NEWCASTLE PERMANENT

A Leading Voice of Mutual Banking

Media Release

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CASH STILL COUNTS AS NEWCASTLE PERMANENT EXPANDS FEE-FREE ATM ACCESS

New atmx partnership gives customers access to more than 2,100 locations nationwide

Newcastle Permanent customers can now withdraw cash fee-free at more than 2,100 atmx locations across Australia, giving them greater choice and convenience in how they access their money.

The arrangement extends fee-free withdrawal options across the bank's footprint in the Hunter, Central Coast, Illawarra, Central West, New England, Mid North Coast, Northern Rivers and Gold Coast, as well as for customers travelling around the country.

While the COVID-19 pandemic accelerated the shift towards digital payments, cash is showing signs of resilience, with the Reserve Bank of Australia's latest consumer payments research revealing its use has stabilised following years of decline.

The research found around 15 per cent of consumer payments were made in cash in 2025, up from 13 per cent in 2022, with around half of Australians still using cash in a typical week.

The RBA also found around 1.5 million Australians rely mainly on cash for everyday payments, reinforcing its continued relevance alongside digital payment options.

Newcastle Permanent is part of NGM Group, one of Australia's largest customer-owned banking organisations.

NGM Group Chief Operating Officer Stuart Hall said that while the way Australians pay and bank continues to evolve, cash remains important to many customers.

"Digital payments have made everyday transactions easier, but cash still has an important place in how Australians manage their money.

"Whether it's helping people stick to a budget, making everyday purchases or simply having cash on hand when they need it, we know our customers value having different ways to pay.

"By making more than 2,100 atmx locations available fee-free, we're giving Newcastle Permanent customers more choice about where they withdraw cash, alongside the ATMs they already use."

The atmx network will complement the banks' existing ATM networks, providing customers with an additional fee-free withdrawal option nationwide.

Mr Hall said the arrangement was particularly relevant to Newcastle Permanent's regional customer base.

"Our customers live and work in communities right across regional Australia, and we know convenience looks different depending on where you are.

"We don't think people should have to pay unnecessary fees just to access their own money. Whether they're banking locally or travelling further afield, having more fee-free options gives our customers greater flexibility and choice."

Customers can find their nearest atmx location using the ATM locator at atmx.com.au.

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.