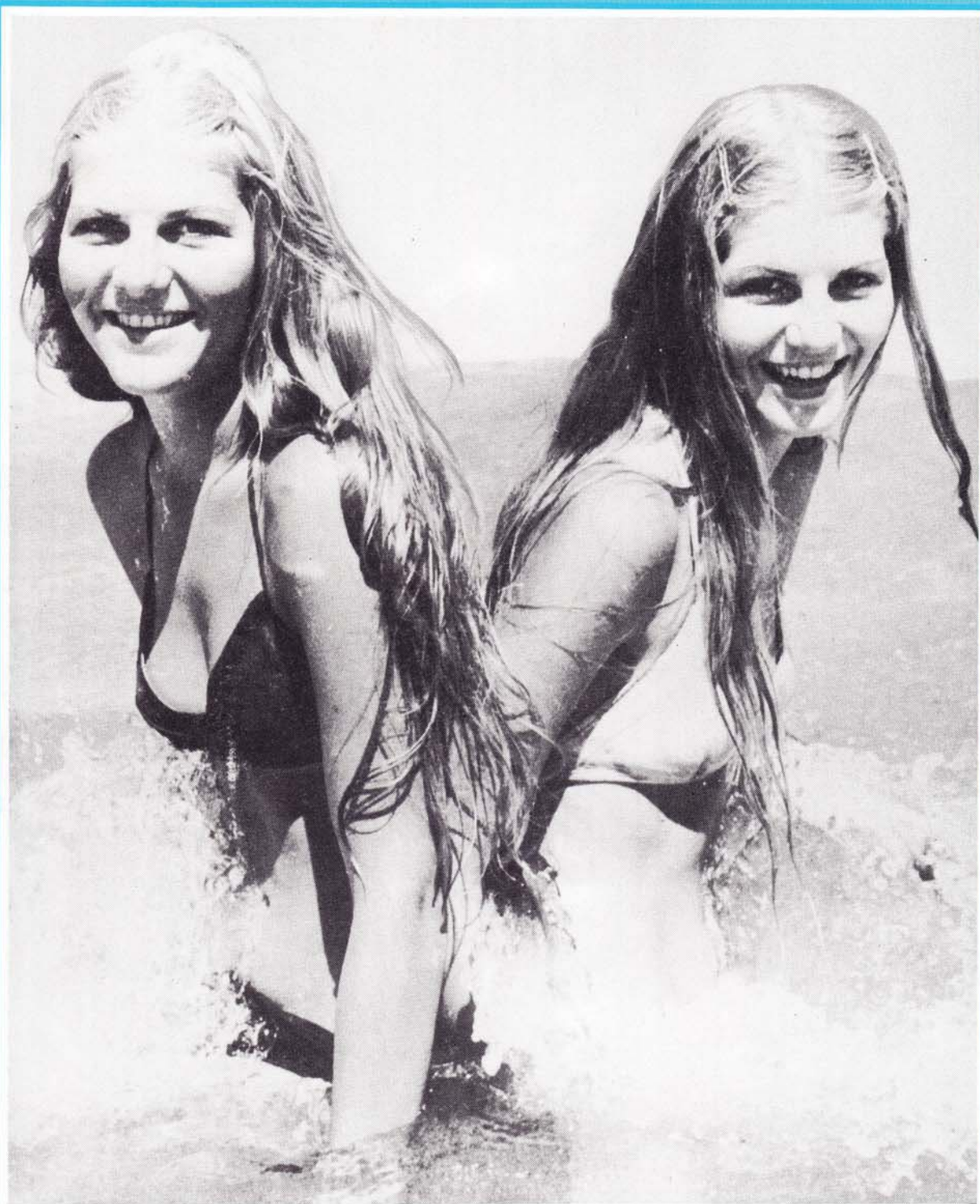


Statesman

STATE BANK STAFF MAGAZINE

June, 1976 — No. 75



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FRONT COVER: Remember Summer? Our flashback photo shows Elizabeth Dawson, clerk of Geelong Ryrie Street branch, splashing in the Torquay shallows with her twin sister Margaret. The girls are daughters of our Torquay branch manager, John ('Trigger') Dawson. (Photo by courtesy of GEELONG NEWS.)

STATESMAN is produced at two-monthly intervals by the Public Relations section of the State Bank. Staff comments on the magazine are invited. The editorial team welcomes suggestions for articles and pictures, nominations for Girl, Man and Smiling Teller of the Month, wedding photographs and contributions to Around the Branches, State Secrets and Teller Talk. Column paragraphs published earn \$2 for contributors.

All correspondence and contributions should be addressed to The Editor, Statesman, Box 267D, Melbourne. (Phone 60 0531, ext. 312 or 444.)

'The Centre' takes off



Our \$49M. State Bank Centre project is 'all systems go'. Pictured is Deputy General Manager (Administration) Mr. Murray Souter, with a model of the complex.

The Centre will be dominated by a 41-storey tower rising to 550 feet and dwarfing the GPO clock (as shown under Mr. Souter's left hand on the scale model).

A three-storey base building surrounding the tower will house banking chambers, arcades and a glass-roofed gallery of shops.

The tower will be set at an angle to the streets, to deflect northerly winds which could buffet pedestrians.

It is expected that our Elizabeth Street branch will move into the partly-completed building by 1979, thus allowing demolition of its present location, Elizabeth House.

Target date for completion of the entire Centre is 1980.

STOP PRESS

ST. ALBANS BRANCH WILL G-R-O-W!

Relief is in sight for the staff and customers of our frequently overcrowded St. Albans branch.

