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HUNTER BASED NEWCASTLE PERMANENT RECOGNISED ON GLOBAL STAGE. NOT BAD.

Regional NSW headquartered Newcastle Permanent has climbed higher on the Forbes annual ranking of 'World's Best Banks,' named as the top Australian-owned financial institution and second overall in Australia by over 43,000 customers surveyed globally.

Newcastle Permanent CEO, Bernadette Inglis, welcomed the result, saying it shows the Hunter-led organisation has continued to focus on delivering the best banking services for customers and communities across its regional NSW footprint despite the challenges of the last year.

"This is an incredible testament to the commitment of our people at Newcastle Permanent over the last 12 months through fires, floods and a pandemic to support our customers and our local communities."

"Newcastle Permanent is honoured to have been named in the Forbes World's Best Banks in Australia and to also be the top customer-owned mutual bank in the country," Ms Inglis said.

At 118 years old, Newcastle Permanent supports over a quarter of a million customers across regional and rural NSW, Sydney, interstate and overseas.

"Our own customer satisfaction surveys regularly indicate our customers are highly satisfied with our service, however to be recognised so positively through this international award program alongside other major and mutual banks is quite a remarkable achievement for both Newcastle Permanent and for the Hunter region," said CEO Bernadette Inglis.

The Forbes 'World's Best Banks' survey placing recognises Newcastle Permanent's performance in the eyes of customers against a range of considerations, including general satisfaction, trust, fees, digital services and financial advice.

"Over the last year in particular we have adapted our business operations to support our customers, moved swiftly to offer assistance packages and made banking with us easier through the introduction of new technologies and practices such as digital verification of identity which has made applying for our market-competitive Newcastle Permanent home loans even easier, regardless of where you live."

"Like many organisations, the needs of our customers have changed over the last year. At Newcastle Permanent we're continually striving to introduce the banking services and innovative new technologies our customers want today, and will need tomorrow, so that we can reach our goal of becoming Australia's favourite banking experience," Ms Inglis said.

View the full set of Australian results here: <https://www.forbes.com/worlds-best-banks/#606749c91295>

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