



17th January 2022

Newcastle Building Society reopens new and improved branch at the heart of Bishop Auckland

After a significant investment, Newcastle Building Society has reopened its newly refurbished branch in the heart of Bishop Auckland.

The branch, at 15 Newgate Street, has been fully modernised to provide customers with a brighter and more comfortable experience, with even better access to services, information and advice. It also features greatly improved facilities for customers to discuss all aspects of personal financial planning.

A dedicated community space forms part of the new design which is available for local people and community groups to book and use free of charge for events and activities, subject to Covid guidelines.

Investment into the Bishop Auckland branch is part of the Society's commitment to maintaining access to face-to-face financial services in local communities. After a Covid-enforced pause, the Society has restarted its multi-million pound branch investment programme, recently opening a newly refurbished branch in West Denton and revealing plans for a brand new community partnership branch in Tynemouth.

Vita Staples, Bishop Auckland branch manager at Newcastle Building Society, said: "We're all so pleased to start 2022 by opening the doors of our newly refurbished branch. A lot of work has gone into the space – it's looking amazing - and I'm sure customers will enjoy coming to see us again. I'm really excited about the new community space which is such a nice addition to the branch and helps us celebrate the reopening with the wider community as well as our members."

Newcastle Building Society first opened its branch in Bishop Auckland in 2019, moving into a unit left vacant by Virgin Money. The investment and refurbishment of the branch was part of the Society's plan for its presence in the town but had to be rescheduled due to COVID-19.

Stuart Miller, chief customer officer at Newcastle Building Society, said: "The investment we've made into our newly refurbished branch in Bishop Auckland is a great example of our commitment to communities and demonstrates our belief in the value of friendly, local customer service. There are

ambitious plans for Bishop Auckland and especially since the town secured significant funding from the government's Future High Streets Fund, it has the potential to create a really positive future.

"After putting a pause on our branch investment programme because of the pandemic it's great to cement our commitment to the town and we're looking forward to welcoming new customers and seeing some familiar faces again."

Find out more about Newcastle Building Society, including branch locations at www.newcastle.co.uk

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About Newcastle Building Society

Newcastle Building Society* is the biggest building society in the North East, with a network of 30 branches and assets of more than £4.9bn. We've been here for our members for over 150 years.

As a leading local employer, we're committed to growing our region's talent and being a great place to work where people can realise their potential. We hold Platinum IIP and were voted Number 2, Best Places to Work in the North East in 2019.

We help people to own their home, to save and to plan their finances through our range of products and services. We believe in the role of the high street at the heart of our communities and are proactive in making financial information and financial advice accessible across our region.

Our Financial Advice is provided through our Newcastle Financial Advisers Limited division**.

We're dedicated to helping our North East communities make positive changes; since 2016 the financial support through grants and donations from the Newcastle Building Society Community Fund at the Community Foundation to benefit local causes has surpassed £2.1m

www.newcastle.co.uk

*Newcastle Building Society Principal Office: 1 Cobalt Park Way, Cobalt Business Park, NE28 9EJ. Newcastle Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Newcastle Building Society is entered in the Financial Services

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