The Bank's Premises Department, after years of unsuccessful bids to buy a larger property in the busy shopping centre, has now arranged purchase of a shop adjoining the branch in Alfrieda Street.

These adjoining premises will be remodelled during coming months to combine with the existing office. The effect will be to almost double the size of the branch.

Meanwhile, the overcrowding situation will be progressively eased by diversion of some depositors to our new branch at St. Albans West.

• **This branch will almost double in size.**



So Long, Sensimatics!

The Bank will progressively replace most of our old Sensimatic and NCR accounting machines in branches outside the on-line network. Their functions will be taken over by entirely new Burroughs machines which operate electronically rather than mechanically — and are therefore far less prone to breakdowns. First deliveries are expected late this year.

The new machines, representing an

investment of more than \$1 million, will be more versatile than the Sensimatics. They will be capable of two-teller operation and all posting functions for present and future requirements.

Each branch equipped with these new teller/ledger machines will also have a mini-computer to control them.

The programs in the computer will provide for individual teller identific-

ation and totals, all posting features with separate totals, and ability to calculate foreign currency equivalents (i.e., multiply and divide). All totals are held in the memory of the mini-computer until cleared under supervisor control. Proof reading of cheque account postings will be simplified by use of a check digit verification procedure, and the system will reject incorrect information.

Watch later STATESMANS for further details.

Our girl stars IN 'HOMICIDE'

Dianne Wilson, a clerk in head office Legal Department, is pictured with actor Neil McColl with whom she starred in a recent HOMICIDE episode on HSV-7. Dianne played the part of an unmarried, pregnant country girl who went to the city to procure an abortion. She had previously appeared in minor roles in other HOMICIDES, after taking a Crawford Productions drama course.



Getting Guernseys for the 1976 Footy Season

State Bank Football Team guernseys for 1976 were presented to some 40 Firsts and Seconds selected players during a special pre-season function at the Albert Park clubroom. In the foreground of our photo, holding a guernsey, are (from right): Mr. Harry Torrens, Deputy General Manager (Finance), a vice-president of the Club who deputed for the President (Mr. Don Ross, General Manager) . . . Neville Evans (Relieving Staff) the Club Captain . . . and Tom Pelly (Manager, Sandringham branch) vice-president. All 1976 guernseys display the Bank's new symbol on the front.

The Great Opening Ceremony



A record team of TV crews, newspaper and radio reporters and columnists crowded into the General Manager's office at Hothlyn House on April 29 for the ceremonial opening of THE STATE BANK MYSTERY TIME CAPSULE.

The sealed copper cylinder was buried under the foundation stone of our old Elizabeth Street head office building in 1911 — and was unearthed by Whelan the Wrecker during the recent demolition operations.

To open the capsule, the Bank called in 83-year-old Mr. William Smith, of Kew — the man who actually made it while working as an 18-year-old sheetmetal apprentice.

SORTING THE SPOILS! After opening the mystery capsule with a hacksaw, its original maker, 83-year-old Mr. William Smith of Kew (left) watched removal of the contents. Also pictured (from right): Professor Donald Cochrane (Chairman of Commissioners), Mr. Trevor Craddock (Chief Manager, Marketing), Mr. Donald Ross (General Manager) and Mr. Tony Whelan (of 'Whelan The Wrecker'). The capsule contained quite a bit of history, but no cash!

Under the blaze of spotlights and the gaze of many cameras, Mr. Smith hacksawed off the end of the capsule to reveal . . . nothing much! The contents comprised — September 1911 issues of The Herald,

The Age and The Argus, a Bank passbook and annual report, the menu for the foundation-day dinner and a report of a recent savings bank conference . . .

NO MONEY! NO VINTAGE PORT!

Never mind, the 'opening' received widespread publicity, through two TV channels, radio and Press.

A SECOND BURIAL? The 65-year-old capsule could be used again. It might be 'interred' under the foundation stone of STATE BANK CENTRE early next year.

WHAT SHOULD BE ITS CONTENTS NEXT TIME?

ALL STAFF ARE INVITED TO SUBMIT SUGGESTIONS — THROUGH 'STATESMAN'.



What funny moneyboxes!

Pupils at Newlands Primary School, Coburg, were fascinated by a collection of old moneyboxes in a classroom display staged by the Bank during March and April. The 'Mickey Mouse' box, as originally owned by many of the parents of these kiddies, attracted the most attention.

Puzzle Corner

1. **CARD TRICK:** Three playing cards lie face up. A club lies to the right of a jack, but not necessarily next to it. A heart is at a king's immediate left. An ace is to a club's right. A king is at the left of a diamond. Name the three cards in left-to-right order.
2. **EGGSACTLY:** Which is the larger amount of eggs? Half a dozen dozen ... or six dozen dozen?
3. **WILL IT WORK?** Punctuate the following sentence so that it makes sense: All I own I if I have my will will will Will Will Will will willynilly all his wealth to me.

Answers: See Page 15.

STATE SECRETS

by the teller

OUR new salary officer — Mr. Salmon — replaces a Mr. Eales. Nothing fishy about this — both are well suited to working out salary scales.

★

WE liked the crack by millionaire piano-tickler Liberace on his recent Melbourne show: "Remember that bank I used to cry all the way to? Well I've bought it."

★

AGENCY examiner who was shopping around for a kennel was advised by a mate to get an old tea chest, and convert it. 'No,' said the examiner. 'I want a roomy, comfortable doghouse. Who knows when I might have to use it myself?'

★

HEAD office manager supplies this definition of golf: 'Ineffectual attempts to direct uncontrollable spheres into inaccessible holes with instruments ill-adapted to the purpose.'

★

MAXIM of the month: 'Tis better to remain silent and be thought a fool than to speak out and remove all doubt.'

