

Summerland Bank

Customer Report 2025



Certified



Corporation



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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.

 Summerland Bank

Welcome from the Chair & CEO

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

Loan growth

3.1%

Assets
as at 30 June 2025

\$1.188 bn

Welcome to the 2025 Customer Report. On behalf of everyone at Summerland Bank, we sincerely thank you for your continued trust and support.

In a year shaped by global uncertainty and economic complexity, Summerland Bank has continued to show strength, adaptability, and a deep commitment to our customers and communities. Despite challenges such as geopolitical tensions, rapid technological change, and shifting consumer sentiment, we've delivered strong outcomes and laid a solid foundation for an even more promising future.

A major highlight of the year has been the successful negotiation of our proposed merger with Regional Australia Bank (RAB). This strategic opportunity is designed to deliver better outcomes for our customers, expand our branch network, and ensure no staff redundancies. Both brands will continue to operate independently while we work through the next steps, including customer forums and — most importantly — a customer vote at our AGM on 19 November 2025.

We've already achieved key milestones such as signing the Memorandum of Understanding,

completing due diligence and approval from the Australian Prudential Regulation Authority (APRA). The legal merger date will follow the vote, pending approval.

This merger is more than a structural change — it's a shared vision for a stronger, more sustainable future in regional banking. It reflects our commitment to maintaining a local presence, enhancing service delivery, and building a bank that's better equipped to meet the evolving needs of our communities.

We encourage all customers to get involved — explore the benefits, ask questions, and share your feedback. Your voice is vital. You can speak with our friendly staff or visit the merger hub on our website to learn more and provide feedback.

Operationally, we launched a major new loan origination system, a transformative project that has significantly improved efficiency and automation for both customers and staff. This investment is already delivering better service and streamlined processes, reducing turnaround times and enhancing the overall customer experience.



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

Strong and Solid Growth

Our financial performance has remained strong. We can report that net profit after tax is \$4.113 million, compared to \$4.993 million in FY2024.

The FY2025 profitability was impacted by several factors, including a falling interest rate environment, due diligence costs associated with the proposed merger with Regional Australia Bank and a revaluation of Summerland's head office building.

Total assets are \$1.188 billion, building on last year's \$1.136 billion. Deposits have grown to \$1.088 billion, up from \$1.037 billion, and our loan portfolio stands at approximately \$928 million, compared to \$900 million last year. These results reflect our disciplined approach to growth and risk management.

We've also implemented new regulatory requirements, including operational risk frameworks, and maintained competitive interest rates for both depositors and borrowers. Our key prudential ratios — capital and liquidity — remain well above minimum requirements, reinforcing our financial strength and stability.



Loan growth has been more challenging due to higher interest rates and housing affordability pressures, particularly for first home buyers. We continue to advocate for broader access to government support programs for all lenders — not just a select few. Despite these headwinds,

we've seen solid growth in deposits and assets, and we remain focused on supporting our customers through tailored lending solutions and financial education.



Our impact on our people, our community and environment

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

This year saw the completion of flood repair work on our head office, a project that was recognised with a Master Builders Award for excellence in post-flood reconstruction. Looking ahead, we're planning upgrades to our Kyogle branch and enhancements to head office facilities to provide a better working environment for our staff.

Digital transformation remains a priority as we continue to enhance our mobile app, internet banking, and loan systems to improve usability and functionality. A comprehensive website review is also underway to ensure a more intuitive and accessible experience for all users.

We're also preparing to launch new product enhancements, such as a First Home Buyer package aimed at supporting

housing accessibility for younger Australians, and Premium Loan features that offer greater flexibility and tailored support for customers with complex financial needs. While these initiatives are primarily product-focused, they are designed to align with our broader commitment to financial wellbeing and responsible lending.

Our commitment to customer protection remains strong. We are fully implementing the Scam Safe Accord — a framework developed in collaboration with government agencies — and we support the Scam Prevention Framework Bill, which introduces mandatory codes of practice across banking, telecommunications, and digital platforms. These initiatives reflect our proactive stance on safeguarding our customers in an increasingly complex digital environment.



