



**MINUTES OF THE ANNUAL GENERAL MEETING
OF GREAT SOUTHERN BANK
HELD ON WEDNESDAY, 16 NOVEMBER 2022, AT 2.30 PM
LEVEL 27, 300 GEORGE STREET, BRISBANE, QLD, 4000
AND BY VIRTUAL MEETING**

PRESENT

Nigel Ampherlaw (Chairman)
Paul Bedbrook (Director)
Kyle Loades (Director)
Louise McCann (Director)
Deborah O'Toole (Director)
Wayne Stevenson (Director)
Paul Lewis (Managing Director & Chief Executive Officer)
Naushad Ahmed (Chief Operating Officer)
Alana Bailey (Chief Financial Officer)
Steve Chugg (Executive – Small Business Banking and Acting Chief Information Officer)
Megan Keleher (Chief Customer Officer)
Tracey Lake (Chief People Officer)
Rolf Stromsoe (Chief Risk Officer)
Nicole Pedwell (Company Secretary)
Scott Guse (External Auditor, KPMG)

and

other registered members as outlined on the Members' Attendance Register¹

ATTENDEES

Proxies and Guests as outlined in the Proxy and Guest Registers.

OPENING

The Chairman opened the meeting and acknowledged the traditional owners of the land being the Turrbal and Yugara people.

The Chairman then introduced Great Southern Bank Board members. He then introduced Paul Lewis as CEO and Managing Director, the Company Secretary and the External Auditor, Mr Scott Guse from KPMG.

The Chairman noted Paul Bedbrook would be retiring as Director following the AGM and thanked him for his contribution to the Board over the past 11 years.

The Chairman confirmed a quorum was present.

The Company Secretary explained the process for asking questions during the AGM.

AGENDA ITEM 1 – CHAIRMAN & CEO PRESENTATIONS

The Chairman spoke to his presentation, and highlighted the following items:

- FY22 Performance Results
- Net Promoter Score & Customer Satisfaction
- Being a responsible, sustainable Bank

¹ There were 120 members present (in person and online) at the meeting for quorum purposes (including Directors, CEO, Executive team and Company Secretary).

The Chairman invited the CEO to make a presentation. The CEO also acknowledged the traditional owners of the land, introduced his Executive Team and then spoke to the following areas:

- Great Southern Bank's purpose of helping all Australians own their own home
- Key customer improvements that have been made over the last few years
- How Great Southern Bank is supporting more Australians
- The numerous Awards that Great Southern Bank has achieved during 2022
- The high employee engagement at Great Southern Bank and being recognised as an exceptional workplace.

Members were invited to ask questions regarding the Chairman and CEO presentations under Agenda item 2.

AGENDA ITEM 2 – FINANCIAL STATEMENTS AND REPORTS

The Chairman formally tabled the Group Financial Report which included the Financial Statements, Directors' Report, Directors' Declaration and Auditors' Report for the year ended 30 June 2022.

The Chairman added that over the last 12 months Great Southern Bank had taken its biggest steps in history to becoming a responsible and sustainable bank with a target of net zero by 2040.

Questions were invited from participants. The discussion included:

1. Future hardship cases and how Great Southern Bank will deal with these
2. Customer interactions, ATM closures and branch closures
3. A potential youth debit card for under 18 year old's
4. Process and timing for passing on any rate changes
5. Cyber-crime and Great Southern Bank's focus on cyber security

A list of all questions and responses is attached as Appendix 1.

AGENDA ITEM 3 – APPOINTMENT OF DIRECTORS

The Chairman noted the new Constitution allows for a simplified process when electing and appointing Directors to the Great Southern Bank Board. The Chairman also noted that the Board should be in a position soon to announce who will replace Paul Bedbrook on the Board.

The Chairman then handed the floor to Deborah O'Toole to chair the item given his own position was up for re-election.

Deborah O'Toole confirmed that two directors had offered themselves as candidates for appointment to the Board. Nigel Ampherlaw and Louise McCann have been assessed by the Board in accordance with Rule 10.7 of the Constitution, to be fit and proper and have appropriate skills, experience, and knowledge to act as Directors of Great Southern Bank.

Deborah O'Toole declared that in accordance with Rule 10.5(g) of the Constitution Nigel Ampherlaw be appointed to the Board for the period commencing at the end of this AGM until the end of the third AGM thereafter.

Deborah O'Toole declared that in accordance with Rule 10.5(g) of the Constitution Louise McCann be appointed to the Board for the period commencing at the end of this AGM until the end of the third AGM thereafter.

Deborah O'Toole handed the chair back to the Chairman.

