

Wednesday, 10 June 2020

INCREASE IN ONLINE SERVICES: NEWCASTLE PERMANENT CONTINUES TO ADAPT TO CUSTOMERS NEEDS

Newcastle Permanent is continuing to adapt its services to support customers' changing needs throughout the COVID-19 pandemic.

With many customers still preferring to bank from home, we have expanded our online webchat service to make chatting to us on our website even easier. We have also implemented a new digital identification tool, allowing new customers to open an account via our online banking or app, and enabling customers to complete a home loan application without needing a face-to-face meeting with one of our lenders or their broker.

Meanwhile, calls to our Customer Contact Centre are returning to normal levels and our team there will return to standard operating hours 8am-8pm weekdays and 8am-4pm on weekends, from Saturday 20 June 2020.

As we all adapt to new ways of living and working in our community, at Newcastle Permanent we will keep looking for better ways to serve our customers where they need us most.