Community engagement continues to be a cornerstone of who we are. From Tweed Seagulls and the Bangalow Billycart Derby to the Love Lennox Festival, Lismore Lantern Parade, Kyogle Pumpkin Festival, Casino Beef Week, and the Grafton Jacaranda Festival, we proudly sponsor events that celebrate and strengthen the regions we serve. These partnerships reflect our genuine commitment to supporting vibrant, connected communities — because their success is at the heart of everything we do.



We also strengthened our commitment to environmental and social sustainability by submitting our three-year B Corp recertification application and broadening our efforts to support customers, communities, and the planet.

The proposed merger aims to create a more capable and future-ready organisation by combining the strengths of both banks including expanding our branch network across regional NSW, enhancing digital banking capabilities, and improving operational scale to better serve customers.



thanks for her dedicated service and the valuable contributions she's made during her tenure.

At the same time, we're pleased to welcome Katrina Luckie back to the Board through to June 2026, where she will play a key role in supporting the merger transition. We're grateful for her leadership and look forward to her guidance during this important chapter.

Together, these achievements reflect our shared commitment to building a stronger, more sustainable bank for regional Australians.

We thank our customers, staff, and partners for their continued support and look forward to the opportunities ahead.

Colin Sales, Chair

John Williams, CEO

Resilience will be supported through shared infrastructure, broader geographic reach, and increased financial capacity—allowing us to continue delivering personalised service while adapting to changing market conditions. Both Summerland and Regional Australia Bank (RAB) remain dedicated to this purpose-led approach post-merger. Our B Corp journey is not just about meeting standards — it's about living our values, and we're proud to lead by example in the financial services sector.

Our people remain at the heart of our success. We've increased staffing in customer-facing roles and key support functions such as financial crimes and scams prevention. We've also invested in leadership development and change management training, helping to lift staff engagement levels from 64% in 2024 to 67% in 2025 as measured through our quarterly staff survey. This result reflects a culture of inclusion, growth, and shared purpose.

We also acknowledge recent changes to our Board. Sally Gibson has chosen to step down, and we extend our heartfelt

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, and 'to be Australia's most successful customer-owned bank'. The strategy continues the use of the '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

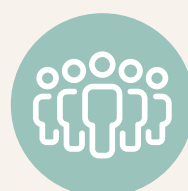
To fulfil our purpose and achieve our vision the strategy will be delivered through five strategic pillars:



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 plays a critical role in fostering accountability among our management and staff, and in promoting ethical behaviour and sound decision-making.

Summerland Bank has a 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 providing 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 plays a critical role in fostering accountability among our management and staff, and in promoting ethical behaviour and sound decision-making.



Sustainability
By following governance principles, we aim to support the long-term sustainability and success of Summerland Bank, delivering value to 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, FAICD, FGIA,
F Fin

Director since 2020

Colin Sales is a highly experienced business professional with more than three decades of board and executive experience across community, public and commercial sectors. He 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. Colin 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 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, for one of Australia's largest mutual banks. 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 2020

Kevin Franey is highly experienced in the delivery of financial audit, internal audit, governance and risk management services. Kevin was an Audit & Assurance Partner at a mid-tier accounting firm for over 30 years and specialised in the delivery of professional audit and other advisory services to banks, finance companies, private companies, co-operatives and government bodies. Kevin's extensive knowledge of the banking sector allows him to improve the Bank's operations with a view to maximising member benefits whilst satisfying important regulatory requirements.

Chair, Audit Committee



Katrina Luckie
B.App Sc(Hons), MEAINZ, GAICD,
FIML

Director since March 2025

Katrina has significant leadership and governance experience in business and industry development in the Northern Rivers. She is manager of Industry Engagement for the NSW Reconstruction Authority, supporting economic recovery from the 2022 floods. Katrina has an extensive background in building industry capability, regional strategy, and environmental planning, and has worked across various sectors, including the creative industries, agriculture, forestry, tourism, community and financial services. She champions and supports management in pursuing Summerland's environmental sustainability journey.

Chair, Governance and Culture Committee



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

Director 2021 to February 2025

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

Former Chair, Governance and Culture Committee

Member, Risk Committee



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

Director since 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 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

Summerland Bank seeks to increase its impact, engaging people of all ages to enjoy and carry forward the benefits of braver and better banking.

At Summerland Bank, we're proud to be a customer-owned bank that's built on values — not just products. Our purpose is to create braver and better banking communities that support people of all ages to thrive.

