

An introduction to Santander account alerts

What are account alerts?

Setting up alerts helps you stay up-to-date with what's going on with your accounts and what's better is, they're free of charge.

You can get texts, emails, or both to help you to manage your money, avoid charges, stay on top of your bills or make the most of interest.

Automatic alerts

You'll be automatically registered to receive some alerts on your account. We'll send these before your account is charged so that you have plenty of time to pay in money to either avoid or reduce overdraft charges.

We'll send these alerts by text message so it's important to make sure your mobile number is up-to-date. If you have Mobile Banking, we may choose to send you alerts as notifications there.

For more information take a look at our website.

Personal customers: santander.co.uk/alerts

Business customers santander.co.uk/businessalerts

How do I set up or change account alerts?

You'll be automatically registered to receive some account alerts to help you avoid fees, or to let you know about certain activity on your account.

You can amend, add or remove account alerts at any point after your account has been set up.



Use Santander Online Banking



Visit your local branch



Call us

Personal customers call **0800 9 123 123**.

Business current account customers, call **0800 731 6666**.

Business credit card customers, call **0800 218 2345**.

Our alerts at a glance

	Banking	Savings	Credit card
Alerts about balances, debits and payments			
Account balance falls below a certain amount	✓	✓	✗
Account balance goes above a certain amount	✓	✓	✗
When available Credit Limit is below 10% of Credit Limit	✗	✗	✓
High value debit/payment occurs, taking money out of my account	✓	✓	✓
Large deposit is made into my account	✓	✓	✗
Let me know what the closing balance is for my last month's statement	✗	✗	✓
Weekly alert with balance and recent transactions	✓	✗	✗
Alerts to warn you about charges			
When I am not going to have enough funds to cover a standing order, Direct Debit, cheque or future dated payment due to be paid that day	✓	✗	✗
If a payment has been allowed to proceed with insufficient funds in my account	✓	✗	✗
If a payment has been refused because my account had insufficient funds	✓	✗	✗
When my credit card bill is due to be paid	✗	✗	✓
If my account balance is close to my overdraft limit	✓	✗	✗
If my account enters an unarranged overdraft	✓	✗	✗
If my account enters an arranged overdraft	✓	✗	✗

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