GENERAL

There being no further business the Chairman thanked members for their attendance and declared the 2022 AGM of Great Southern Bank closed at 3.05pm.

I confirm these minutes as a true record of the Annual General Meeting of Great Southern Bank held on 16 November 2022.



..... 12 Dec, 2022 8:45:18 AM GMT+10

Nigel Ampherlaw
Chairman

Date:

Appendix 1: Member Questions and responses

ANNUAL GENERAL MEETING 2022 – MEMBER QUESTIONS AND RESPONSES

Questions	Responses
<p>A member since 1995 commented on the perception raised by directing customers to use ATM's of other banks, and asked for the reasoning behind the exit from owned ATMs. Also, as a customer-owned and focussed bank, why are branches progressively closing. While a number of customers prefer to bank digitally, a number of customers still prefer to use a branch.</p>	<p>We accept the perception issue on the ATMs. Unfortunately it became uneconomical to operate a fleet of ATMs, given the number of customers using those machines continued to decline. We felt it was more appropriate to direct members funds into areas that would be of greater benefit to the membership as a whole. Branch closures is a more difficult area. Unfortunately the reality is that less and less people are using branches and this costs the membership base a lot of money. We think we have the right number of branches now, but we need to ensure they continue to be utilised.</p>
<p>Do we tell people they can use the local post office?</p>	<p>That is a good reminder and we will take care to reinforce with our customers that if there isn't a branch nearby, they can bank at the local post office.</p>
<p>Is it normal for the CEO to be on the Board? It was separate previously.</p>	<p>It is common practice for the CEO to also be a Managing Director. This ensures the CEO has the same obligations as the Board.</p>
<p>Have you considered a youth debit card for under 18's where you need a PIN and you can't just swipe? Protects the kid if the card is lost and also supports understanding the value of money. Also is there a way to extend this into the grass-roots cricket?</p>	<p>That is an interesting idea on the debit card and we will look into that. Regards the cricket sponsorship, Brisbane Heat is well known for its community engagement. The Branch staff get involved with kids and even our Chief People Officer was out last week teaching kids at one of our local cricket clubs.</p>
<p>Do you agree with the RBAs latest economic outlook on inflation for 2023 and 2024? The big 4 banks are very slow in passing on changes in deposit interest rates but quick in passing interest rate increases for borrowers. Is it your policy to promptly pass on changes in the monthly RBA cash rate for both deposits and loans?</p>	<p>We've passed on a number of rate increases in the past six months. But it isn't always possible to immediately pass on increases to the cash rate. The deposit rates we can afford to offer are impacted by a number of factors including the RBA's cash rate, competition in the market, the amount of deposits flowing into our bank and the costs of other funding sources. Our current range of savings products are consistently in the top 5 rates in the market, and we've received multiple awards for our products and services.</p>
<p>Has the bank staff (employees) noticed any trend in customers (members) defaulting on their loan payments, if so, how many and for what reasons excluding those 20k</p>	<p>We have a relatively conservative home loan book. We ensure a buffer is built in when assessing customers' ability to repay</p>

Questions	Responses
<p>members mentioned seeking assistance in relation to Covid affected members?</p>	<p>the loan, to ensure they will be able to manage rising interest rates.</p> <p>We are ready to help and support our customers and seeing more customers experiencing increasing financial stress, and we expect that will continue in the coming months. We have options to tailor support to those customers' circumstances. We created thousands of these plans to help home loan customers struggling with arrears. Now more than 80% of those customers are up-to-date with their payments, with no arrears.</p>
<p>In relation to Cyber crime hackers, is the bank confident they have adequate systems, i.e. strong IT database security and are keeping abreast of the latest electronic equipment to keep our details secure? Have hackers tried to access our information, if so, how many times?</p>	<p>We have made significant investments in cyber security to protect our customers from new and emerging threats. Keeping our networks and systems secure, and ensuring our customer's bank accounts and data are safe, are absolute priorities for us. Our cyber security team have a 24x7 security operations centre that continuously monitors our systems and networks. Following recent cyber attacks on organisations including Optus and Medibank, we have increased surveillance and monitoring for fraudulent activity. This includes asking for additional information when verifying customers' identity by phone. We actively participate in industry forums to share knowledge on cyber security</p>
<p>Are the Board and employee numbers sufficient to service the members requirements now and the foreseeable future?</p>	<p>We are well prepared to service both the existing needs of our customer base, as well as their needs in the near future. Shortly, we will be bringing in a new Board member and a new Executive member who will provide us with a number of skills that will continue to support our bank and our growth aspirations.</p>