We're still owned by our customers, still run by the people who bank with us, and still focused on delivering what matters most — helping individuals, families, and business owners reach their potential while staying connected to the communities of the Northern Rivers and South-East Queensland regions.

Since 1964, we've grown from a local credit union into a purpose-led, B Corp certified bank. Our vision is grounded in reciprocity and community, with a focus on creating meaningful outcomes. We aim to measure success not only through financial performance, but also through indicators such

Our Values



Default to positivity



Be brave



People matter most



Make others proud



Keep it simple

as regular customer survey feedback, the number and depth of community partnerships, and the scope of our environmental initiatives.

What do they mean...?

Kind-hearted.

We lead with care. Whether it's lending a hand or listening with empathy, we show up for our customers and communities in both the good times and the tough ones. It's not just what we say — it's how we act.

Responsible.

We take our role seriously. Supporting financial wellbeing means being there with guidance, clarity, and accountability.



We're here to help our customers grow, plan, and navigate life with confidence.

Genuine.

We're real, relatable, and consistent. We speak plainly, follow through, and stay true to our word. Our personality is part of our strength — and we're proud to stand out for the right reasons.

Brave.

We're not afraid to do things differently. Our model challenges the status quo, and we believe in the power of community to drive change. We back bold ideas and better banking.



This year's highlights



Celebrating 60 years of Summerland.

This year marked a major milestone with our 60th anniversary! We celebrated with birthday parties at all our branches, creating joyful spaces for our customers and celebrated with staff past and present at a special reunion to bring our communities together. As part of the fun, we launched the Wheel of Good Fortune, giving customers the chance to win \$600 cash and over \$1,500 in local prizes at each branch. That's more than \$21,000 in giveaways across the region, including vouchers from favourite cafés, boutiques, bookstores, and local producers like Byron Bay Jams and Common People Brewery. We also ran a special giveaway with 60 Days on Us, covering everyday expenses like groceries, fuel, and entertainment for lucky winners. It was our way of saying thank you and giving back to the communities that have supported us along our journey.



Supporting community through B Corp Month

As part of B Corp month, we put our values into action by donating over \$5,000 to local charities and organisations. What made this extra special was the opportunity for our staff to nominate their favourite causes, and the whole team voted to decide where the funds would go. It was a true reflection of our inclusive culture and commitment to making a difference in the communities we serve.



Upgraded credit and debit cards — still sustainable, now more durable

We discovered that some of our new cards that are made from plant-based materials weren't holding up in our climate. We worked with our supplier to fix the issue while staying true to our sustainability values. These cards are made from 100% bioplastic (PLA) derived from renewable starchy vegetables such as corn, sugarcane, and beets. At least 50% of the vegetables used in production are certified organic. By switching to PLA-based stock, Summerland Bank has reduced energy consumption in card production by 65% and greenhouse emissions by 68% and these cards do not emit toxic gases when incinerated. While composting for expired cards is not yet available we are working with our supplier to explore partnerships to enable secure composting solutions for PLA cards.

Merger – Stronger Together

Summerland Bank and Regional Australia Bank are proposing a merger that aims to create a stronger, more resilient, community focused bank.

A key milestone this year was the announcement of our intent to merge with Regional Australia Bank — another customer owned organisation with a shared commitment to ethical, community-first banking.

The proposed merger aims to create a stronger organisation by combining the strengths of both banks. This includes expanding our branch network across regional NSW and improving operational scale to better serve customers. Resilience will be supported through shared infrastructure, broader geographic reach, and increased financial capacity—allowing us to continue delivering personalised service while adapting to changing market conditions.

Following the successful completion of due diligence and approval from the Australian Prudential Regulation Authority (APRA) we will be hosting customer forums to invite feedback from our communities, followed by members from both organisations being invited to vote on the proposed merger by either proxy vote or at the AGM on 19 November 2025. More information on how to vote is available on our Summerland Bank website.

If approved, this merger will expand our reach from 10 to 49 branches, supported by an increase in staff from 123 to 450. It will broaden access to products and services, strengthen our investment in local communities by providing access to a larger branch network with more branch choices. It will increase community support by adopting Regional Australia Banks 'Community Partnership Program' which provided \$2.79m in donations last year through this program.

Who is Regional Australia Bank?

