

# Managing your money

Tips to help you stay in control of your current account and credit card



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Use this page as a checklist to make sure you've made the most of all our products and services to help you stay in control.

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# How to use this brochure

We want to make managing your money as simple as possible.

This brochure gives you useful information on how our current accounts and credit cards work and explains what certain terms mean. We've also included some tools and checklists so you can keep track of your money and avoid fees.

We hope you find this helpful, but if you have any questions at all, please get in touch with us.





# Money management tools

## Online, Mobile and Telephone Banking

With these you can:

- Check your balance;
- Transfer money between accounts;
- Make a payment to people you have already paid before or set up a new payee;
- Set up, view or cancel a standing order;
- View and cancel a Direct Debit; and
- Set up free account alerts (except in Mobile Banking where you can only view your alerts).

## How to set up

Visit [santander.co.uk/onlinebanking](https://santander.co.uk/onlinebanking)

- ✓ Visit [santander.co.uk/mobile-banking](https://santander.co.uk/mobile-banking)
- ✓ Call us on **0800 9 123 123**
- ✓ **Visit your local branch**
- ✓ For Mobile Banking download the app from the App Store or on Google Play™



## To set up an arranged overdraft

- ✓ Log on to Online Banking
- ✓ Call us on **0800 9 123 123**
- ✓ Visit your local branch

Overdrafts depend on your circumstances and you must repay any overdraft when we ask in line with our General Terms and Conditions.

## Santander Wallet

In addition to our Mobile Banking app, we've developed Santander Wallet, a free mobile app for Santander debit and credit card customers.

With Santander Wallet you can:

- See your spend at a glance by category, retailer or date.
- Discover how your spending behaviour changes over time.
- Be reminded of your Santander debit and credit card PINs.

Visit [santander.co.uk/help-support/santander-wallet](https://santander.co.uk/help-support/santander-wallet) for more information

### How to set up

Sign up for Online & Mobile Banking and

- Download from the App Store or on Google Play™



Santander Wallet is available to all personal Santander debit card users and main credit card holders. Santander Wallet runs on iOS 9.0 or above or Android™ 4.4 (KitKat®) or higher. To use Santander Wallet, you need to sign up and log on to Online Banking at least once.

## Free 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. These will be sent by text message or by push notification in the future.

You can also choose to receive specific product alerts for your current account or credit card. Select as many as you like and decide if you'd like to receive these as an e-mail, text message or both. See all the alerts available on the following page.

### How to set up

- ✓ Log on to Online Banking and go to the 'Account Services' section
- ✓ Call us on **0800 9 123 123**
- ✓ Visit your local branch

Visit [santander.co.uk/alerts](https://santander.co.uk/alerts) for more information

### Did you know?

You may be eligible to get instant access to Online, Mobile and Telephone Banking when you sign up using **santander.co.uk/onlinebanking** or the Mobile Banking app. For more information visit **santander.co.uk/onlinebanking** or download our Mobile Banking app.



## Choose from the following alerts

### Current Accounts

Alerts about your balance and payments	Things you can do
If your balance falls below an amount you choose...	...you can move money to cover a payment or discuss your overdraft options with us.
If your balance goes above an amount you choose...	...you can talk to us about savings options for your excess money.
If a deposit, equal to or above an amount you set, is made...	...you can talk to us about savings options for your excess money.
If a debit, equal to or above an amount you set, is made...	...you have the peace of mind of knowing that payments have gone through and you can tell us if you spot any fraudulent activity on your account.
An alert to show your weekly balance and recent transactions...	...can let you plan your spending with accurate knowledge of where your accounts stand.

We will automatically send you alerts about your current account to help you manage your account.

