

Business customers told us...

37%

of all engaged businesses had revenue impacted by >30%

24%

of Agriculture, Forestry & Fishing industry had revenue impacted by >30%

83%

of Accommodation & Food Services had revenue impacted by >30%



Spending habits

	Those answering 'Strongly agree' or 'Somewhat agree' April 2020 (n=1,268)	Those answering 'Strongly agree' or 'Somewhat agree' July 2020 (n=1,260)
My spending has slowed down	70%	59%
I have donated more to local charities or those in need	25%	31%
I have started or increased purchasing food and essentials from a local business	58%	57%
I have relied more on delivery of goods than going into a shop or supplier	33%	35%
I have avoided purchasing goods that are made overseas	51%	59%
I purchase more of my essentials online	28%	31%

Local community statements

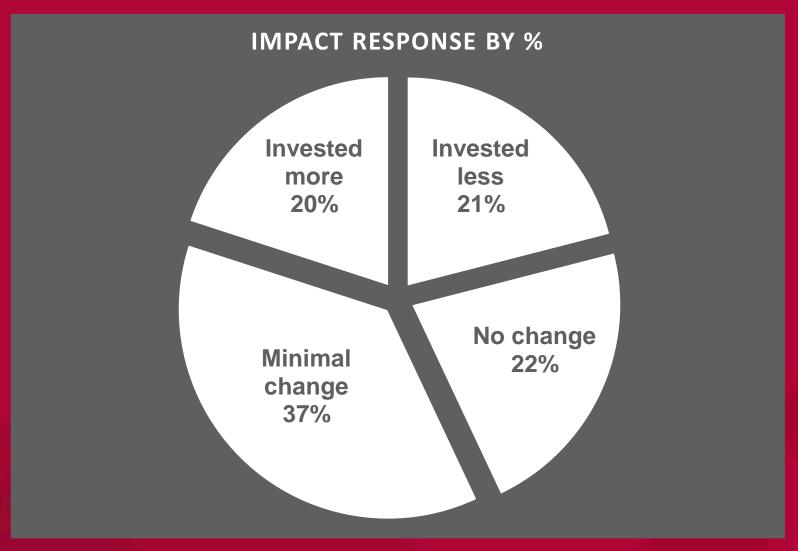
	Those answering 'Strongly agree' or 'Somewhat agree' April 2020 (n=1,268)	Those answering 'Strongly agree' or 'Somewhat agree' July 2020 (n=1,260)
I feel more isolated from people in my local community	40%	35%
I feel up-to-date with what's happening in my local community	60%	59%
I feel cared for by others in my local community	45%	40%
Community, in the sense of coming together for a common cause, is more important to me now	60%	58%
I believe that my Community has grown stronger as a result of COVID-19	51%	44%
I think that the local Community that I am a part of is more important now than before COVID-19	55%	54%

Most important issues facing community due to COVID19



- 1. Effect on community clubs and organisation (leading to a breakdown in social cohesion)
- **2. Financial pressures** (including subcategory of unemployment)
- **3. Small business** (including subcategory of tourism)
- 4. Mental health, anxiety and pressure (including references to vulnerable community members)
- 5. General health and safety
- Adapting to change (individually and collectively)

Impact of COVID19 on community investment approach





How Community Bank investment can have the most impact