Regional Australia Bank is a customer-owned bank with a strong presence across regional NSW, operating 39 branches and employing over 300 locals. With a proud 50-year history, they're deeply committed to supporting regional communities, offering personalised banking alongside local investment in sustainability, community partnerships and financial wellbeing.

Summerland Bank



**regional
australia bank**

Like Summerland Bank, they're purpose-driven and values-led, making them a natural partner as we explore the opportunity to come together for a stronger regional future.



Supporting our people through change

Throughout the merger journey so far, our dedicated team of Change Champions have played a vital role in supporting staff across the organisation. These champions have helped guide and connect teams through change by sharing updates, answering questions, and creating space for open conversations. By working closely with their counterparts at Regional Australia Bank, they've helped ensure our people feel informed, involved, and supported every step of the way. Their efforts are helping us build a stronger, united team for the future.

Keeping customers informed

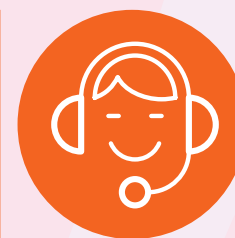
We launched a dedicated merger webpage to keep our customers up to date with the latest developments and important milestones. The page includes key information about the proposed merger, answers to common questions, and messages from our leadership team. It's part of our ongoing commitment to transparency and ensuring our customers feel informed and supported throughout the journey.

Customer Benefits of the proposed merger



More local branches

A combined network of 49 branches across regional NSW and beyond. There will be no branch closures as a result of the proposed merger.



More supportive staff

Over 450 team members committed to helping customers thrive. There will be no staff redundancies resulting from the merger.



Better banking

Customers will benefit from a broader selection of financial products tailored to modern needs—such as agribusiness loans, sustainability-linked lending, and flexible home loan options—as well as upgraded digital banking platforms designed for greater ease of use, security, and functionality.



Stronger communities

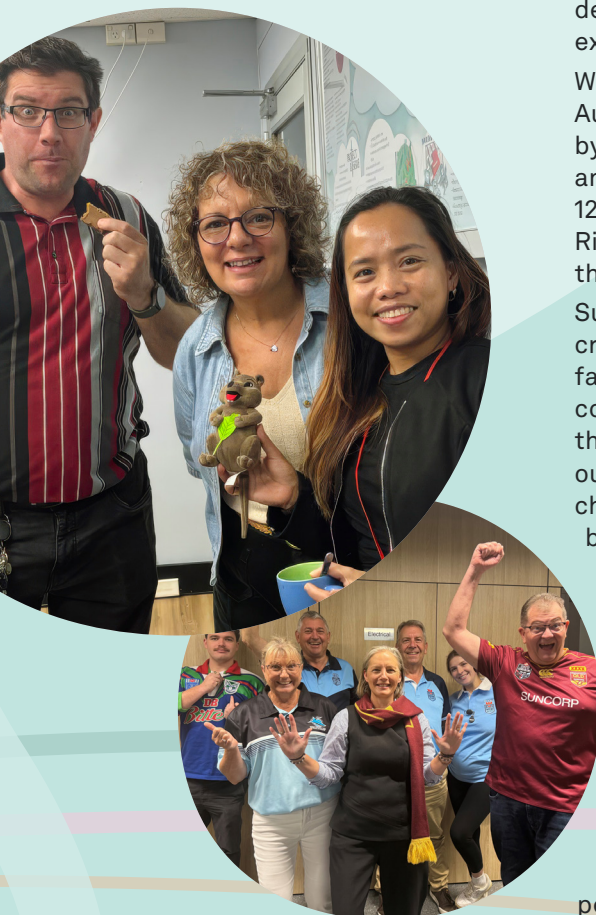
More resources to support local initiatives, sponsorships and sustainability.



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 at the heart of everything we do. They are an extension of the community we serve, using local knowledge to deliver extraordinary customer experiences.

We are governed by a Board of Australian Directors and led by our Chief Executive Officer and Executive Team, alongside 123 staff based in the Northern Rivers of New South Wales and the Southern Gold Coast region. Summerland Bank was created to support individuals, families, business owners, and community members in realising their potential. We share in our customers’ experiences, challenges, and milestones — because we are our customers, and we are our community.

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

We believe the best way to care for our customers is through informed, personalised service. To support this, our people are provided with the training, resources, and engagement they need to thrive.

