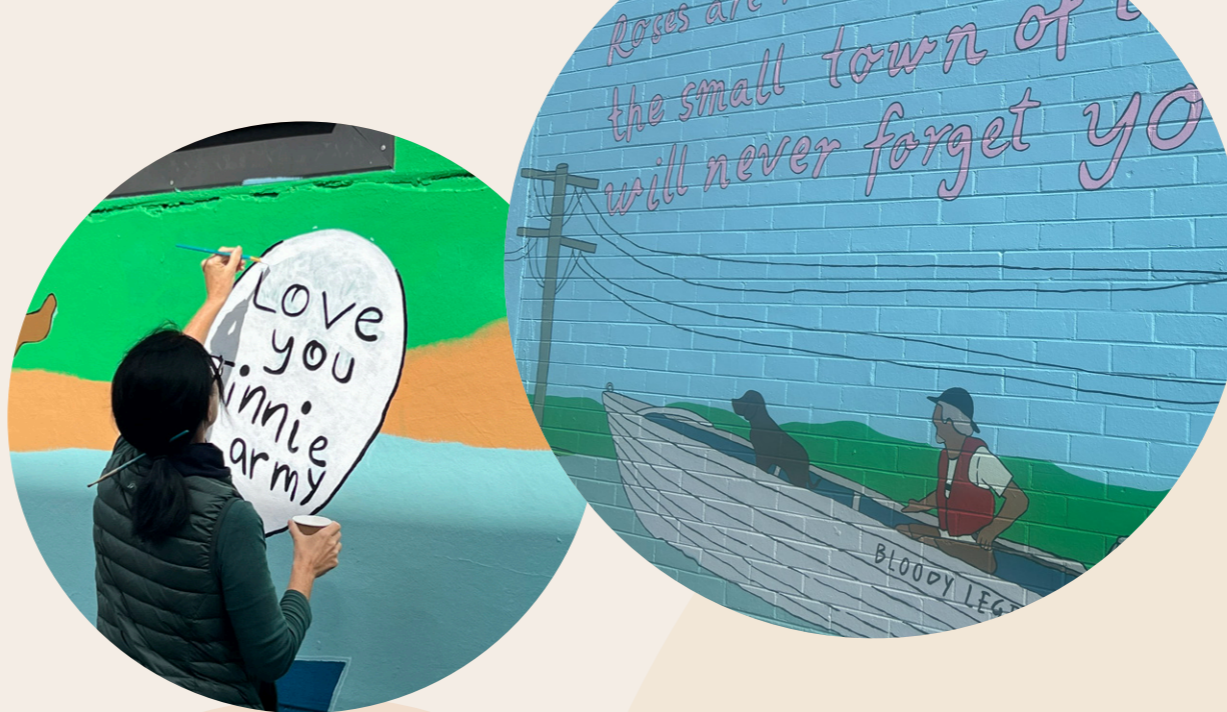
here to support and guide our customers – from navigating tough times to celebrating memorable milestones.

We are... genuine.

We are authentic and unafraid to show our personality. Being genuine makes our voice unique, and we think it's a good thing to stand out from the crowd. Being genuine also means that we're sincere – we do what we say we're going to do, and we're honest. We always present all the facts as they are, and we are consistent in message and tone.

We are... brave.

We're not afraid to be the 'different' ones on the block, our model is predicated on an alternative offering to the major banking system, and so we are not afraid to say what we mean and what we believe. We want to see better banking and stronger communities, and we believe in the power of the collective to change systems and make a meaningful difference.



This year's highlights



Enhanced our digital experience.

Launched our new website, a milestone that transformed our digital presence with a fresh design and user-friendly interface improving the overall customer experience.



Random acts of kindness

Partnered up with local cafes to spread some joy by giving away free coffee and offering a chance to win a loaded bank account as a gesture of kindness.



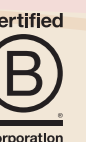
New plastic-free debit cards.

Plastic pollution is a serious concern. To combat this, our cards are manufactured entirely plastic-free! They are crafted from a blend of corn starch and sugar cane—a renewable resource.



New look and feel of branches and signage.

Each branch underwent a bespoke fit-out providing our staff with a revitalised workspace and offering our customers a modern, welcoming environment.



60 years of Summerland

Sixty years ago, we embarked on a journey that went beyond banking, focusing on community, resilience, and shared purpose.