★

HEAR about the Irish fish? It drowned.

★

WHICH branch reliever drew on Overseas Department for his Country travelling expenses?

★

MANAGER reports case of customer who swallowed a billiard ball. He reported it to Medibank, and was told to get on the end of the cue.

★

ANOTHER depositor complained to his doctor about water on the knee, and was advised to give it a little tap.

★

WE heard about a schoolteacher who set third-graders a problem. 'A man who could not swim fell into a river. His wife, in a picnic area nearby, heard his screams and rushed to the bank. Why?' One kiddie replied: 'To draw out his money.'

★

BASIC LENDING PRINCIPLES

Appraisal of a lending proposal is similar in many respects to making a good cake in that if an essential ingredient is overlooked, the cake will doubtless not pass the judge's test.

Similarly, given that a loan application meets the criteria currently being applied in regard to the various banks' lending policies and that security offered is acceptable, the proposal generally speaking would not be viable unless servicing capacity is evident, i.e., applicant has the ability and willingness to meet the loan repayment commitments from available income.

It is important to recognise that it is essential to determine serviceability in formulating a loan as banks, in particular, do not lend with a view to realising on their security in order to recover the debt. That is to say, security, or more correctly the lending margin, is little more than a "buffer" against possible loss should adverse features develop.

One feature that tends to be overlooked, to a degree, in formulating a viable application is the "amount sought". It is important, in this regard, to ensure that the amount of the loan will be sufficient to meet the requirements, but not excessive, so that unnecessary borrowing is involved. This is best determined by preparing a "funds position", which is simply a statement of funds "available" and funds "required" to complete the transaction. A funds surplus/deficiency should be explained so as to substantiate the amount of loan required.

Small Businesses

Where small business advances are concerned (i.e., the applicant is self-employed), the applicant's overall needs should be ascertained in assessing adequacy of the amount sought. Put another way, the "carry-on" requirements of the business should be taken into consideration because if sufficient funds are not retained by the applicant for this purpose, the business could experience liquidity problems which, if prolonged, could precipitate failure of the business enterprise.

Having discussed the general philosophy of appraising a lending pro-

**By P. G. Leighton
of the CTB of Australia
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of Australasia**

posal we will now look more closely at "servicing capacity" in the following two areas:

- Personal Advances
- Firm/Company Advances

Personal Advances

As a general rule, the servicing capacity of an individual is easier to determine than for a firm/company.

Applicant's income and expenditure figures should be ascertained together with length of employment in his/her present position. This will provide a guide as to his/her reliability and stability in holding an employed position. It is essential to break down regular income, overtime and income, if any, received from a secondary source. Similarly, expenditure should be related to the period of time a certain commitment is current, for example, rent (will cease when house purchased) or hire purchase commitments (will cease in seven months when car has been paid off or conversely will be current for a further four years say, if the car has been purchased recently).

Savings ability during a reasonable period prior to lodging the loan application should also be related to income over the period as it may be found, for example, that applicant's saving record is not indicative of his/her level of income; any inconsistencies should be determined and explanations sought. It is important to be alert to any lump sum deposits which are out of line with the normal savings pattern — lottery windfalls, proceeds from estates or returns from gambling; the latter could, of course, be a warning to future conduct of the loan, if approved.

Having established savings pattern and income/expenditure figures, a proposed repayment amount can be determined relative to the term required by the bank for advances of that nature and, in particular, commensurate with the available income.

Banks, as do many other lenders, generally apply the criterion that loan repayments should not exceed about 25% of the breadwinner's gross income. This percentage should, of course, be taken only as a rough "yardstick" and its application should be dependent upon applicant's ability to service such a commitment. That is to say an applicant earning an above-average salary, due to the progressive taxation scales, could find such a commitment as difficult to meet as would a person earning only the National Wage.

In certain circumstances, however, where the proposed borrowing is for a short term (say, under 12 months) any additional family income should be taken into consideration as it should be when the borrowing is for a longer term, provided it can be established that the income is received at regular intervals and on a continuing basis.

It is desirable, in respect of applications from self-employed persons, to sight taxation returns for the last three years in order to substantiate stated income. Moreover, where the advance is for business purposes, it is advantageous to prepare a schedule of "high/low" balances of the working account over say, the preceding 12 months. This schedule is helpful in determining the trend of the account, which in turn will assist in assessing the business "carry-on" requirements.

Firm/Company Advances

At the outset, it should be stated that it is not practicable to formulate a general rule for determining repayment capacity, because each proposition requires analysis in relation to the particular individual circumstances.

There are, however, sound practices which should be followed in appraising serviceability of a firm/company loan and these are as follows:

- (i) Financial statements for the last three years should be obtained, preferably audited returns. Trading results (sales, purchases and net profit) (before and after tax) should be ex-

BASIC LENDING PRINCIPLES (cont'd)

tracted from the statements. In this respect, the principal concern is with net profit after tax, and in determining the trend in profit over the three years.

If the firm/company is trading profitably, the net profit should desirably show an increasing trend, which in times of economic growth is fairly comparable to the real growth in the Gross National Product. Should this not be the case, however, it will be necessary to "look behind" the figures in order to ascertain the reason(s). In this regard, individual expenses over the periods should be compared and any marked variations noted. Should profits be static or decreasing and turnover has shown an increasing trend then the cost of goods sold figure is increasing disproportionately to sales or there are hidden profits which are not apparent initially in the trading results.

(ii) It is common practice for proprietors/directors to "write down" profits so as to minimise taxation and this can be done quite legitimately by various methods. Some of the more common methods are —

- to pay higher salaries to proprietors of firms; and
- to effect payments to subsidiary companies for rents, lease of equipment, etc., for freehold/machinery owned by the subsidiary.