Alerts to help you avoid charges	Things you can do
If your account balance is close to your overdraft limit...	...you can move some money into your account or discuss your overdraft options with us.
If your balance won't be enough to cover a standing order, Direct Debit or future-dated payment that is due to go out shortly...	...you can move some money into your account or discuss your overdraft options with us.
If a payment has been refused due to a lack of funds in your account...	...you can move some money into your account or discuss your overdraft options with us.
If your account is close to your overdraft limit	...you can transfer money to bring your account back into credit, or into your arranged overdraft on the same day to avoid incurring fees.
If your account has entered an arranged overdraft due to payments you have authorised	...you can move some money into your account to avoid fees

### Credit Cards

Alerts about your balance and payments	Things you can do
An alert to show your closing balance from your last credit card statement...	...can let you know how close to your credit card limit you are so that you can make an additional payment to make sure you have enough credit for future spending.
If a payment, equal to or above an amount you set, is made...	...you can have the peace of mind of knowing that your payments have gone through and you can tell us if you spot any fraudulent transactions on your account.
Alerts to help you avoid charges	Things you can do
If the amount available to spend on your credit card falls below 10% of your credit limit	...you can make a payment or discuss your credit limit options with us.
If your credit card bill is due to be paid...	...you can plan in advance and make sure you pay your bill on time.

You can opt-out of account alerts via Online Banking, by calling us or by visiting your local branch.



## Reviewing your account options

You may find that another product is better suited to your needs, for example:

- We have a range of **current accounts** available, including those that can help you manage or prevent overdraft fees.
- We have a range of **credit cards** to choose from. So whether you're looking for cashback, to spread the cost of purchases or to transfer a balance from another card, we've got it covered.

Our website will guide you through each of our products to help you decide which one is right for you.



Visit [santander.co.uk](https://www.santander.co.uk) to see our full range, and the terms and conditions that apply to each of our products.


# How your current account works

## Balances explained

### Banking & Savings

Add, remove or rename an account

**1|2|3 CURRENT ACCOUNT** **-£125.14**

12-34-56 12345678 Balance incl. pending: -£175.14 Go to 

---

Overdraft remaining: £324.86

## Understanding your balance

In Online Banking, and in the Mobile Banking app you may see up to three balances – a Current Balance, Balance Including Pending and Overdraft Remaining and these may be different.

**Balance including pending** – This is your current balance including any payments due to come out of your account. This does not include your arranged overdraft limit.

**Overdraft remaining** – This is the amount of arranged overdraft you have available to use. If you don't have an arranged overdraft limit in place, you won't see this.

## Debit card purchases

Your Balance Including Pending takes into account your recent debit card payments before the money is taken from your account. We reduce the available funds in your bank account by the amount of the transaction to prevent you from spending the money twice. When the seller then requests the payment, normally within a few days, it'll be reflected on your Current Balance once the money leaves your account.

On occasions where the request for payment takes longer, charges may be applied to your account if your balance no longer has sufficient funds to cover the transaction at the time the seller decides to withdraw the money.

## Paying in cash

If you pay in cash over the counter at a Santander branch or at a cash machine, it will show in all of your balances straightaway.

## Paying in cheques in branch

Your Current Balance will be adjusted immediately, but your Balance Including Pending and Overdraft Remaining will only be adjusted when the money is available to spend.

## Cheques you've written

When the recipient bank has processed the cheque, all of your balances will be adjusted simultaneously.



## Payments to and from your current account

Some transactions and payments don't always happen instantly and may not clear for a number of days. The table below shows the timescales you can expect for different types of transactions to be fully processed and show on all balances:

Transaction	Timescales
Cheques in	Up to 2 working days*
Cheques out	This depends on when the recipient bank processes the cheque
Card payments	Up to 4 working days**
Direct Debit	Straightaway on the day the transaction is scheduled
Standing order	Straightaway on the day the transaction is scheduled
Faster payment	Usually in a matter of hours

\* Cheques may be returned unpaid. Please see your Terms and Conditions for more details.

\*\*There may be some occasions where this takes a day or so longer, for example if you make a contactless payment or if the seller doesn't immediately tell us about the transaction.

### Tips for managing your finances

Make sure you keep track of your balance regularly to see when transactions have cleared. See page 4 for tools to help you do this.



# Personal overdrafts explained

An overdraft can give you a bit of extra money for unexpected times. However, it's important to remember that we charge you to use it.