This year, we celebrate our 60th anniversary and the legacy we have built together.

Summerland Bank is more than a financial institution; it is an integral part of our region.

From the hinterlands to the coast, we have supported families, farmers, entrepreneurs, and dreamers. We have faced challenges and emerged stronger.

Our commitment to social and environmental responsibility is a core value, guiding our actions. As we look back, we honour those who laid our foundation.

As we reach this milestone, our commitment remains steadfast—to deliver better banking and stronger communities. Let's continue to innovate, serve with passion, and keep our vision forward. The next 60 years will be even more remarkable.

Let's celebrate our community spirit and continue to share our stories and kindness.



1964

Our beginning
Established in 1964, embodying the spirit of customer owned banking.

1975

New head office
Purchased the current head office in Molesworth Street, Lismore.

1977

Changed our name
to North Coast Local Authorities Credit Union.

1982

The Summerland Credit Union is formed
Amalgamation of NORCO Co-Op. (Summerland) and North Coast Local Authorities amalgamate to form The Summerland Credit Union Ltd. On 1 July 1982.

1991

Moved to Ballina
Opened a new branch in River Street Ballina in December 1991.

1993

10,000 members
and eEstablished a bigger presence in Nimbin.

1996

Expansion + 15,000 members
Established ATMs in Lennox, Kyogle, Casino, Ballina Fair, Kingscliff, and Southern Cross University. A new branch at Alstonville branch was established.

1999

Margot Sweeny commenced as CEO
taking the reigns from Ross Murray.

2000

Ocean Shores + Evans Head open
Opened branches in Ocean Shores and Evans Head. Ocean Shores was opened by former Prime Minister, John Howard.

2001-2002

Award winners
Proud winners of the 'Golden Glynn Award' for Most Outstanding Business 2002 and 'Employer of the Year' at the NSW Training Awards.

2007

Merged with two Credit Unions
Joined forces with First Pacific Credit Union and Queensland Community Credit Union to further strengthen our position in the Northern Rivers.

2011

Award winners + presence in QLD
The Casino branch took out the 'Professional Services' Award at the Casino Chamber of Commerce. We moved our Tweed branch to Coolangatta.

2014

50th anniversary
Celebrated 50th anniversary on 13 July 2014 and announced our position on fossil fuel mining in Australia. We took out the 'Excellence in Sustainability' for NSW Business.

2017

Award winners
The Lismore branch proudly won the 'Business of the Year' and 'Employer of Choice' awards at the Lismore Chamber of Commerce Excellence Awards.

2019

John Williams appointed new CEO
After an incredible 20 years at Summerland, Margot Sweeny retired and John Williams stepped into the role on 29 July 2019.

2021

Hit \$1 billion dollars in assets & Employer of the year!
A big year for Summerland hitting \$1 billion dollars in assets, receiving Kincentric Employer of the Year and opening a new branch in The Pines at Elanora.

2023

B Corp Certified, further validating our efforts to be a sustainable and ethical business.

2023

Changed our name to Summerland Bank, ushering in a new, braver era of banking - one still owned by customers, operated by locals, and driven by purpose.

2024

Rebuilt our flagship branch in Lismore after the devastating 2022 floods. The rebuild was designed and built with cutting edge flood resistant products



People

Owned by the people, operated by the people

The team at Summerland is, and always has been, an extension of the community in which it operates. From the kind, knowledgeable, skilled, and approachable branch staff, to the customer service voices over the phone — we are always in the customer’s corner.



At Summerland Bank, our team is the heart of our success. They are an extension of the community we serve, using their local knowledge to provide extraordinary customer experiences.

We are governed by a Board of Australian Directors and led by our Chief Executive Officer and Executive Team, along with 117 staff who are based in the Northern Rivers of New South Wales and the Southern Gold Coast region.

Summerland Bank was created to help individuals, families, business owners, and community members realise their potential.

We share in the experiences, events, and challenges of our customers because we are our customers—we are our community.

As a customer-owned bank, our customers are also our co-owners and neighbours. Our team understands that strong communities

are built on strong relationships.

We know that providing informed, personalised service is the best way to care for our customers. To achieve this, our team receives the training, support, and engagement they need.

Summerland Bank strives to be a great employer and a role model for other businesses in our region. We aim to be a purpose-led business, creating meaningful employment opportunities for locals. Our employees are more than just staff—they are owners, partners, and neighbours, working together to benefit our customers, community, and environment.

