

TASMANIAN TROPHY HOUSE
123 Murray Street
HOBART 7000

1 December, 1989

Mr Don Adams
General Manager
Tasmania Bank
St John Street
LAUNCESTON 7250

Dear Mr Adams,

For more than three years my company has been a customer of Tasmania Bank - Glenorchy Branch. My business link will shortly cease but my personal banking will certainly continue

Managers during this period have been Dennis Barnes and Renton Currie. Dennis guided me through our changeover period and proved to be a thoughtful caring manager to whom I could relate easily and with confidence. He motivated an excellent working atmosphere with his staff and this was certainly appreciated by customers.

Renton has guided the branch to bigger and better things with the amalgamation and consequent building reconstruction. He has handled large numbers of staff changes in a very professional manner and today Glenorchy Branch has settled into its revamped environment. Renton is obviously one of Tasmania Bank's new breed of managers. I admire his professional operation and thank him for his support and guidance through a difficult time in business.

As a School Principal for more than thirty years I would claim to have a wide experience with people. I find the staff at Tasmania Bank, Glenorchy without exception, to be extremely courteous and efficient. There are times when I see them exhibiting patience in the extreme and still smiling.

The most experienced senior staff set a very high standard of presentation, personality and professional expertise for new or younger staff members. I see it as a privilege to be a customer at Glenorchy.

Recently my wife and I had three months overseas in Europe and Scandinavia. We went to banks almost daily and nowhere did we find service to rival that from Tasmania Bank at our local branch.

I think that as General Manager, Mr Adams you have every reason to be proud of that part of your operation where Tasmania Bank meets the public.

Yours sincerely,



MAURIE OSBORNE