Here's an example of how it works for a customer with a £1,000 Arranged Overdraft (your specific fees may vary)

		Overdraft Usage Fees	
↑	<b>In credit</b>	This is when your balance is <b>over zero</b> and you have money in your account that is available to spend.	→ <b>You won't incur any overdraft fees.</b>
£0	<b>Arranged overdraft</b>	This is when your balance is <b>below zero</b> but within your arranged limit. You must agree the limit with us before it is available to use. (If you don't have an arranged overdraft you will go straight into your unarranged overdraft.)	→ We will normally charge you <b>daily arranged overdraft interest or fees</b> . From 6 April 2020 we will only charge daily arranged overdraft interest on our current accounts.
↓	<b>Unarranged overdraft</b>	This is when a transaction that you've made, or fees have debited your account, that have taken you beyond your Arranged Overdraft limit or below zero without an Arranged Overdraft in place.	→ We will normally charge you an <b>unarranged overdraft usage fee</b> . From 6 April 2020 we won't charge you any unarranged overdraft fees or interest.
-£1,000			

We're changing the way we charge for overdrafts, moving from fixed daily fees to a single, variable rate of interest from 6 April 2020. For more information please refer to our website to view the Key Facts Document or Fee Information Document for your account(s).

## Did you know?

**Unarranged overdraft fee cap:** We have monthly Unarranged Overdraft fee caps on some of our current accounts. From 6 April 2020, we won't charge you any unarranged overdraft fees or interest. The Unarranged Overdraft fee caps will no longer exist.

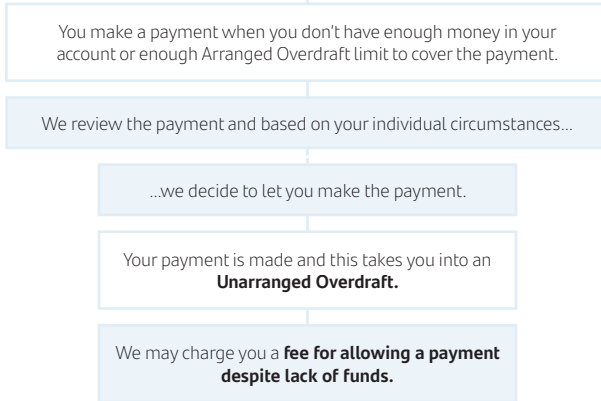
**The £12 fee-free overdraft limit:** If you're in an arranged overdraft of £12 or less we won't charge you any arranged overdraft usage fee. If you are in an unarranged overdraft of £12 or less we won't charge you any unarranged overdraft usage fee or a fee for allowing a payment despite lack of funds fees. From 6 April 2020, the £12 fee-free overdraft limit is being removed.

**Avoiding fees:** You can avoid overdraft fees by paying in funds to your account on the day you went overdrawn, as long as the payment is received before the cut-off time on that day.

**Free Account Alerts:** We will automatically send you an Account Alert to warn you when you don't have enough money in your account to cover a payment. This will give you a chance to put money in your account before the cut-off time and avoid the fee. For more information, see page 5.

**On some accounts, you may be charged a fee if you attempt a payment that would take you in an unarranged overdraft, and we allow the payment to go through:**

Here's how this fee works:

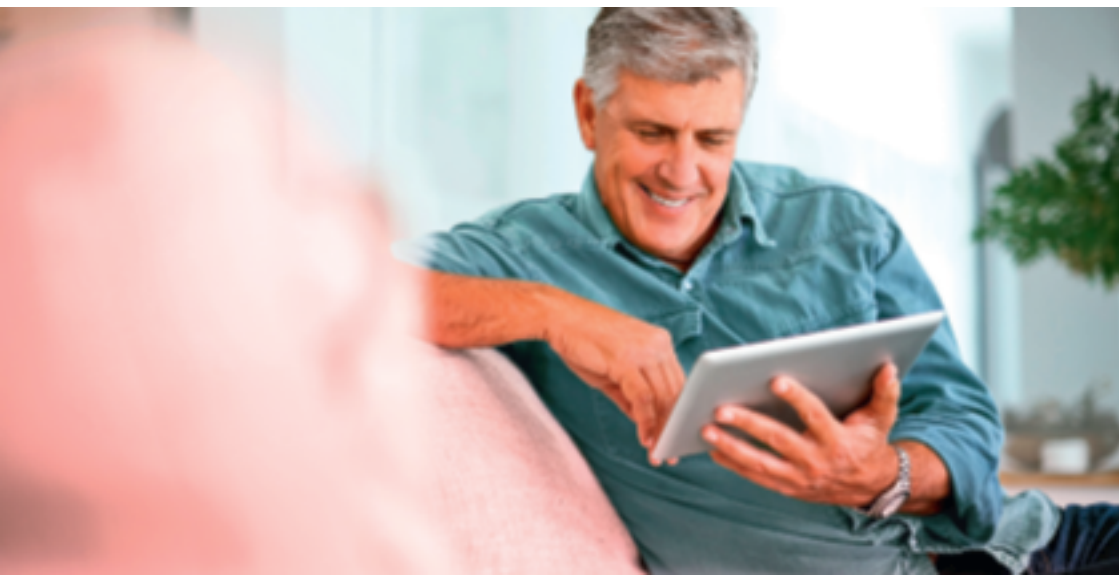


\*We do not charge unarranged overdraft fees on the 11213 Current Account, 11213 Lite Current Account or Select Current Account. Daily arranged overdraft interest or fees will continue to apply when in an unarranged position if you have an arranged overdraft facility.

\*\*If we prevent you from making a payment that will take you into an unarranged overdraft, this is called **refusing a payment due to lack of funds**. We may charge you a fee if this happens.



For more information on this please visit [santander.co.uk/personal/support/current-accounts/overdrafts](https://santander.co.uk/personal/support/current-accounts/overdrafts)



# Understanding your statements

## Your current account statement

Your Everyday Current Account summary for **10 October 2018 to 9 November 2018**

### Everyday Current Account

Account name **MR JOE BLOGGS**

Account number: 12345678 Sort Code 09-09-09

Statement number 04/2015 BIC: ABBYGB1AXXX

IBAN: GB11 ABBY 0909 0909 1234 56

Balance brought forward from 9 October statement <sup>2</sup> £78.98

Total money in £55.27

Total money out £172.90

**Your balance at close of business 9 Nov 2018** <sup>3</sup> **-£38.65**

Your overdraft limit is £600.00. The fee for using an Arranged Overdraft is £1 per day.

**Interest and charges incurred this period** <sup>4</sup> **Amount**

9 Oct ARRANGED OVERDRAFT USAGE FEE -£30.00

9 Oct FEE CHARGED FOR STANDING ORDER PAYMENT ALLOWED DESPITE LACK OF FUNDS -£10.00

Total - this amount will be deducted from your account on 1 Dec -£40.00

#### <sup>1</sup> News and Information

##### Free text alerts to keep you informed

Set up free text message and email alerts to help keep track of your money. Visit **santander.co.uk/alerts** for more information.

<sup>1</sup> **News and information:** You'll find important information about your current account here and you should make sure you read this every month.

<sup>2</sup> **Balance brought forward:** This is your balance at the start of the monthly statement period.

<sup>3</sup> **Balance at close of business:** This is your balance at the end of the monthly statement period. It includes all your cleared transactions from the month, as well as any overdraft fees you were notified of in the previous monthly statement period.

<sup>4</sup> **Interest and charges:** At the end of the monthly statement period we calculate all the fees and charges you've incurred. If you are charged overdraft interest or fees, we won't take them from your account for 22 days from the end date of the statement period in which we told you about the charges. In the example above, the amount shown for Arranged Overdraft Usage Fees is the total for all days the customer used their Arranged Overdraft.