These latter expenses can be channelled back into the parent company as fresh capital or shareholders' loan injections which could, if needed, be utilised to service borrowings.

(iii) It should be borne in mind that cash funds and profits are not synonymous and, therefore, should not be confused when assessing repayment capacity. In this regard, although depreciation provisions swell cash operating surpluses, it is not normally sound for such allowances to be relied upon for permanent reduction of bank borrowing unless special cir-

cumstances exist, although this frequently happens in practice. Rather, these amounts should be applied towards building up a replacement reserve so that the enterprise can continue its operations and thus avoid the need to resort to further borrowings in the future, which may be difficult to obtain at the time required.

(iv) To determine the "carry-on" requirements of an enterprise, the exercise can be greatly facilitated by requesting a cash flow budget. In simple form, such a budget normally is prepared by showing an opening bank balance and then effecting the necessary adjustments for projected income and expenditure, usually on a monthly basis. The projected peak requirements can, in such a manner, be accurately determined. If considered desirable, the budget should be compared to past trends on the account by way of high/low balance schedule so as to compare the theoretical requirements with actuals which were incurred in the preceding 12 months.

In summary, it is relatively simple for a firm/company to disguise its true profit position by effecting payments to subsidiaries/proprietors and, in such circumstances, it is our function as bankers to determine the true picture. A little exploratory investigation in formulating the submission will, given that the proposition meets all other requirements, generally ensure a favourable reaction.

Should members wish to become more conversant with balance sheet analysis, the booklet titled "Let's Look At The Balance Sheet", which is published by The Bankers' Institute of Australasia, is recommended as an excellent reference medium for the inexperienced.

These notes have been prepared to provide a general guide to those bankers new to the lending field. Each bank will, of course, have its own instructions and guidelines which should be followed if any conflict arises.

TIE TACK OFFER TO STAFF



For personal use, or as a giveaway, our new Tie Tack is keen value at \$1.50. The symbol and border are gold-finish on a black metal background about 1½ centimetres square. The 'anchor chain' is also in gold finish. Send orders and cheques, payable to the Bank to HO Marketing Department. Supplies are limited, so order now.



"YOU MIGHT SAY MY BANK ACCOUNT GOES INTO FIVE FIGURES—MY WIFE AND FOUR DAUGHTERS."

Nautical Heroine

Here are extracts from the diary of an unidentified lady who went on an ocean cruise:

MONDAY: Dear Diary, I felt singularly honored this evening. The Captain asked me to dine at his table.

TUESDAY: I spent the entire morning on the bridge with the Captain.

WEDNESDAY: The Captain made proposals to me unbecoming an officer and a gentleman.

THURSDAY: Tonight the Captain threatened to sink the ship if I do not give in to his improper proposals.

FRIDAY: This afternoon I saved 1600 lives.

TELLERS IN TRAINING

Here are two of the groups which recently completed teller training courses at the Bank's Staff Training Centre, Bourke St., City:



SCHOOL FROM MARCH 29:

BACK ROW (left to right): Carol Charles (Monash), Alan Newlands (Croydon), Ramadan Omer (Broadmeadows), Paul Fox (Kingsville), Lorraine Wilson (Relieving Staff). CENTRE: Riccarda Franz (St. Albans), Christine Milton (Northland Centre), Marianne Hynninen (Strathmore), Vivienne Meneilly (315 Collins St.), Heather Anderson (Ormond). FRONT: Maree Duncan (Western, city), Dimitra Zacharopoulos (Fitzroy West), Karin Gielen (South Melbourne), Moya Klein (St. Vincent's Hospital), Eileen Attwell (Frankston East).



SCHOOL FROM MAY 3: BACK

ROW (left to right): Julie Packer (Nunawading), Rob Bowen (St. Kilda), Robert Reid (Caulfield West), Lina Dinicolantonio (Dandenong). MIDDLE ROW (left to right): Robyn Fillis (Upper Ferntree Gully), Jan Mulinder (Bulleen), Karen Millard (Heathmont), Jennifer Payne (Balaclava), Connie Ellul (Hadfield). FRONT ROW (left to right): Julie Cooper (Monash University), Georgina Bell (Toorak), Lyn Bettess (Moorabbin), Ann Haining (Altona).

Around the branches

—with Tom Sedunary



Coburg South

ROOM TO GROW

After 24 years in 'pokey' Sydney Road premises the branch recently moved into the ground floor of a modern building in Munro Street — on the fringe of Coburg's busy shopping centre.

The Bank's confidence in the area's business potential is reflected by the large air-conditioned banking chamber, which features six teller stations, a long enquiries counter, and a private customer interview room.

Cost of adapting the premises to Bank specifications was approximately \$192,000.



Ballarat, 327 Sturt St.

Pupils' Posters

The branch almost resembled an art gallery in April when the Ballarat support group of the Ryder-Cheshire Foundation organised a poster competition for local school children, and displayed the entries in the banking chamber.

The competition was open to students of schools which had sponsored the Foundation's work for the sick and homeless in northern India.

Picture shows a Ryder-Cheshire Foundation representative presenting prizes to competition winners at the branch. (Photo by courtesy of Ballarat 'Courier'.)



Warragul

Staff Relations

Manager Kevin Kerr reports that an elderly depositor lodged an application form for a larger Bankcard credit limit, and entered in the 'Nearest Relative' column 'Kevin Kerr and Staff of State Bank Warragul'. In the next column on the form, headed 'Relationship' the depositor wrote 'FINE'.



