

Friday 9 July 2021

HERE FOR OUR CUSTOMERS: NEWCASTLE PERMANENT READY TO SUPPORT CUSTOMERS IMPACTED BY NSW COVID-19 LOCKDOWNS

Newcastle Permanent stands at the ready to support any customers who are affected by the continuing COVID-19 lockdowns and restrictions in NSW. Customers experiencing financial difficulty can access immediate support and financial relief through our Customer Assist program.

“This continues to be an uncertain and challenging time for many people. Newcastle Permanent is continuing to offer relief and support measures to help our customers address their specific financial circumstances during these uncertain times,” said Bernadette Inglis, CEO Newcastle Permanent.

Assistance available to customers is tailored to each customer’s individual circumstances. Support to our customers may include pausing loan repayments, reducing loan repayments, capitalising any arrears as well as other options our team can take our customers through.

“We recognise that no two customers are the same, and we’re committed to supporting each of our customers with options that best suit their individual circumstances,” Ms Inglis said.

Supporting the health and safety of our customers and our people remains a top priority for Newcastle Permanent and the COVID-19 support package reinforces this commitment. Our branches remain open as usual and our additional cleaning and preventative hygiene measures within our branches, at our ATMs, and in our workplace continues.

“As a proud member of the community for almost 120 years, we hope these measures offer relief and hope to our customers who may be feeling the financial strain of the ongoing economic stresses associated with this pandemic. We continue to be here for our customers, and here for good,” said Ms Inglis.

How can customers access these measures?

Customers can complete our [online customer support form](#). For those who can’t access our online form, our Hunter-based Customer Contact Centre is available by calling 13 19 87 from 8am-6pm Monday-Friday and 8am-2pm Saturday.