

Monday, 16 March 2020

HERE FOR YOU, RESPONDING TO COVID-19: A LETTER TO OUR CUSTOMERS, FIRST PUBLISHED IN THE NEWCASTLE HERALD 16/03/2020

To our Customers,

The success and wellbeing of our customers, our people and our community has always been our driving purpose. As we all work together to manage the impacts of the COVID-19 pandemic for our families and our communities, that commitment has never been stronger.

Assistance for customers in need

We understand that many people may be financially affected by the impacts of COVID-19:

- Home loan and small business customers who are impacted can speak with us to request a pause in their repayments for up to six months if necessary.*
- If any of our customers are experiencing financial hardship, we are always here to help with our MemberAssist service. Please talk to us if you are in need by calling us on 13 19 87 or visiting our website at www.newcastlepermanent.com.au/supporting-you.

Helping you with your banking

We are closely monitoring the latest advice from authorities and adapting our services as necessary to provide safe and easy ways for you to bank:

- Our Hunter-based Customer Contact team is here to support you over the phone and to help any customers who may be unfamiliar with online banking or who would like to convert their account to be able to make cashless payments.
- Our branch network, the largest in the Hunter region, is open for business and we are working hard to ensure that customers who choose to use our branches can continue to do so.
- As always, customers can access their money at ATMs across Australia and use their payment cards in stores and to make purchases online.
- Our online banking services help you to manage your money, safely and conveniently, from wherever you are.
- Our specialist home loan lenders, personal loan lenders, and financial planners are available, including over the phone.

We have reviewed and amended the working arrangements of our people to support social distancing initiatives. We have also implemented additional cleaning and preventative hygiene measures within our branches, at our ATMs and in our workplaces.

Through this difficult period, whatever changes it may bring, we will remain true to our purpose.

Newcastle Permanent will be here for you and here for good, as we always have, for over 117 years.

Sincerely,

Bernadette Inglis
Chief Executive Officer
Newcastle Permanent Building Society