Our team is composed of high-performing, values-aligned members of the local community who understand the needs of their neighbours and how a bank can best support them. They are nimble, empathetic, proactive, and effective, always ready to support our community through both the highs and the lows.

Our people drive our success, ensuring we meet our commitments.



They are the face of Summerland in our community, proudly demonstrating what it means to work here.

Our team is creative, dedicated, and knows how to have fun while getting the job done!

People matter most at Summerland Bank with diversity, equality, and inclusion (including gender equality) an important commitment to our people. This commitment aligns with our sustainability strategy and is supported by our Workplace Discrimination & Harassment Program.

This year’s highlights

Stepped out in style

Our team proudly donned the new Summerland Bank uniform, designed for style, comfort, and flexibility. It’s more than just a uniform; it’s a symbol of the brand we represent with pride.

Embraced flexibility

We reviewed and crafted new flexibility guidelines, giving our team more freedom to tailor their working arrangements to fit their needs and preferences, while also meeting the goals of our organisation.

Celebrated together

From our festive Christmas party at The Farm in Byron Bay to our Awards night by the water in Ballina, we celebrated our successes and acknowledged our peers for their excellence.

Launched Summerland Stars

Our new Summerland Stars Reward and Recognition Program was launched to honour those who exemplify our values in their interactions with customers, colleagues, and the community.

New social committee.

Our new ‘Quokka’ social committee organised a variety of fun activities, including all-in casserole day, barefoot bowls, tennis night, and even meditation and yoga sessions.



Staff
117

Staff engagement
64%

Female to males ratio
70:30



Executive Team



John Williams Chief Executive Officer

MBA, GradCertBus,
AssocDipAppSc,
AssocDipEng(Elec), FACS, FIML,
GAICD

John has over 34 years' experience in the customer owned banking sector including executive roles at leading mutual banks and as the CEO of a financial services technology company. He has also owned a financial services management consultancy business. John believes strongly in the mutual banking model and has held Board roles in organisations including government primary health, community health, university education, and professional industry associations. He is deeply involved in the community and is a White Ribbon Accredited Partner. John has a passion for leadership and the development of people to deliver outstanding customer outcomes. He was awarded a Medal of Management Excellence by the Institute of Managers and Leaders. John was appointed as a Director of the Customer Owned Banking Association (COBA) in 2020 and elected to a second term in July 2023.



Sally-Anne Jung Deputy Chief Executive Officer

BBus (Acc/Fin), DipMgt

Sally-Anne has a career in banking spanning 30 years. She has gained extensive banking experience, in strategy, transformation, risk management, project management, IT and Cyber Security, as well as accounting and treasury operations, as the previous Chief Financial Officer for Summerland for 20 years. Sally-Anne has, and continues to, share her financial expertise with local and international organisations as a volunteer and a Board member. She is a passionate and engaging leader and was recognised early in her career as an emerging leader of the customer-owned mutual Industry. Having been raised and educated in the Northern Rivers, complemented with time spent in Sydney for work and university, her passion and commitment is to see the continued growth and success of our region and regional Australia.



Donna Kildea Chief Operating Officer

BSocSci, CAHRI

Donna joined Summerland in 1999 when she took a position on the Board of Directors and in 2003 assumed the position of Chief Operating Officer. Donna has responsibility for People and Culture, Compliance, Property and Security, Payments, Anti Money Laundering/Fraud and Sustainability. Donna is passionate about human resource management and takes great pleasure in supporting staff in reaching their full potential, being a mentor to many. Donna is actively involved in the local community holding key positions, including as Board Member of the Northern Rivers Conservatorium of Music, member of the Northern Rivers NSW Business council and leadership positions in Toastmasters.



Susie Palmer Chief Financial Officer

BBus, BlntBus, CA

Susie joined Summerland and the Banking industry 10 years ago having moved to the Northern Rivers from Sydney. Susie's focus and expertise lie in managing finance and treasury operations. Susie has a high level of energy and motivation and brings a breadth of career experience spanning from multinational professional services to the wine industry. Susie's passions include sport, food and wine.



