

A Leading Voice of Mutual Banking

Media Release

Tuesday, 21 September 2021

NEWCASTLE PERMANENT BRINGS APPLE PAY TO CUSTOMERS

A safer, more secure and private way to pay with iPhone and Apple Watch

Newcastle Permanent today brings its customers Apple Pay, a safer, more secure and private way to pay that helps customers avoid handing their payment card to someone else, touching physical buttons or exchanging cash — and uses the power of iPhone to protect every transaction.

Customers simply hold their iPhone or Apple Watch near a payment terminal to make a contactless payment. Every Apple Pay purchase is secure because it is authenticated with Face ID, Touch ID, or device passcode, as well as a one-time unique dynamic security code. Apple Pay is accepted in supermarkets, pharmacies, taxis, restaurants, cafes, retail stores, and many more places.

Newcastle Permanent CEO, Bernadette Inglis said introducing Apple Pay is part of the customer-owned mutual's commitment to enhancing customer experience and convenience.

"We know that our customers expect great personal service from their bank, and they also want the convenience of new digital tools. Customer take-up of contactless payments in recent years has been extraordinary, which is now the most common way to pay in store.

"Offering Apple Pay is just the latest example of how we're continuing to adapt to changing customer preferences to deliver the banking services our customers want today and will need tomorrow. We're delighted to offer our customers the convenience and safety of digital payments, as we continue working to be Australia's favourite banking experience," said Ms Inglis.

Customers can also use Apple Pay on iPhone, iPad, and Mac to make faster and more convenient purchases in apps or on the web in Safari without having to create accounts or repeatedly type in shipping and billing information. Apple Pay makes it easier to pay for food and grocery deliveries, online shopping, transportation, and parking, among other things. Apple Pay can also be used to make payments in apps on Apple Watch.

Contact the Media Centre:
newcastlepermanent.com.au/media-centre
media@newcastlepermanent.com.au
Call 0423 352 617

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Security and privacy are at the core of Apple Pay. When customers use a credit or debit card with Apple Pay, the actual card numbers are not stored on the device, nor on Apple servers. Instead, a unique Device Account Number is assigned, encrypted, and securely stored in the Secure Element, an industry-standard, certified chip designed to store the payment information safely on the device.

Apple Pay is easy to set up. On iPhone, simply open the Wallet app, tap +, and follow the steps to add eligible Newcastle Permanent credit or debit cards. Once a customer adds a card to iPhone, Apple Watch, iPad, and Mac, they can start using Apple Pay on that device right away. Customers will continue to receive all of the rewards and benefits offered by Newcastle Permanent's cards.

-ENDS-

For more information on Apple Pay, visit: <http://www.apple.com/au/apple-pay>

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Contact the Media Centre:
newcastlepermanent.com.au/media-centre
media@newcastlepermanent.com.au
Call 0423 352 617

Newcastle Permanent Building Society Limited ACN 087 651 992, AFSL/Australian Credit Licence 238273

13 19 87 newcastlepermanent.com.au