We strive to be a great employer and a role model for other local businesses — offering meaningful employment, grounded in purpose and values. Our team members are more than staff — they are partners, neighbours, and contributors working together for the good of our customers, community, and environment.

Our people are high-performing, values-aligned members of the local community. They understand the unique needs of their neighbours and how a bank can best support them. Nimble, empathetic, and proactive, they show up for our community — in both the highs and the lows.

We’re committed to diversity, equality, and inclusion — including gender equality — as part of our broader sustainability strategy. These values are actively supported through programs like our Workplace Discrimination & Harassment Policy.

In 2025, our Employee Engagement Survey and performance ratings revealed strong collaboration, mutual respect, and alignment with our

transformation goals. Insights were thematically grouped across front-line and support teams, directly informing strategic planning, performance development, and future initiatives.

At Summerland Bank, our team reflects the communities we serve—over 90% of our staff live in the Northern Rivers and Southern Gold Coast regions. Many actively contribute to local life through volunteering, sport, and community initiatives. Staff are supported with paid volunteer leave and encouraged to participate in causes aligned with our values, including financial literacy education and environmental protection.



Staff

123

Staff engagement

67%

Female to male ratio

75:25

This year’s highlights

Celebrated Together

Over the past year, we came together to celebrate in style - from our festive Christmas party at the Evans Head Bowling Club and Sandbar Restaurant to our memorable Awards Night in the rainforest setting of Invercauld House, Goonellabah. These events were a chance to reflect on the year, recognise our achievements, and celebrate the excellence of our peers in a spirit of connection and joy.

Social Fun Committee

Our Quokka Social Committee brought plenty of fun to the year with a fantastic mix of activities both in and out of the workplace.

Highlights included paint and sip sessions, pyjama day, slow-cooker lunches, and even basket weaving — creating plenty of laughs, creativity, and team connection along the way.

Emerging Leaders

Two of our emerging talents attended the COBA Convention’s Emerging Leaders program. They found the experience inspiring and enriching—highlighting themes like mental health, learning from mistakes, leading with empathy, and the future of AI. A key takeaway was the power of connection. Their advice - Step outside your comfort zone,

connect widely, and soak up every opportunity to learn.

Frontline Leaders

This year, we invested in developing our Frontline Leaders through targeted training programs. Key focus areas included Change Management, Situational Leadership, Effective Communication, Managing Difficult Conversations, and Recruitment & Selection. We also introduced sessions to support leaders in preparing for the potential merger - equipping them with the tools and confidence to lead through change.

Executive Team



John Williams
Chief Executive Officer

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

John has over 35 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 banking 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, BIntBus, CA

Susie joined Summerland in 2013 to commence her journey in the Banking industry. Susie has over 25 years of Accounting and Auditing experience in both business and multinational professional services firms. Susie's focus and expertise lie in managing finance and treasury operations as well as assisting a business to assess and make good economic decisions. Susie has a high level of energy and motivation, and a passion for continual learning and exposure to all facets of a business. Susie balances her work life with a keen interest in sport, food and wine.



Adrian Watkin
Chief Risk Officer

BSc (Eng)

Adrian has over 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.



Jared Devers
Head of IT

MBAx, BBus

(Seconded to Executive Team July 2024 – January 2025)

Jared is a seasoned technology leader with 25 years of experience across finance, media, insurance and technology. He has strong technical expertise and business acumen, driving operational and software engineering success. After 5 years 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 AI to enhance the organisation's productivity and effectiveness. He is also committed to security measures to safeguard Summerland's systems and customers from cybersecurity threats.



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.



Kylie Millwood
Chief Customer Officer

Dip Mgt

Kylie brings nearly three decades of banking experience to her role. Having previously served as the Head of Retail Banking at Summerland along with various Senior Manager roles with a larger mutual, her expertise in the financial sector and passion for people development and customer service have contributed to the bank's ongoing success.

Transformation Banking the way it should be

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

At Summerland Bank, we believe the future of banking belongs in the hands of the communities it serves. It's something we co-create with our customers – by combining genuine in-branch experiences with the modern digital tools needed to bank anytime, anywhere.

While other banks continue to close their doors, we remain committed to staying local.

Our branches are here to stay, and our call centres will be based in Australia.

When customers reach out, they'll speak with someone who understands and cares about this community – because they're part of it too.

