

Monday, 11 June 2018

Newcastle Permanent apologises for internet banking and mobile banking app outage

This afternoon Newcastle Permanent became aware that customers could not access internet banking and the mobile banking app.

The cause of the outage was identified as a technical failure and access to Internet Banking and the Mobile Banking App have been restored tonight.

Newcastle Permanent ATM and EFTPOS facilities remained operational during the outage.

Mark Williams, Acting CEO, has unreservedly apologised for the outage and the inconvenience it has provided customers.

“The inability for our customers to be able to log in to Internet Banking and our Mobile Banking App today has caused inconvenience for some of our customers. For this, I am sincerely sorry.

“We have identified the cause of the issue as a technical failure.

“We’ve now restored access to Internet Banking and our Mobile Banking App,” Mr Williams said.

“Any of our customers who have incurred a dishonour fee or other charge as a result of today’s outage should contact our Customer Support Centre on 13 19 87.”

Rolling updates for customers are being provided via the Newcastle Permanent Facebook page:

<https://www.facebook.com/NewcastlePermanent/>

Media enquiries: Rebecca Wilson
Mobile: 0427 567 846

