

# Key Information Document

## Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other products.

## Product

**Product name:** Santander Defined Return Plan (Issue 20) [XS2085849870]

**Product manufacturer:** Santander UK plc

**Contact number for product manufacturer:** You can call us on **0800 328 1328**. Calls may be recorded or monitored.

**Website:** [santander.co.uk/uk/investments/Investment-products-and-fund-literature](http://santander.co.uk/uk/investments/Investment-products-and-fund-literature)

**Competent Authority:** UK Financial Conduct Authority

**Date:** 21 November 2019

**You are about to purchase a product that is not simple and may be difficult to understand**

## What is this product?

### Type

The Santander Defined Return Plan (Issue 20) is a senior unsecured debt security issued by Santander UK plc and is governed by English law.

### Objectives

The aim of this product is to provide a return linked to the performance of the FTSE 100 Index (the Index).

The FTSE 100 index is made up of the 100 largest publicly-traded companies listed on the London Stock Exchange (LSE). Companies are included or removed depending on their market capitalisation. This is the combined value of all their shares. The index measures the total change of all 100 companies' values and provides an indication of the performance of major companies listed in the UK.

If you leave your money untouched for the 6 year fixed term, you will receive your initial investment back plus the greater of:

- A minimum return of 2.50% gross/**0.41% AER**; or
- 24% gross/**3.65% AER** if the final level of the Index (after averaging) is the same or higher than the starting level.

The starting level of the Index will be taken as the closing level of the Index on 16 March 2020, which is the date from which the fixed term begins.

The final level of the Index is calculated using the average of the closing levels of the Index from 9 September 2025 and 9 March 2026 with both dates inclusive. This product is designed to return your initial investment plus at least a minimum return at maturity.

AER stands for Annual Equivalent Rate and shows what the interest return would be if we paid an interest return and added it to your product each year. The AERs shown above are fixed and whether you get the minimum or maximum return depends on the performance of the Index. Your return will only be paid at the end of the fixed term.

The gross rate is the interest rate we pay where no income tax has been deducted.

### Intended retail investor

This product is designed for investors who:

- Wish to invest in a product where the returns are linked to the performance of an equity index (such as FTSE 100 Index) without investing directly.
- Wish to protect themselves from the potential loss of capital due to market movements provided they remain invested until the end of the term.
- Would like returns subject to capital growth and not income.
- Can leave their money untouched for the full term of the investment.
- Are willing to forego the returns available from alternative products such as bank and savings accounts in exchange for the potential of a higher return.

### Term

The term of the product will be 6 years commencing on 16 March 2020 and ending on 16 March 2026.

The product may terminate early following the occurrence of certain events (such as a tax or illegality event or an event of default). More details can be found in the terms and conditions of the product (see "Other relevant information" below). The product is designed to be held for the full term.

## What are the risks and what could I get in return?

### Risk Indicator



The risk indicator assumes you keep the product until 16 March 2026. The actual risk can vary significantly if you cash in at an early stage and you may get back less. You may not be able to sell your product easily or you may have to sell at a price that significantly impacts on how much you get back.

The summary risk indicator is a guide to the level of risk of this product compared to other products. It shows how likely it is that the product will lose money because of movements in the markets or because we are not able to pay you. We have classified this product as 2 out of 7 which is a low risk class. This rates the potential losses from future performance at a low level, and poor market conditions are very unlikely to impact our capacity to pay you. You are entitled to receive back at least 102.50% of your capital. Any amount over this, and any additional return, depends on future market performance and is uncertain. However, this protection against future market performance will not apply if you cash in before the 6 year term. If we are not able to pay you what is owed, you could lose your entire investment.

### Performance Scenarios

Investment £10,000				
Scenarios		1 year	3 years	6 years (Recommended holding period)
Stress	<b>What you might get back after costs</b>	<b>£9,473</b>	<b>£9,619</b>	<b>£10,250</b>
	Average return each year %	-5.27%	-1.29%	0.41%
Unfavourable	<b>What you might get back after costs</b>	<b>£9,473</b>	<b>£9,619</b>	<b>£10,250</b>
	Average return each year %	-5.27%	-1.29%	0.41%
Moderate	<b>What you might get back after costs</b>	<b>£9,766</b>	<b>£10,356</b>	<b>£12,400</b>
	Average return each year %	-2.34%	1.17%	3.65%
Favourable	<b>What you might get back after costs</b>	<b>£9,891</b>	<b>£10,984</b>	<b>£12,400</b>
	Average return each year %	-1.09%	3.18%	3.65%

**Market developments in the future cannot be accurately predicted. The scenarios shown are only an indication of some of the possible outcomes based on recent returns. Actual returns could be lower.**

This table shows the money you could get back over the next 6 years, under different scenarios, assuming a notional amount of £10,000. The scenarios shown illustrate how the product could perform. You can compare them with the scenarios of other products. The scenarios presented are an estimate of future performance based on evidence from the past on how the value of this investment varies, and are not an exact indicator. What you get will vary depending on how the market performs and how long you keep the product. The stress scenario shows what you might get back in extreme market circumstances, and it does not take into account the situation where we are not able to pay you. This product cannot be easily cashed in. This means it is difficult to estimate how much you would get back if you cash in before maturity. You will either be unable to cash in early or you will have to pay high costs or make a large loss if you do so. The figures shown include all the costs of the product itself, but may not include all the costs that you pay to your advisor or distributor. The figures do not take into account your personal tax situation, which may also affect how much you get back.