Our purpose gives us the courage to innovate. In April 2025, we launched a new loan origination platform, replacing our legacy system. This upgrade included integrated third-party tools to automate and simplify the lending process for both staff and

customers, alongside a new customer portal to apply for loans, upload documents, and track progress – all supported by secure biometric ID verification. We also embraced cloud-based technology, moving from a legacy file system to Office365. This shift improved collaboration, streamlined file access, and saved thousands of staff hours across the business – allowing us to do more of what matters most: serving our customers and creating shared value in our community.



This year's highlights



Introducing a smarter way to apply for loans

This year, we launched our new loan origination platform. This was a major step forward in making loan applications faster, easier, and more transparent. While the rollout involved a lot of behind-the-scenes work, the platform is now at the heart of our lending operations—helping more customers get pre-approvals and contracts processed smoothly every day.



Saving time to serve you better

Through process improvements and technology upgrades, teams have saved over 7,000 hours across operations. These efficiencies were made possible by collaboration across departments and a shared commitment to doing things better. While time savings have enabled staff to redirect effort toward higher-value activities, including customer support, the allocation of time varies across teams and functions.



Exploring AI to enhance your experience

We joined an Innovation Forum with Regional Australia Bank to explore how artificial intelligence can improve banking services. From smarter workflows to predictive tools, we're looking ahead to innovations that make our customer experience simpler and more personalised.



PayTo is here with more control over customer payments.

We're excited to offer PayTo, a modern alternative to direct debit. PayTo gives customers greater control over recurring payments—such as gym memberships, utility bills, and subscriptions—by allowing them to view, authorise, pause, or cancel payment agreements directly within their banking app. Unlike traditional direct debits, which often operate on a 'set and forget' model with limited visibility, PayTo provides real-time access and transparency, enabling customers to manage their payment commitments with confidence.



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. At Summerland Bank, sustainability isn't just a buzzword; it's a commitment to building a resilient, thriving future for the region we call home.

Summerland Bank has always been guided by strong environmental, social, and governance (ESG) principles. We understand the unique environmental and social challenges facing our communities, and we're proud to play a role in addressing them.

Our success is deeply connected to the strength of our region — and when we thrive, we give back.

As a customer-owned bank, Summerland defines 'giving back' as our commitment to reinvesting in the communities we serve through donations, sponsorships, volunteering, and sustainability initiatives.

In 2025, we set a target to contribute 5% of net profit to community-focused programs. This includes support for local organisations such as Friends of the Koala, Rescue Helicopter, and Dementia Inclusive Ballina.

Our community sustainability goals are tracked through our 5% net profit commitment to local community through sponsorships and donations, number of staff volunteer hours, environmental impact initiatives including

tree planting and biodiversity education events and customer uptake of our sustainable products, such as the Eco Home Loan.

Since 1964, Summerland Bank has embraced a values-led approach to banking. In 2008, we formalised our sustainability journey by joining the NSW Government's Sustainability Advantage Program. After more than a decade of dedicated action, we earned Gold Partner accreditation. In 2023, we took another bold step by achieving B Corp Certification — a globally recognised standard for transparency, accountability, and positive impact.

We work with suppliers who share our eco-conscious ethos, prioritising low-impact materials, renewable energy, and ethical sourcing. But it doesn't stop there. We invite others to join us in creating positive change by embedding sustainability into everyday decisions. This includes encouraging our team to choose environmentally responsible products, supporting suppliers with strong environmental credentials, and collaborating

with community organisations on initiatives such as tree planting, biodiversity education, and financial literacy programs.

What this means is that we prioritise suppliers and products that demonstrate the lowest environmental and social impact, based on defined criteria. This includes sourcing from B Corp-certified or local suppliers, selecting carbon-neutral paper, using biodegradable cleaning products, and choosing furnishings made from recycled materials.

Our procurement decisions also consider packaging, energy use, and supplier policies, with a willingness to pay up to a 10% premium to reduce our carbon footprint.

As a certified B Corp, environmental responsibility is embedded in every role across the organisation. From reducing resource consumption to supporting community-led environmental initiatives, our people are empowered to make a difference every day.