You can help us to make Statesman more branch-oriented by giving us news and photo tips about your branch and its staff.

Items on branch happenings (funny incidents, displays, etc.) and the spare-time interests, activities and achievements of staff members will be welcomed. Our recent stories have included: • sculpture display • cheque written on a brick • branch cheque that took a world trip.

Stories concerning staffers have included: • a cricketer who scored his 10,000th run • a manager's vintage car • Miss Australia Quest entrants • branch netball team.

Send your contributions (brief notes will suffice) to Tom Sedunary, Associate Editor, STATESMAN, Box 267D, GPO, Melbourne — or telephone 60 0531, ext. 444.



Bank briefs from abroad



FRANCE:

Passbook Interest Down to 6.5%

Interest on savings bank passbook balances has been reduced from 7.5% and 7% to 6.5%. The deposit ceiling for Passbook A (tax free) accounts in savings banks has been increased from Fr 25,000 to Fr 32,500. With a view to encouraging long-term investments, the national treasury has decided to issue bonds at progressive interest rates for periods up to five years, bearing gross interest rates scaled from 6.5% to 10.5%.

AUSTRIA:

Insurance Savings Introduced

The First Austrian Savings Bank has entered the insurance savings market in co-operation with the Generali Company. This should broaden opportunities for savings and deposits. A recent study showed that only 20% of the population in the Vienna area use this form of tax savings.

UNITED KINGDOM:

Corporate Lending Role for TSB's?

Trustee Savings Banks (TSBs) will eventually lend to corporate as well as private customers, according to Mr. Philip Keens, chairman of the TSB South-East. Mr. Keens stressed that this could not happen before 1985 when, under proposed legislation, the TSBs would cut their government links and become independent commercial organisations.

FRANCE:

Savings Banks in Shopping Centres

The Beziers and Estuaire de la Seine savings banks have opened new branches in shopping centres. Features of these branches include long banking hours, convenient for customers, being as close as possible to the hours kept by the centre as a whole. The branches take an active part in the centres, with seasonal promotions, sound and audio-visual displays, etc. — and they fit into their surroundings while offering clearly visible outdoor signs and easily accessible counters.

U.S.A.: Savings

Banks Advertising Budgets Rise

The US's mutual savings banks have budgeted \$87.9 million for advertising and promotion in 1976, up \$5.4 million from last year. Media preferences for the industry as a whole remain basically unchanged, with newspapers continuing to receive the largest budget share (40%) followed by radio (16%) and premiums and novelties (9%). Among the larger savings banks, however, television advertising runs second and

exceeds radio (16% versus 12%).

Approximately 16% of banks surveyed reported having allocated part of their 1976 advertising budgets to promote automated teller and cash dispenser services.

U.S.A.: Branch Openings American Style

Savings banks are employing unusual variations of old themes to help publicise new branches, and to create a positive identity in local communities. The Bowery Savings Bank, New York City, opened a branch in the heart of the city's diamond district, and invited customers to line up and pick a diamond from a box containing one among 1200 rhinestones. A novel ribbon/cutting ceremony at a Philadelphia bank involved nine local civic leaders, businessmen and clergymen snipping simultaneously. Lockport (N.Y.) Savings Bank opened its Medina branch with a street parade of bank officials, the city's mayor and high school band. The Howard Savings Bank (N.J.) found that a small airship, tethered 300 ft. above a new branch, was a real attention-getter.

SPAIN: 'Point of Sale' branch

The Caja de Pensiones para la Vejez y de Ahorros (Bank for Pensions and Savings) has installed terminals in Barcelona's largest department store, El Cortes Ingles. Clients may use their savings passbooks to pay for goods bought in the store at a service counter equipped with an IBM 2970 teller terminal. The accounts are debited immediately, via the bank's tele-processing network.

BY GUM!

We discovered the following instructions on a bottle of Japanese glue:

RICH MUCILAGE

How to use for skilful?

1. The tip rubber pick up like of photo. (Supplied)
2. Cut off by scissors or knife along with rubber embossed line.
3. The bottle standing for under tip rubber part and push slightly glasp by adjusted, the useful mucilage come out and spread by tip rubber.
4. After used put on the cap for tip rubber without fail at that time very easily to use for next, if mucilage starched to tip rubber open out by pick up or tear off by finger.

Man OF THE MONTH

DAVID JOHN, 21, a teller at Aspendale branch, rather resembles a character from the TV series 'Rush', and his spare-time interest in gold-panning would almost qualify him for a part.

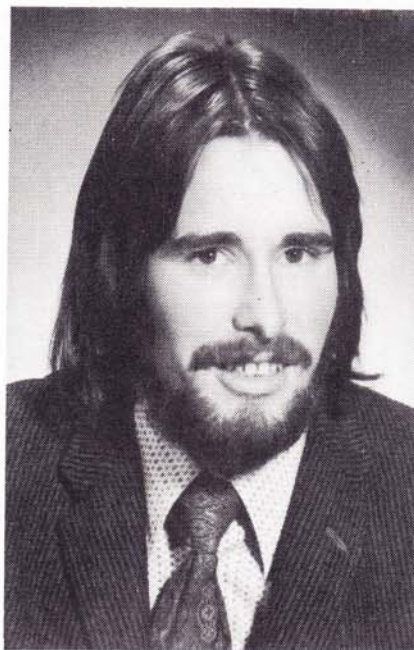
David spends most weekends camped by streams around Victoria's old goldfields. Dunolly, Clunes and Omeo are some of his favourite spots. His kit comprises: pan, home-made cradle (or rocker), pick and shovel and "a few cans of baked beans".

So far, David has found quite a few specks of gold, but he admits he'll never make his fortune that way.

