

15 January 2024

Newcastle Building Society appoint new manager to head up Sunderland branch

Donna Brown has been appointed as the new manager of Newcastle Building Society's Sunderland branch, strengthening its commitment to the city.

Despite a national trend of bank branch closures which has seen several banks leave high streets across the north east, Newcastle Building Society remains committed to its branch network, investing heavily in the provision of face-to-face services across the region.

South Shields-based Donna has returned to the Society's Sunderland branch on Waterloo Place, where she began in 2020 as a customer advisor. After five months as South Shields assistant branch manager, Donna will now lead the team which has been providing face-to-face access to financial services since 2000.

Donna said: "It's fantastic to be back in Sunderland and to return to the branch where I first started my career with Newcastle Building Society. The team at our Waterloo Place branch are all committed to delivering the best possible face-to-face service for our members and I look forward to building on the success our Sunderland branch has had in meeting local people's needs."

As well as investing in its branch network, over recent years Newcastle Building Society has opened in several new locations, helping to restore access to financial services in communities where banks have left town. This includes their innovative community partnership branches in Yarm, Wooler, Hawes, and Knaresborough which share space with other local services such as libraries, tourist information and even community police officers.

The Society recently announced plans to open a brand new flagship community branch in Newcastle city centre, taking over the space at Monument recently vacated by retailer French Connection.

John Hicks, Head of Branch Network at Newcastle Building Society, said: "Donna has risen quickly through the ranks here at the Society and has come full circle, returning to Sunderland with her enthusiasm, and customer and community focus, all of which will be a real benefit to the city. I'm sure she will be a great success leading this vibrant high street branch."

As well as the commitment to its branch network, the Society is assuring members that it will continue to offer passbooks, as well as digital options, as a way to track deposits and withdrawals from their savings. This comes as many high street providers continue to reduce access to passbooks at a time when savers value the extra reassurance, convenience and security managing their money face-to-face in a branch offers.

For more information about Newcastle Building Society's branch investment programme and to find your nearest branch, visit 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 31 branches and assets of more than £5.3bn. We've been here for our members for over 160 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 won the Excellence and Positive Impact Award at the 2022 CIPD North East of England HR&D Awards. We were named Company of the Year in the Northumberland and Tyneside category of the North East Business Awards 2022.

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, as our branch network grows, are increasingly 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 £2.3m. Our total community

contributions in 2022, made up of grants, match funding, and our ongoing partnership donations, was more than £544,000.

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 Register under number 156058. You can check this on the Financial Services Register or by contacting the Financial Conduct Authority on 0800 111 6768.