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PS LEADER

8th MAY 2017.

BANKS

C'WITH
SPRINGVALE



BANK BACK AFTER FIRE

SIX months after an alleged arson attack injured 26 people, Springvale's Commonwealth Bank has reopened.

At the bank's reopening last Monday, area manager Chris Beames thanked the community for their well wishes.

There were 13 staff working at the time of the incident and most have returned to the Springvale branch, which is back to offering full services.

It comes as Springvale resident Nur Islam, 21, faces court this week over the incident on November 18, 2016.

Area manager Chris Beames at the reopening of Springvale's Commonwealth Bank branch.

Picture: SARAH MATRAY

PA LEADER 5TH MAY 2017 BANKS

“

SPRINGVALE, WELCOME TO YOUR NEW COMMBANK BRANCH.

”

We're delighted to announce that our Springvale branch has re-opened.



Drop in and see us today.

Springvale Branch
264-266 Springvale Road, Springvale VIC 3171
Ph: 03 9546 3133

Commonwealth Bank of Australia ABN 48 123 123 124 Australian Credit Licence Number 234045



2 Plea bargain may mean bank arsonist avoids public hearing...

BANKS P JOURNAL 15th MAY 2017

Bank fire: no trial

By Casey Neill

The Rohingya asylum seeker charged over the Springvale bank fire may not have to face trial.

Springvale man Nur Islam, 22, appeared in Melbourne Magistrates' Court, sitting at the County Court, for a committal mention hearing via video link on Thursday 11 May.

Police charged him with 92 offences over a fire in the Commonwealth Bank branch on Springvale Road on 18 November last year.

The incident injured more than 20 people and caused about \$2.5 million in damage.

Mr Islam's charges include intentionally and recklessly causing serious injury, causing serious injury in circumstances of gross violence, damage to property by fire, arson and intending to endanger life.

Police allege he poured petrol on the entry and exit floor of the bank and ignited the fuel, "causing a large fire entrapping customers and staff inside the branch".

On the video link, a white bandage covering his left arm was visible. His black hair and beard were cut short.

The case was delayed while the court waited for a Burmese interpreter, but Magistrate Donna Bakos and parties elected to go on without her.

Mr Islam's lawyer, Kate Ballard from Doogue, O'Brien and George, said she would later meet with him alongside an interpreter and explain what had taken place.

She requested an adjournment and made no application for bail.

Ms Ballard explained that she was in discussions with the prosecution about an offer and wanted more time to figure out the details.

"This matter can settle," Ms Ballard said.

"It's just a matter of what are the appropriate charges."

She asked for a three-week adjournment, which Ms Bakos granted.

He will return to court on Thursday 1 June.

The bank reopened its doors on Monday 3 May. Staff said that returning to work would help them to heal.

BUSINESS SOUTH-EAST

Town murals adorning fire bank

By Casey Neill

Returning to work at the branch gutted by fire last November is helping Springvale Commonwealth Bank staff to heal.

The refurbished Springvale Road site reopened its doors on Monday 1 May following the 18 November, 2016 attack that injured more than 20 people.

Police allege 21-year-old Rohingya asylum seeker Nur Islam set himself on fire inside the bank.

The Springvale man will answer 92 charges over the incident, and is due to appear in Melbourne Magistrates' Court on Thursday 11 May.

South eastern area manager Christopher Beames arrived for work at the branch shortly after the incident unfolded.

"It's the biggest challenge that myself and my team have ever faced," he said.

"All staff were given a choice, and the vast majority of the team want to be back here in Springvale because they love the community, they love their clients, they want to be part of it."

Mr Beames said reopening the branch also meant a lot to the community.

"They're very dependent on our services," he said.

"They're a very tightly knit community here in Springvale.

"They've been asking a lot of questions in the lead-up to today.

"They've been inquiring about the well-being of our staff all the way through.