"It's the challenge of finding the gold that I enjoy," he says: "It's more through perseverance than good luck that you make a strike."

Perseverance seems to be one of David's characteristics. Last year he took up pistol-shooting, and he is already competing in club contests. His aim is to enter the Victorian championships, and his long-term target is to have a shot at the Australian titles.

David's star-sign is Capricorn. His horoscope reads: "You set yourself



• David John, sportsman . . . marksman and fossicker.

extremely high goals . . . Your ability to concentrate amounts to genius . . . You never trust to luck, but work things out carefully for yourself." Likely soulmates: subjects of Taurus or Virgo.

Updated Adages

- Where there's smoke there's probably somebody burning rubbish.
- People who live in glass houses make interesting neighbours.
- It's a long road that has no service stations and clean rest rooms.
- A MS is as good as a male.
- He who has estates isn't lost.
- Money cannot buy love, but it puts you in a good bargaining position.
- Two heads are not better than one, considering the price of haircuts.
- Time waits for no man — but stands still for a woman of 35.
- The best things in life may be free, but the next-best things keep you broke.
- Bread is the staff of life, but staff should not have a continual loaf.
- He who hesitates is bossed.
- Everything comes to him who waits — even a waiter.
- Two can live as cheaply as one — if one doesn't eat.
- The best way to tell a woman's age is in a low whisper.

teller
talk
by Sue



LADY depositor, unable to read or write, signed her forms with an X for years, then suddenly started signing with an O. When asked the reason she said: 'I got married and changed my name.'

★

DON'T WORRY! Rest assured that if something can possibly go wrong, it will. (If it doesn't, PANIC.)

★

WHAT is the record number of consecutive days on which our tellers have balanced? We have heard of junior tellers managing to have no cash differences for a whole year? Can anyone beat that?

★

GIRL limped up to my window yesterday and said, 'A dog bit me on the ankle this morning.' I asked her, 'Did you put anything on it?' She replied, 'No . . . he liked it the way it was . . . raw.'

★

CUSTOMER told me: 'Now I know why bankers use the description Personal Loans. I missed a few instalments on my loan — and boy, did they get personal!'

★

AN American psychologist who conducted a survey found that male tellers spent an average of 80 seconds per woman customer, and 50 seconds per male. Female tellers spent 51 seconds with female customers, but only 27 seconds with males. Questions: Did the male tellers deliberately prolong contact with female customers? Did female tellers speed up with men to make a good impression? Are women customers slower to serve anyway? WHAT IS YOUR EXPERIENCE?

★

SMILER OF THE MONTH:



Teller Lee-Anne Gawith of Jeparit branch is a local girl, and knows most of the customers personally — but that doesn't stop her from turning on a bright smile for strangers, too.

D. L. J. SMITH
Winchelsea

Don joined the Bank in 1955 at Beaufort. Three years later he joined the Chief Inspector's Dept. as an Inspectors' Clerk. Then came postings to Legal Dept., Relieving Staff and several Geelong branches. Although delighted to gain his first managerial appointment, the big event this year for Don and wife Jan was the birth of their first child — a son.

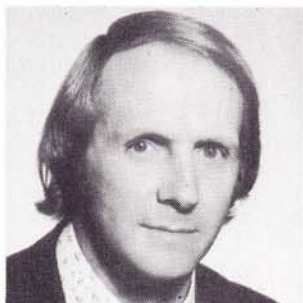


W. I. RICKARDS
Relieving Staff

In his former job as Staff Transfers Officer, Bill became well known throughout branches as 'the man behind the moves'. Now Bill himself will be moving quite a bit as a relieving manager, and he's looking forward to meeting staffers with whom he previously had contact only by phone or letter. His sparetime interests include fishing and shooting.

A. M. SALMON
Salary Officer, Staff Dept.

Alan is a real footy veteran. He has played some 20 consecutive seasons — including two with Box Hill VFA team — and hasn't missed a match in six years. He is currently rucking with North Ringwood (Eastern Districts Football League), where his four sons play with junior teams. Alan and wife Elizabeth also have two young daughters.



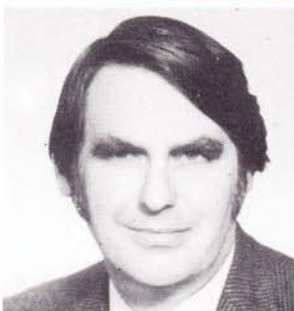
L. V. BELLINGHAM
Wedderburn

Laurie's appointment to a country branch completes a varied career cycle. He joined the Bank at Creswick in 1957, was later stationed at city and suburban branches, and then spent three years as a relieving accountant. Laurie recently completed a five-year stint in H.O. Branch Mech. Dept. He is married and has four young sons.

MEET OUR NEW MANAGERS

G. S. McNULTY
Relieving Staff

George says that although wife Judy and their three children are keen football followers, his sport is cricket. He has been a Heathmont club 'all-rounder' for 10 years, and has no thoughts about retiring. Last season the club just missed out on winning its first premiership, so George and team-mates are itching to have another crack at it.

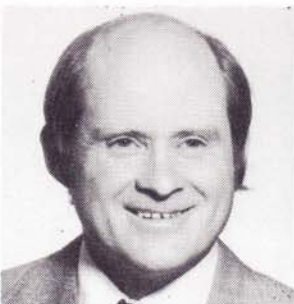


R. E. C. GILROY
Relieving Staff

About four years ago, Bob's interests in the preservation of historic buildings prompted him to become a volunteer worker for the National Trust. Nowadays weekends often find him gatekeeping at the Trust's Ripponlea property. Bob is also a keen gardener, and he looks after the grounds at his church in Mitcham.