## What happens if Santander UK plc is unable to pay out?

In the unlikely event that Santander UK plc becomes insolvent, you may lose some or all of your money invested in this product. This product is not protected under the Financial Services Compensation Scheme (FSCS). If you lose money solely because Santander UK plc fails to meet its obligations due to insolvency or for any other reason, you will not be able to claim against the FSCS for loss caused by such failure.

## What are the costs?

The Reduction in Yield (RIY) shows what impact the total costs you pay will have on the investment return you might get. The total costs take into account one-off and ongoing costs. The amounts shown here are the cumulative costs of the product itself, for three different holding periods. They include potential early exit penalties. The figures assume a notional amount of £10,000. The figures are estimates and may change in the future.

## Costs over time

The person selling you or advising you about this product may charge you other costs. If so, this person will provide you with information about these costs, and show you the impact that all costs will have on your investment over time.

Investment £10,000			
Scenarios	If you cash in after 1 year	If you cash in after 3 years	If you cash in at the end of the recommended holding period
Total Costs	£325	£325	£125
Impact on return (RIY) per year	3.26%	1.07%	0.22%

This table shows how much the expected costs of the product impact your returns, assuming the product performs in line with the moderate scenario outlined in the table above under the section 'What are the risks and what could I get in return?'

## Composition of costs

The table below shows:

- the impact each year of the different types of costs on the investment return you might get at the end of the recommended holding period.
- the meaning of the different cost categories.

This table shows the impact on return per year			
One-off costs	Entry costs	0.22%	The impact of the costs you pay when entering the product. The impact of the costs already included in the price. This includes the costs of distribution of your product.
	Exit costs	0.00%	The impact of the costs of exiting your investment when it matures.
Ongoing costs	Portfolio transaction costs	n/a	The impact of the costs of us buying and selling underlying investments for the product.
	Other ongoing costs	n/a	The impact of the costs we take each year for managing your investments.

The table above shows the Entry costs as a reduction in yield calculation at the end of the recommended holding period. The actual Entry costs of the product are estimated to be 1.25%.

## How long should I hold it and can I take money out early?

### Recommended holding period: 6 years

If you believe you may need your money before the maturity date, you should not invest in this product as you may get back less than you originally invested. If, after investing, your circumstances have changed and you decide that you need to withdraw money from the product before the end of the fixed term, you should only consider withdrawal as a last resort. Only whole numbers of units can be cashed in. You can also change your mind and cancel your product within 14 days. No early exit fee is payable in the event that you sell or cash in the product before the maturity date. If you need to do this, you can call the Customer Service Centre or write to us.

Santander ISA Managers Limited, Santander House, 287 St Vincent Street, Glasgow G2 5NB.

Call us on **0800 328 1328**. Calls may be recorded or monitored.

## How can I complain?

The best way to contact us when something has gone wrong is over the phone so we can talk to you in person. You can call us free of charge from a UK landline or mobile on **0800 171 2171**. Our dedicated complaints team is available Monday to Friday 8am-8pm and Saturday 9am-4pm. Alternatively, you can email us at [customerservices@santander.co.uk](mailto:customerservices@santander.co.uk), or send us a secure message via your Online Banking. You can also visit one of our branches, or write to us at: Complaints, Santander UK Plc, PO BOX 1125, Bradford, BD1 9PG.

You can find more information about our complaints procedures, including our handling timescales, on our website [santander.co.uk](http://santander.co.uk) under our 'Help & Support' tab. Alternatively, you can ask us for our complaints leaflet using one of the contact methods detailed above.

## Other relevant information

The full terms and conditions of the product are set out in the Base Prospectus and the Final Terms relating to the issue of the product as supplemented and amended from time to time. The Base Prospectus and the Final Terms can be found here:

**[santander.co.uk/uk/about-santander-uk/investor-relations/abbey-notes-certificates-and-warrants-programme](http://santander.co.uk/uk/about-santander-uk/investor-relations/abbey-notes-certificates-and-warrants-programme)**

The most up to date version of this Key Information Document can be found at the following website:

**[santander.co.uk/personal/savings-and-investments/investments/fees-charges-and-key-documents/investment-productsand-fund-literature](http://santander.co.uk/personal/savings-and-investments/investments/fees-charges-and-key-documents/investment-productsand-fund-literature)**.

This product is not sponsored, endorsed or promoted by the provider of any index.

Information correct as at 21 November 2019.

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit **[santander.co.uk/alternativeformats](http://santander.co.uk/alternativeformats)** for more information, ask us in branch or give us a call.