

Friday, 16 February 2018

Newcastle Permanent takes out national mortgage award

Newcastle Permanent has been named the Mortgage Choice national Lender of the Year (Tier 2) at the recent national awards in Perth.

Mortgage Choice regularly surveys its brokers to rate each of its 30 national lenders in areas including service, products and price, and relationship management. The nationally-based award is presented to the financial institution that Mortgage Choice brokers have the highest satisfaction with.

Newcastle Permanent CEO Terry Millett commented the recognition from an industry partner at a national-level is reflective of the customer service ethos ingrained at Newcastle Permanent.

“Our broker network is limited to NSW so being recognised for the national award above other national providers is a major achievement for our hardworking team.

“Recognition from industry that we, a Hunter-based customer-owned banking institution, can nationally lead the charge in offering great service not just to our customers but also to our brokers is another reason why we’re continuing to draw customers away from the big four banks,” said Mr Millett.

In the past two years Newcastle Permanent has proactively worked with Mortgage Choice to continually improve its processes and services to enable a better offering to broker partners.

“For Mortgage Choice brokers to recognise the effort by our team to work collaboratively with the Mortgage Choice team to develop effective, simple, and timely end-to-end systems which meet everyone’s needs is incredibly satisfying,” said Mr Millett.

Mortgage Choice’s General Manager Product, Emma Dupont-Brown said that “we are so delighted to partner with an organisation that is continually striving to deliver a better experience for our franchisees and our customers.”

This award continues the winning streak for Newcastle Permanent which received numerous Mozo People’s Choice Awards, Mozo Expert’s Choice Awards, a Finder Award, and Canstar Five Star Awards in 2017.

“Customers are the focus of everything we do; this award shows that we’re committed to not just providing great service directly to our customers, but also to our industry partners,” said Mr Millett.

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