T. W. PRESTON
Relieving Staff

Terry enjoys shooting, but also cares about conservation of wildlife. That's why he joined the Victorian Field and Game Association. Terry says members exchange information to ensure they don't shoot in areas where ducks and other game are in short supply. Terry is married, and has a daughter, 12, and two young sons.

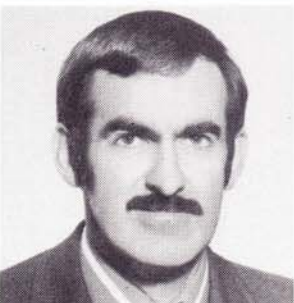


M. L. MELLINGTON
Relieving Staff

Max recently completed construction of a Formula Ford hydraplane from a magazine plan. He describes it as a 'Cortina-engined speedboat, mounted on skis... designed solely for racing'. He says the single-seater craft has a speed potential of more than 100 k.p.h. Max and wife Pat have two young children.

L. J. KYLE
Relieving Staff

Laurie and wife Del have been busy lately sub-contracting the construction of their new home on a two-hectare block at Langwarrin. Laurie has built a shed, and taken care of the painting, fencing and 'other odd jobs'. Del (nee Pretty — daughter of Deputy Chief Manager, Branch Banking, Jack Pretty) is a former Frankston branch staffer.



J. B. QUINN
Beaumaris

Jack is a keen photographer, so when he and wife Pauline designed their new Bonbeach home they made sure they included a darkroom. Jack specialises in black and white human interest shots, but has found spare time tight while working on the house. 'For example, we had to lay 60,000 mosaic floor tiles,' he says.

I. R. WALKER

Credit Manager, Bankcard Dept.
Ian and wife Jennifer (nee Kevill — a former 45 Swanston St. branch staffer) are keen tennis players. They often combine this interest with caravanning, and travel with their three young children to country tournaments. Ian is vice-president of Bulleen Tennis Club.

**D. A. McLEAN**
**Senior Arrears Officer,
Current Loans Dept.**

Don was correspondence officer in Mortgage Loans Dept. prior to his latest appointment. He joined the Bank in 1956 at Koroit, and 10 years later 'shipped out' for London Office to assist with promotion of migrant business. Don continued this work in Marketing Dept. on his return to Melbourne in 1970. In 1974 he became Bankcard Dept's. marketing officer.

B. A. LANE
Woomelang

Brian commenced his Bank service in 1958 at Horsham, and later spent seven years as an Inspector's Clerk. He has held accountant's positions at Manifold, Highton and, more recently, Norlane branches. Brian is married and has two young sons. He lists tennis, squash, golf and fishing as favourite sparetime pursuits.

**D. R. J. PRESTIDGE**
Heyfield

Doug could possibly be our Latrobe Valley 'expert', having worked exclusively at Valley branches since joining the Bank at Yallourn in 1954. He was senior accountant at Morwell prior to his latest appointment. Doug and wife Joan have four children aged from two to 11 years. Gardening is Doug's main recreation.

B. W. McLEOD
Manangatang

Barry, wife Anne and daughters aged five and seven find that filling spare time presents no problems. They all join in solving 3000-piece jigsaws. It usually takes them a couple of months to complete each puzzle, because most of the pieces measure a mere half inch square. To date they have put together about 30 giant jigsaws.

**R. A. LORD**
Relieving Staff

Bachelor Bob has already chalked up 13 years as a reliever, working mainly at north-suburban and country branches. So his love of travel comes as no surprise. In recent years he has made holiday trips through Europe, S.E. Asia, Mexico and west-coast America. Bob has more travels planned, starting with a possible visit to England later this year.

1500 Years Service

HAIL AND FAREWELL: More than 40 serving and retired district inspectors (representing total service of more than 1500 years) gave retiring Chief Inspector Tom Paige a farewell dinner at the RACV Club on April 9. Pictured (left to right) are ex-inspectors Bill Ling, Joe Dowling, Alan Wakefield, Bill Duke, Reg Clarke, Tom Paige, Jack Kuring, Reg Reade, Fred Veitch, Eric Raselli and Norm Trace.

**J. A. DAY**
**Agency Examiner,
Chief Inspector's Dept.**

John was recently made a 'life governor' of the Royal Children's Hospital in recognition of his fund-raising efforts over 15 years. He helps arrange functions all over Melbourne in preparation for the hospital's annual Friday Appeal. John and Margaret have a son, 11, and an eight-year old daughter.



Do you believe in COINCIDENCE

Abraham Lincoln was elected to the U.S. Presidency in 1860.

John Kennedy was elected to the Presidency in 1960.

Both were concerned with Civil Rights.

Both their wives lost children whilst at the White House.

Both were succeeded by men named Johnson. Andrew Johnson was born in 1808, Lyndon Johnson was born in 1908.

Both Lincoln and Kennedy were shot in the head from behind.

Both were assassinated by Southerners who favoured unpopular ideas. Lincoln by Booth, Kennedy by Oswald. Both assassins (Booth and Oswald) were shot before their trials.

John Wilkes Booth was born in 1839.

Lee Harvey Oswald was born in 1939.

Both presidents had been warned of danger before their deaths.

Lincoln's secretary, whose name was Kennedy, warned him not to go to the theatre.

Kennedy's secretary, whose name was Lincoln, warned him not to go to Dallas.

Booth ran from the theatre and was captured in a warehouse.

Oswald ran from the warehouse and was captured in a theatre.

— contributed by Jeff Tolley, Relieving Staff.

HER NUMBER CAME UP TWICE...