Kylie Kneale Chief Customer Officer

BlntBus

Kylie has over 20 years' experience in marketing and growth across banking, fintechs and software. She has held executive roles at leading software companies and B Corps from start up to listed. Kylie is active in the startup community and enjoys supporting founders to scale their business. She has a passion for enabling a diverse and inclusive workforce and ensuring great talent is not left behind. Kylie was appointed to the Board of the Risk Management Institute (RMIA) in May 2023. (Left 19/04/24)



Paul Francis Acting Chief Customer Officer

BlntBus

Paul brings over three decades of experience in Retail Banking from prominent financial institutions, including executive leadership experience at a leading mutual bank. His professional journey also includes the establishment and management of a successful consultancy specialising in sales leadership and coaching. (Commenced 06/05/24)



Adrian Watkin Chief Risk Officer

BSc (Eng)

Adrian has 40 years' experience in financial services, predominantly in retail banking. Having undertaken a wide range of senior risk management roles in various organisations in Europe and the Caribbean, Adrian moved to Australia in 2008. Adrian relocated to the Northern Rivers and joined Summerland in November 2021, having most recently been head of Credit Risk for digital start up bank 86 400 in Sydney. Adrian relishes the opportunity to work with diverse teams and support the development and growth of individuals with them.



Damian Buchanan Company Secretary

LLB, GradDipLegPrac, B.Sc

Damian joined Summerland in 2021 as the Compliance Specialist and was appointed to the role of Company Secretary in January 2023. Damian was admitted to legal practice in 2014 while working for Westpac in Sydney before moving to private legal practice in the Ballina and Grafton areas. Raised in the Riverina, Damian is passionate about regional Australia and its communities.



Jared Devers Head of IT

MBAx, BBus

Jared is a seasoned technology leader with nearly 25 years of experience across finance, media, insurance, and technology. He has a strong technical expertise and business acumen. After 5 years in financial software in London, Jared moved to Sydney, working with Fairfax Media, TripAdvisor, and Seek before moving to the Northern Rivers in 2016. Jared's focus at Summerland is on exploring the transformative potential of artificial intelligence to enhance productivity and effectiveness. He is committed to security to safeguard Summerland's systems and customers from cybersecurity threats. (Commenced 29/01/23)

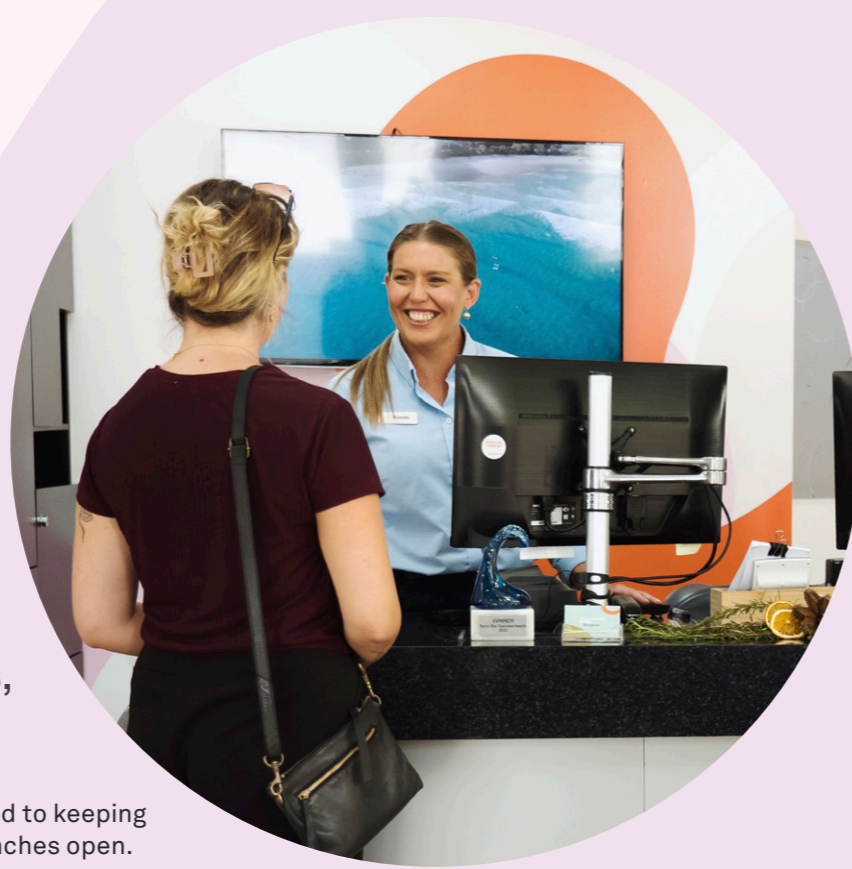
Transformation Banking the way it should be

We don't see the future of banking as branchless, faceless, soulless.