Sheets of paper* per FTE staff member
2025 – 1723
2024 – 3162
2023 – 2876
2022 – 2502
2021 – 3561



Kwh Energy used per FTE staff member
2025 – 2753**
2024 – 3152
2023 – 3103
2022 – 3365
2021 – 3787



Litres of fuel per FTE staff member
2025 – 41
2024 – 23
2023 – 34
2022 – 47
2021 – 51



Air travel KMs per FTE staff member
2025 – 711
2024 – 1059
2023 – 1104
2022 – 313
2021 – 52

*All our paper is certified carbon neutral under the National Carbon Offset Standard Carbon Neutral program.
** 2025 is the first year Summerland Bank has its electricity fully powered by "Green Power" in all branch and office locations.
(FTE is Full Time Equivalent)

This year's highlights



It starts at home

We set high standards for our energy sources (which are now 100% renewable), IT equipment, office paper, and kitchen and bathroom supplies. Only options with the least impact make the cut. Our waste management processes ensure conscious sorting and treatment of recyclables, organic materials, and general waste.



Our new Security Hub

In alignment with the Scams Prevention Framework Bill 2025 and as part of our compliance and commitment to customer safety we launched a dedicated Security Hub on our website helping customers learn how to spot scams, protect themselves, and take action if affected. By staying current with regulatory obligations we help to support the broader goal to improve financial literacy and safeguard Australians finances and personal information.



Better Financial Literacy

We have assisted local community organisations and schools by sharing information on a range of financial literacy topics. These topics include scams and fraud awareness, how to make the most of your money and skills needed for your first job. Through a better understanding of these important topics in the community, we are helping to build stronger communities and assist everyone in achieving their financial goals.



Building Sustainability into Procurement

We're applying sustainability preferences in the way we evaluate suppliers and products based on specific criteria such as energy efficiency, recycled or low-impact materials, packaging reduction, and verified environmental certifications. While not all suppliers meet every benchmark, our procurement process prioritises those who demonstrate measurable environmental responsibility.

Community

Together we thrive

Summerland Bank is proud to be part of this beautifully diverse and vibrant region. Contributing to a thriving community is central to our vision — and the benchmark by which we measure success. We're the people's bank, dedicated to serving our local community and working together to make it stronger.

Our approach is built on reciprocity. The invested wealth entrusted to us by our customers allows us to reinvest directly into our shared community — into the people, places, and spaces that make this corner of the world so unique. Through sponsorships like the Bangalow Billycart Derby, Lismore Lantern Parade, Beef Week, and the Grafton Jacaranda Festival, we help create opportunities for people to reconnect, find joy, and celebrate together.

This community is unlike any other — shaped by its own needs, challenges, and triumphs. It reflects a shared identity while embracing a rich mix of experiences and perspectives.

What connects us is a sense of place and a collective commitment to nurturing a thriving local community.

At Summerland Bank, we believe in the power of returning banking to the hands of the people — where value can be shared, long-term community visions supported, and meaningful investment directed into our region. Because what's good for our community is good for our business.



This year's highlights



Bangalow Koalas Partnership

Our sponsorship contributed to the restoration of native habitat across the Northern Rivers region. Our commitment included \$50,000 in funding over three years, supporting the planting of 2,500 trees. This year, our Chief Executive John Williams joined volunteers at a community planting day celebrating this milestone.



Investing in futures

We awarded a new three-year scholarship to Jonyne Andersen as part of Southern Cross University's Rising Stars program, where we have been helping local students with their studies since 1994. We have collaborated with five other mutual banks to establish the Customer-Owned Banking Scholarship at Southern Cross University.



Community Matters Program

Through our internal initiative, 'Community Matters', our employees came together to nominate and vote for organisations that inspire us with their dedication and impact. The response was truly inspiring, with passionate nominations and thoughtful discussions reflecting the causes closest to our hearts. The 11 local organisations chosen received donations from Summerland Bank, helping them continue their invaluable work in our community.



Supported Sport

Continuing our proud history of support for local community sporting organisations, this year, we became the major sponsor of the Tweed Heads Seagulls Rugby League Club. This sponsorship has provided us with an opportunity to align ourselves with a like-minded organisation who are well known in the Tweed/Gold Coast Area. We are now bankers for the club, and we are supporting their financial needs.

The image features a lush green background with various plants and ferns. Overlaid on this are several semi-transparent teal circles and a thin, dark diagonal line. At the bottom left, the Summerland Bank logo is displayed in white. The logo consists of a stylized symbol followed by the text "Summerland Bank".

 Summerland
Bank