# Managing your payments on your credit card

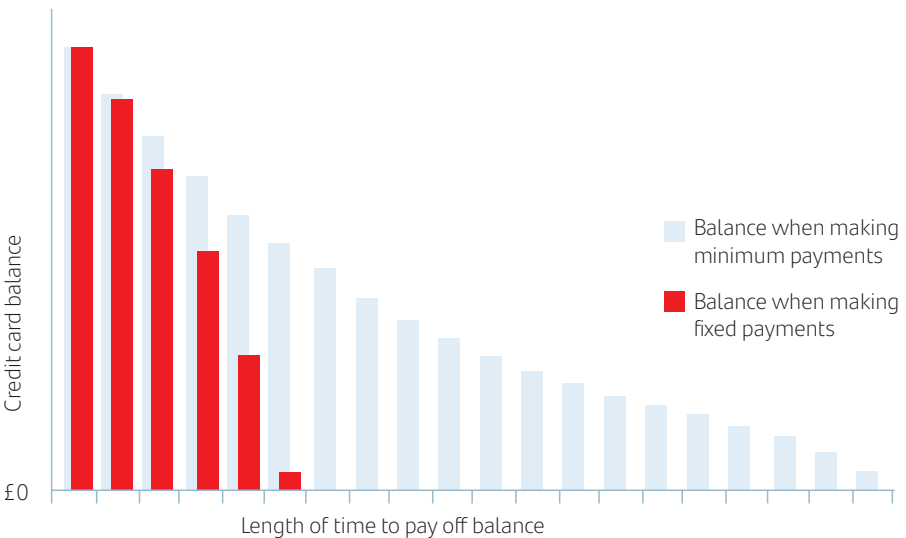
The best way to stay in control of your credit card payments is to set up a Direct Debit. You can choose to set up your Direct Debit through Online Banking, visiting a Santander branch or by contacting our customer services team on **0800 9 123 123**.

You have a choice of options in terms of how much you pay each month. You can pay:

- The full balance;
- The minimum monthly payment or fixed amount of your choice.

**Regularly making only the minimum payment increases the overall cost of borrowing and means it will take you longer to pay off your balance.**

You'll pay your balance off more quickly if you set up a monthly fixed payment that is the same as your **current** minimum payment because your payments will remain fixed while your minimum payment will reduce. If you can afford it, you'll clear your balance even quicker if you set up a fixed payment that is **higher** than your current minimum payment.



The above diagram is for illustrative purposes only and assumes no further spend on the credit card.

You'll be able to find more information online with our guide explaining 'important ways in which a credit card works'. This can help you understand how to use the features and benefits of your credit card and how payments are applied to your account.

# Budget planner

Fill this in to help understand what money you've got coming in and how much you're spending.

Name

You should make sure you fill in all your figures in the same format (e.g. monthly or yearly).

## What comes in?

Employment income	£
Other income	£
Total income	£

## What goes out?

Mortgage/rent	£
Council Tax and water	£
Gas and electricity	£
Communications	£
Food shopping	£
Department stores	£
Petrol/train fare	£
Buildings and contents insurance	£
Income protection	£
Life assurance	£
Pension	£
Existing regular savings	£
Gym membership	£
Car insurance	£
School costs	£
Other (e.g. childcare)	£

## Disposable income?

£

If you want to discuss your budget, come and talk to us in branch.

# Discussing your finances

We know that sometimes you may find yourself in a difficult financial position where you need some help.

If you're worried that you may start to have financial difficulties or if you're already having financial difficulties, it's important that you talk to us as soon as possible. We'll do everything we can to help you.

There are also a number of organisations that can give you free and impartial debt advice.

## StepChange Debt Charity

Expert, tailored advice and practical solutions to problem debt.

 **0800 138 1111**

 **stepchange.org**

## Citizen's Advice Bureau

A network of independent charities throughout the UK that give free information and advice to help people with their money, legal and consumer problems.

 **adviceguide.org.uk**

## Money Advice Service

Free, independent, unbiased advice.

 **0800 138 7777**

 **moneyadviceservice.org.uk**

## Payplan

Free advice and experienced specialists to help you get debt-free.

 **0800 280 2816**

 **payplan.com**

## National Debtline


Free debt advice and support for people with money worries and debt difficulties.

 **0808 808 4000**

 **nationaldebtline.org.uk**

## Business Debtline

Debt advice for small businesses including individuals that are self-employed.

 **0800 197 6026**

 **bdl.org.uk**

These organisations aren't linked with Santander and they can help you to manage your creditors and debt problems:

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