Summerland Bank sees the future of banking returned to communities. We see this as something we can co-create with our customers – offering both exceptional experience in branch, and the required digital tools to bank anywhere, anytime. While we watch other regional branches close their doors, we

are committed to keeping our local branches open. We have not, and will not, outsource call centres overseas. And when our customers contact us, they can rest assured they will speak to someone who knows and loves this community as much as they do.

It's our 'why' that makes it possible for us to be brave because Summerland Bank's goal is not to create profit for shareholders but to create shared value for our community.



This year's highlights



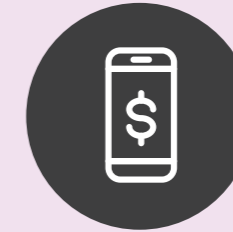
Commenced PayTo project

We're proud to have embraced PayTo as part of our commitment to enhancing our banking experience. The innovative payment solution reflects our ongoing dedication to providing secure, convenient, and forward-thinking services. With PayTo, we've continued to empower our customers with greater control over transactions, particularly with repeat payment merchants such as gyms and utility providers. As a digital alternative to direct debit, PayTo simplifies managing debit transactions without the need for a debit or credit card. Our adoption of PayTo is more than just an upgrade—it's a step forward in our alignment with industry leaders who prioritise secure and innovative banking solutions.



New loans origination system

We've partnered with nCino, a leading figure in cloud banking solutions for the global financial services sector to usher in a new era of banking technology by integrating a Cloud Banking Platform into our operations. The new platform to be released early in 2025 will effectively modernise our technology infrastructure streamlining our loan processes across all consumer and commercial products, from mortgages, personal loans, overdrafts, credit cards, car loans, and business loans. This strategic move reflects our commitment to innovation, superior banking experiences, and a committed dedication to our customers.



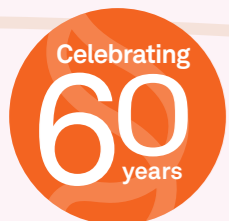
Enhancements to the mobile app

We've introduced a new customer dashboard, providing a clear and more intuitive view of your accounts. We've also improved the time it takes to complete tasks by removing unnecessary animations allowing for quicker transactions. We've added a new feature that displays account balances while reviewing previous transactions, providing better insight into your finances. And we've launched the first stage of a new loans hub making it easier to manage loans directly from the app. We've introduced accessibility enhancements for more inclusivity and integrated PayTo agreements, further expanding the app's functionality. We're really proud of these updates, a testament to our ongoing commitment to delivering a user-friendly, efficient, and accessible platform for our customers.



Security upgrades.

We've made significant strides in enhancing our security measures to better protect our customers' data and our operations. We introduced technology to secure our devices and advanced our cyber security strategy to align with crucial industry standards for information security. Additionally, we improved our password management systems by implementing stringent best practices. These efforts represent our commitment to maintaining the highest security standards and safeguarding sensitive information.



Sustainability

Putting people and planet first, now that's brave

A bank that truly exists for the benefit of customers and the communities it serves — now that's brave. For Summerland Bank, sustainability represents a commitment to fostering a resilient and thriving environment within the region it serves. We recognise the unique challenges of the region and aim to contribute positively to the well-being of our local communities.



Summerland Bank has always been guided by strong environment, social and governance (ESG) principles. Our commitment to protect our natural environment and positively impact our local communities is at the core of who we are. Our business is only successful when our region is strong, and our success allows us to give back.

Since 1964, Summerland Bank has championed a sustainable and planet-friendly approach. In 2008, we formalised our commitment by joining the NSW Government's Sustainability Advantage Program. After 11 years of dedicated effort, we proudly achieved Gold Partner accreditation. And in 2023, after confirming our adherence

to rigorous global standards of transparency, accountability, and positive impact, we received our B Corp Certification.

Our choices reflect our values: conserving resources, recycling diligently, and partnering with suppliers who share our eco-conscious ethos. But it doesn't stop there. We invite others to join us in creating positive change. We go beyond the traditional definition of sustainability to make sure we are growing ethically and responsibly. At Summerland Bank, we're not just a bank; we're a force for good.

