

A Leading Voice of Mutual Banking

Media Release

Thursday, 2 March 2023

NEWCASTLE PERMANENT OPENS BRAND NEW BRANCH IN LISMORE CENTRAL SHOPPING CENTRE

Today, March 2, marks the official reopening of Newcastle Permanent's Lismore branch, following almost a year of services being offered from a temporary site at the region's Community Banking Hub.

Located on the first floor of Lismore Central Shopping Centre, the new branch features a modern fit-out, in which customers can expect the same service that has made Newcastle Permanent a bank of choice for the people of the Northern Rivers since first opening a branch in the region in 2008.

Chief Distribution Officer, Newcastle Permanent Paul Juergens said the branch was physical evidence of the customer-owned institution's dedication to the people and the region.

"This brand new branch is part of our ongoing commitment to the people of the Lismore community," said Mr Juergens.

"A \$500,000 investment, this branch represents the first of a new generation of branches, designed with our customers in mind.

"The branch is fitted out to meet all our customer's needs, with two teller windows – one fitted for sit-down consultations – for cash and general enquiries, a casual waiting area, and a private meeting room for detailed conversations.

"Most importantly, we have four local people – David, Danica, Cherisse and Georgia – providing exceptional customer service."

Newcastle Permanent's previous branch, on Molesworth St, was effectively destroyed in the March 2022 flood.

To ensure the community's banking needs were being met, Newcastle Permanent offered over-the-counter banking services via temporary customer service kiosks as part of the Community Banking Hub at Southern Cross University.

Branch Manager David Parker said after a year of upheaval, he and his team were excited to be in their new premises.

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“Today may marks the official opening of our new branch but the reality is we’ve been operating here for a number of weeks now.

“Simply put, we needed to get started! Our region is at the start of arguably the most important rebuild in our history and quality banking has a central role to play.

“We couldn’t wait to cut the ribbon, we needed to get stuck in!”

This reopening is the first phase of a larger commitment from Newcastle Greater Mutual Group – the new company that came about from the merger of Greater Bank and Newcastle Permanent – to the people of Lismore, with a Greater Bank branch set to open later in 2023.

“We also hope to see everyone in the community coming out for our free Cinema Under the Stars event, being held at Nesbitt Park from 5:30pm on 14 April,” said Mr Juergens.

Lismore Central Shopping Centre is located at 44 Carrington Street Lismore, NSW 2539

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