



Our Statement of Commitment to Financial Inclusion

Bendigo and Adelaide Bank’s vision is to be Australia’s bank of choice and we remain focused on our purpose of feeding into the prosperity of the community, and not off it. We believe our success is driven by helping our customers, and the communities in which they operate, to be successful. As part of our commitment, we are pleased to join the Financial Inclusion Action Plan (FIAP) program led by Good Shepherd Australia New Zealand.

We believe that financial knowledge and access to appropriate financial services are a cornerstone of thriving communities and in today’s digital world, financial and digital inclusion go hand in hand. Financial inclusion is a pathway to bridge inequality in our society.

We are dedicated to building long-term relationships with our customers based on authenticity, knowledge and trust and through our network of brands and partnerships we genuinely connect to communities. The implementation of a FIAP will provide greater financial security and control for our customers, including vulnerable customers, and in turn build more capable, resilient and self-sufficient communities.

We are proud to partner with Good Shepherd as we develop and publish our Foundation FIAP in 2023, to better support our customers, staff and the broader community to realise their financial goals.

Our FIAP will formalise our commitments to improving financial inclusion in the following key action areas:

Action Areas	Our Commitments
Products and Services	<ul style="list-style-type: none"> We will continue to promote good practice and review our processes so we can better support customers who may be experiencing vulnerability. We are focused on ensuring inclusive access to our Bank’s products and services. We will support our customers through challenging times and providing financial difficulty assistance. We recognise that unexpected events or changes outside of customers’ control will occur such as loss of employment, a relationship breakdown, suffering an illness or injury, being affected by a natural disaster or a downturn in their business. We will provide support to customers to improve their financial literacy and promote good financial habits. We are committed to exploring ‘Safety by Design’ principles of service provider responsibility, user empowerment and autonomy and transparency and accountability, and to consider adopting them when designing products and services.
Financial Capability	<ul style="list-style-type: none"> We will invest in initiatives that enhance financial literacy, digital skills and achieve financial wellbeing. We will continue to support initiatives that aim to upskill vulnerable groups, such as Rural Women Online. We will continue to enable diversity and inclusion through our strategy, Belonging at BEN.



Action Areas

Our Commitments

Understanding of Financial Vulnerability

- We are committed to consulting and engaging with stakeholders to better understand and support vulnerable members of the community.
- We are committed to exploring how we can better support Aboriginal and Torres Strait Islander peoples.
- We will continue to review training modules to ensure all our staff understand financial vulnerability.

Economic Security

- We will partner with local enterprises across Australia through our Community Bank model which enables the provision of banking services and the sharing of revenue with local communities.
- We will be guided by our Social Purpose Framework which sets out a refined direction for how we are thinking about social change, ensuring we have greater alignment between our core purpose and targeted social impact outcomes.
- As set out in our Social Impact Procurement Strategy, we will continue to deliver positive social outcomes through our procurement processes and be guided by our Supplier Code of Conduct, which sets out our minimum expectations on ethical, environmental, and social standards for our suppliers.
- We are committed to achieving gender diversity (40:40:20) across all levels of the organisation by 2025.
- Together with Get Skilled Access, we will undertake a recruitment review to assess the accessibility and inclusion of the recruitment pipeline and all touchpoints of the recruitment process for candidates with disability.

Marnie Baker

Chief Executive Officer & Managing Director
Bendigo and Adelaide Bank

Stella Avramopoulos

Chief Executive Officer
Good Shepherd Australia New Zealand