Sustainability is a team effort. As a certified B Corp, environmental responsibility is woven into everyone's role. We each take responsibility for reducing resource consumption, recycling what we can, and contributing to Summerland Bank's carbon footprint reduction.



Sheets of paper* per staff member
 2024 – 3084
 2023 – 2876
 2022 – 2502
 2021 – 3561
 2020 – 4944



Kwh Energy used /FTE staff member
 2024 – 3074
 2023 – 3095
 2022 – 3365
 2021 – 3787
 2020 – 3868



Litres of fuel per staff member
 2024 – 22
 2023 – 34
 2022 – 47
 2021 – 51
 2020 – 54



Air travel KMs per staff member
 2024 – 1033
 2023 – 1104
 2022 – 313
 2021 – 52
 2020 – 352

*All our paper is certified carbon neutral under the National Carbon Offset Standard Carbon Neutral program.

This year's highlights



It starts at home
 We set high standards for our energy sources (100% renewable), IT equipment, office paper, and kitchen and bathroom supplies. Our waste management processes ensure conscious sorting and treatment of recyclables, organic materials, and waste.



Making a difference
 Many of our wonderful team members actively volunteer in the community through our Volunteer Leave Program. They assist various community organisations, charities, and local clubs, embodying our commitment to community well-being.



Empowering awareness
 Scams are a real threat. That's why we provide free scam awareness education to school students, seniors, and community groups. Informing our community on how to spot scams, protect yourself, and what actions to take if you're ever caught out.



Recognition for our sustainability efforts
 We were thrilled to have been recognised for our sustainability efforts, winning the Tweed Sustainability Award – Business category for the second time and the Excellence in Sustainability Award at the 2023 Northern Rivers Business NSW Awards, where we were also named Business of the Year.



Community

Together we thrive

Summerland Bank is proud to belong to this beautifully diverse and vibrant region. Contributing to a thriving community is key to our vision and benchmark for success. Summerland Bank is the people's bank, serving its local community and collaboratively making it stronger.

Summerland Bank operates on the principles of reciprocity. Because our community invests with us – that enables us to invest in our community; the people, spaces and places that make up our unique pocket of the planet. Sponsorships like Bangalow Billycart Derby, Lismore Lantern Parade, Beef Week, and Grafton Jacaranda Festival provide opportunities for people to reconnect and find joy and hope, together.

This community is unique - with its own needs, challenges to overcome, and triumphs to celebrate. It is made up of a shared sense of identity, while bringing together diverse

experiences and perspectives. What unites us is place, and a shared commitment to cultivating a thriving local community. Summerland Bank believes in the power of putting banking back into the hands of the community where we can return value to stakeholders, share in a long-term community vision, and provide

meaningful investment into our region - what's good for our community is good for our business.



This year's highlights



Friends of the Koala Sponsorship
Contributed to the conservation of koalas and their habitat by adopting and donating to koalas in need.



Rising Stars Scholarship
Awarded a new three-year scholarship to Isabella Dowd as part of Southern Cross University's Rising Stars program where we have been helping local students with their studies since 1994.



Tinnie Army Mural
Sponsored a new mural in Lismore dedicated to the Tinnie Army. This collaborative effort led by the Back Alley Gallery team, stands as testament to the incredible unity and resilience displayed during the 2022 floods.



Lismore Branch opening
We proudly opened the doors of our new Lismore branch with a smoking ceremony, food, beverages, and discussions with local businesses and community members.



Bangalow Koalas Sponsorship
Sponsored the purchase of trees for the Northern Rivers Corridor with plantings through March and June to support local wildlife habitats.



Community events
Proudly sponsored the Jacaranda Festival, Kyogle Watermelon & Pumpkin Festival, Grafton Show, Harvest Food Trail, Casino Beef Week and the Lismore Lantern Parade. Joined in the fun at the Bangalow Billycart Derby with our very first Summerland Bank billycart.



Random acts of kindness
Summerland treated locals to morning coffee at some of our favourite cafes. Supporting local businesses and fostering community spirit is central to Summerland Bank's vision.



We supported youth sport
We actively supported the Northern Rivers Football Academy, Thistles Acceleration Program and the Wollongbar Rugby Club helping young athletes thrive and achieve their goals.





Summerland
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Celebrating

60
years

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