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## Broker update

A word from our Executive General Manager Retail Banking, Angela Newland

Dear Partner,

As you may be aware, we said farewell to Kaine Adamson our General Manager Broker on Tuesday 14 January, so I wanted to take this opportunity to introduce myself as your new Executive touchpoint at P&N Bank.

With Kaine reporting into me from mid-2024, I know firsthand the vital role that our brokers play in our success. Our ongoing investment in the broker channel continues to be a priority, as we continue to deliver a more seamless and consistent digital broker experience, that retains the all-important personal connection.

A brief insight into my background. I have more than 25 years' experience across several executive leadership roles, including seven years at HBF, as well as roles with GE Finance, Vodafone, and Synergy. I joined P&N Group in 2021 as General Manager P&N Bank and moved into the role of Executive General Manager Retail Banking for

P&N Group in 2024.

As a strong advocate for customer-owned organisations, I believe listening to and delivering standout experiences for our broker partners and customers is of the utmost importance. One of the initiatives I'm most proud of was the introduction of P&N's broker onboarding and retention teams, who not only support your clients when they first purchase a home but, more importantly, remain by their side for the lifetime of their loan.

While Daniel Woods remains your primary contact, I encourage you to reach out to me directly should you have any feedback, questions or concerns, as I'm always looking for opportunities to further improve our broker experience.

I have every confidence in our trusted and experienced P&N broker team and am looking forward to getting to know our broker partners and aggregators more in the coming months.

Yours sincerely,



**Angela Newland**

Executive General Manager Retail Banking

#### Talk to us

We're here to help, so if you have any questions or would like more information, please call us on [13 25 77](tel:132577), email [info@pnbank.com.au](mailto:info@pnbank.com.au), or visit your [nearest branch](#).



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