Depositor Mrs. Margot Casey of Wimbledon Avenue, Mt. Eliza, opened her savings account at Mt. Eliza branch in 1967, and was allotted account number 1005. Eighteen years later Mrs. Casey decided to open a cheque account — and it turned out to be C1005. Can anyone beat this multi-million-to-one coincidence? (Incidentally, Mt. Eliza branch manager Tom Shanley reports another numerical oddity: A local concrete firm opened a cheque account in 1962 with the number C11. In March this year the firm decided to open a second cheque account and received, quite by chance, the number C1111.



"I TAKE IT THEN, SIR, THIS IS YOUR FINAL DECISION."



THIS BANK PAIR WENT TO BLAZES!

Two of our young officers — Robert Packer of Surrey Hills branch and his wife Julie of Nunawading branch — recently became emergency firefighters.

Newlyweds Robert and Julie were shopping at Montrose during their leave when they heard an alarm bell, and saw a fire truck containing only one man leave the local depot.

In the hope of giving a hand, the Packers drove after the fire cart and followed it to a blaze which had started in an old lady's backyard and spread to adjacent bushland. Robert and Julie helped the lone fireman with a hose and buckets, but the fire spread through ten acres and threatened two houses.

At this stage, Julie raced back to the fire truck, managed to switch on its radio transmitter, and broadcast a breathless SOS. Within minutes, fire trucks from various local brigades were on the spot and the fire was quelled.

Our report came not from the modest Packer pair but from Julie's boss — Bill Wood, our Nunawading branch manager, who is a regular STATESMAN correspondent.

Girl OF THE MONTH

When STATESMAN was approached recently to feature a G.O.T.M. from the Relieving Staff, teller Helen Pastou, 24, was high on the list of nominations. Her Libra horoscope helps to explain why: "She is vibrant, vivacious . . . thoroughly captivating. She is the essence of diplomacy and tact, and is trusted by her friends."

In 1974, Cyprian-born Helen visited her homeland, which she left when aged two. She spent several weeks sightseeing and visiting relations and family friends. Helen made the return journey via England, and the trip whetted her appetite for more travel. She plans to visit her sister in Boston, USA — possibly during annual leave later this year.

Helen's spare-time activities include picnics with friends, going to the movies, and folk dancing. She loves music, especially the songs of Bob Dylan and Cat Stevens. People who swear do not appeal to her.

Helen doesn't have a 'steady' boyfriend, but she does hold pretty firm ideas about basic qualities which a prospective husband should possess: "He must be kind and understanding, and have a good sense of humour," she says. Considering that Helen is a Libra subject, it would probably help if he was born under Aquarius or Gemini.



• Helen Pastou.

GONE FISHIN'



Here are the most recent retirements reported to STATESMAN:

TOM PAIGE (Chief Inspector, Head Office).

JOHN TEAGUE (Doncaster Shoppingtown).

FRED WATTS (Building Department).

AN EYE FOR AN EYE

*With his income non-existent,
And the price of cattle down,
A man approached a banker,
In a cattle country town.*

*The banker, full of business,
A citizen of class,
Had one eye that was natural,
And one eye made of glass.*

*Took pride in his appearance,
His looks were good, no doubt,
He thought the difference of his
eyes,
Could not be pointed out.*

*The man required assistance,
He was the sort who tries,
The tale he told the banker,
Would bring tears to most glass
eyes.*

*But, this banker was of sterner stuff,
His eyes were steely grey,
So, with good advice, and wishes,
Tried to send the chap away.
For, if you ask for overdraft,
Or, loan to some extent,
You have to have collateral,
Enough to pay the rent.*

*The young man who was persistent,
Trying hard not to offend,
He parried with the banker,
To change his mind, and lend.*

*The banker, suddenly inspired,
Then asked the man to try,
If he could tell the difference,
Which one was his glassy eye?*

*And, if he could successfully,
Point out the eye of stone,
He'd grant the fellow (grudgingly),
An interest-bearing loan.*

*The young man picked it in a flash,
He picked the right one, too,
The banker, quite surprised, then
asked,*

The fellow how he knew?

*The answer came "Twas easy,
As I gazed up at your head,
The glass eye was more human,
Than the natural one," he said.*

*'Ralph the Rover'
(Rutherglen Sun)*

Puzzle Answers

1. CARD TRICK: Jack of Hearts, King of Clubs, Ace of Diamonds.
2. EGGSACTLY: Six dozen dozen (864).
3. WILL IT WORK? 'All I own, I, if I have my will, will will Will. Will Will will, willynilly, all his wealth to me?'

Footy flashback to 1960



From the files of the State Bank Football Club comes this photo of the team of 1960. Here are the names, together with present positions:

Back row (left to right): Team Secretary Alan Guy (mgr., Brunswick East), Don Daley (mgr., Cobden), Des Collins (mgr., Relieving Staff), Geoff Ellis (acct., Ormond), Ian Coyle (resigned), Keith Hall (acct., Relieving Staff), Graham McCulloch (deceased), Bob Ellis (mgr., Relieving Staff), Kevin Rogers (acct., Reservoir), Bill Petering (mgr., Ripponlea), John Murrie (acct., Camberwell Junction).

Centre row (left to right): Graham Watson (acct., Overseas Dept.), Neil McNeill (mgr., Yarrowonga), Tom Supplitt (mgr., Emerg. Staff), Alf Reside (District Manager), Byron Hill (District Manager), Alan Donohue (mgr., Whittlesea).

Front row (left to right): John Armstrong (resigned), Bill Brown (resigned), Max Langham (Admin. Officer, GM's Dept.), Ian Reade (acct., Emergency Staff), trainer Ted Woollard (H.O. messenger).