"We had a limited service offering until today, with a temporary site and a pop-up branch."

Mr Beames said "security is paramount to us" and the branch had a completely different layout and design.

"The fundamental principles behind our security still remain in tact," he said.

He thanked the community, emergency services and businesses for their support.

Murals featuring the Springvale Asian Gateway, local temples and parks adorn the walls inside the branch, which also features the latest technology in banking.

Staff told the Journal that customers travelled from as far away as Altona, Nunawading and Box Hill.

Each staff member can speak at least two languages, making the experience easier for migrants.

Kevin Tan speaks Cambodian and English. He was inside the bank when the fire took place.



Vanny Taing and Nhi Truong.

"It was really shocking for every one of us," he said.

"I was getting out really panicked to see everyone crowding, people running around."

But he was "very excited to come back."

David Huynh was on his way to work and just outside the branch when the explosion tore through the bank.

He saw smoke coming out of the building.

"It was quite daunting, quite confronting, especially seeing the people that you work with every day stuck in that situation is quite unimaginable," he said.

"It affected us quite deeply, but we've gelled together.

"We came together as a team to learn and grow from each other.

"We talk quite openly about it, try to support each other as best as we can, talk about how we

feel and ways that we can support each other."

Mr Huynhh said returning to work at the branch was helping everyone to move on.

One customer told the Journal that the new branch was "beautiful".

She lives within walking distance and had been eagerly awaiting its reopening.

Springvale Asian Business Association (SABA) spokesman Stan Chang praised the bank, community and emergency services for how they handled the "very sad incident" and its aftermath.

"The community appreciates the response and the way the Commonwealth Bank handled the matter," he said.

"Commonwealth Bank is a very different kettle of fish in terms of local services.

"Totally cut off from the service, a lot of people would become a little bit lost."



David Huynh in front of one of the new Springvale-inspired murals.

Business profile

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Rhonda Tannous, owner of Why Not? Wooden Bakery, with Delphi Bank representative Andrew Yerolemu.

Branch banking on those they serve

"On a day-to-day basis, you meet people from different nations which ensures a warm feeling like home."

Ms Tannous said the multicultural environment at the market had definitely contributed to its success. The market is now popularly known as a place where "you can purchase everything from A-to-Z".

This feeling of pride, of togetherness and of family is one that resonates with Delphi Bank, whose three pillars signify family, business and community.

Delphi Bank, which is part of the Bendigo and Adelaide Bank family, has long valued the importance of growth and opportunity.

Members of staff offer fast, flexible and responsive service but, above all, they constantly aim to go beyond banking to increase the prosperity of the communities in which they serve.

To find out more about Delphi Bank, visit www.delphibank.com.au or call 9767 2500.

The Dandenong Delphi Bank community is growing - and those who visited Dandenong Market throughout May would have seen the team in full swing giving hundreds of shoppers the chance to win a \$500 Delphi Bank Liberty Account.

The branch is only located 150 metres away from the market at 26 Princes Highway.

Delphi Bank has long valued the importance of community engagement as an integral part of its ethos, and aims to not only tell the community of these values, but encourages locals to experience them.

These values are mirrored at the Dandenong Market where community has a major impact on Not? Wooden Bakery.

The proud owner, together with her husband Kamil, have been part of the market community for six years.

"Our customers are people from within the local area, as well as those within the Lebanese community," Ms Tannous said.

**NOW OPEN IN
SPRINGVALE**

**GIỜ ĐÂY MỞ CỬA
TẠI SPRINGVALE**



Bank of Melbourne is now open at 327 Springvale Road, next to the post office.
Drop in for a chat or call 9271 9000 to make an appointment.

Bank of Melbourne giờ đây mở cửa tại số 327 Springvale Road, cạnh Bưu điện.
Hãy tới nói chuyện với chúng tôi hoặc gọi số 9271 9000 để đặt hẹn.



**Bank of
Melbourne**

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