

A Leading Voice of Mutual Banking

Media Release

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Newcastle Permanent Receives National Award for Customer Service

Newcastle Permanent has been awarded *Bank of the Year – Customer Service* in the 2025 Money Magazine Consumer Finance Awards, recognised for its personal, accessible and community-led approach to banking.

The award highlights the customer-owned organisation’s commitment to delivering consistently high levels of service across every customer touchpoint.

Paul Juergens, Chief Distribution Officer at Newcastle Permanent, said the result reflects the strength of the Hunter-based organisation’s people and purpose.

“Newcastle Permanent’s customer service is shaped by our deep roots in regional New South Wales and our commitment to accessibility. Many of our branch and support teams live in the same communities as the customers they serve, which creates a strong sense of trust and connection,” Mr Juergens said.

“Our structure also means we can be more responsive and flexible than larger banks. This localised, values-driven model helps us consistently deliver service that is personal and considered.”

Unlike many banks, Newcastle Permanent’s contact centre is fully based in regional New South Wales and supported by digital tools that enhance, rather than replace, the human connection.

“We use technology to make banking easier, faster and more secure – without losing the human connection,” Mr Juergens said.

“Our digital home loan product, for example, allows customers to complete the application process online while still accessing real-time support when needed.”

Newcastle Permanent’s frontline teams are trained to provide thoughtful, timely support and encouraged to act in the best interests of each customer.

“Earlier this year, one of our branches helped prevent a customer from losing \$25,000 to a scam by stepping in during a private car sale.

“Our team took the time to sit down with her, not only to confirm she had done her own checks, but to guide her through the process and highlight inconsistencies between the seller’s claims and the official records.

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“It’s the kind of support that’s only possible when our people are empowered to make decisions based on each customer’s unique situation.”

Newcastle Permanent is part of NGM Group, alongside Greater Bank – together one of Australia’s largest customer-owned banking organisations.

ABOUT NEWCASTLE PERMANENT

Newcastle Permanent is one of Australia's largest and most trusted customer-owned banks, committed to serving its customers and community. Established in 1903, Newcastle Permanent provides banking products including home loans, deposits, everyday accounts, business solutions, and financial planning plus has a strong branch presence, and a broad ATM network.

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