

# Up to £150 cashback on Santander life protection

- Both new and existing Santander mortgage customers will receive £150 cashback after purchasing a new Santander life protection policy.
- All other customers will receive £100 cashback after purchasing a new Santander life protection policy.

To help you with what happens next, some information has been provided below.

## Which Santander life protection products are eligible for the cashback?

- Any one of the following: a new Santander Life Insurance Plan, Life & Critical Illness Plan, Critical Illness Plan or an Over 50s Life Insurance policy, is eligible for the cashback. Cashback is paid on one of these policies only.

## When will I receive the cashback?

We'll aim for the cashback to be paid after 240 days of your policy start date, providing;

- you completed an application and submitted it during the promotional period which started on 10 January 2022
- your policy has started
- the policy has not been cancelled and the premium payments are up to date
- For Santander mortgage customers to receive the £150 cashback the mortgage must be active at the time the life policy qualifies for the cashback payment.

## How will I receive the cashback?

If you have a Santander current account, or Santander credit card, the cashback will be paid directly into one of these accounts and will be detailed on your statement as 'Ins Cashback'. You won't be provided with a separate notification of the payment. If you don't hold a Santander current account or credit card, a cheque will be sent to you.

## What if I don't receive the cashback?

Occasionally we may need to carry out additional checks on the new policy, which may mean it takes longer for the cashback to be paid.

In the unlikely event that you don't receive the cashback within 270 days of the policy start date, you can contact the Santander helpline on **0800 234 6068**. Lines are open 9am to 8pm Monday to Friday and 9am to 4pm on Saturday.

## Can I receive more than one cashback?

The cashback will only be paid once per customer.

Please note, for a joint qualifying life protection policy, only one cashback will be paid to the first named policyholder.

Only Santander life protection policies administered and underwritten by Aviva Life & Pensions UK Limited and sold by Santander UK plc are eligible for the cashback offer.

The promoter of this offer is Santander Insurance Services UK Limited (company number 01492302), 2 Triton Square, Regent's Place, London, NW1 3AN. In this document, references to 'we' or 'us' are references to Santander Insurance Services UK Limited.

This offer is subject to availability. We reserve the right to withdraw this offer without notice at any time.

You can only apply for combined life and critical illness cover or level cover by speaking to a Branch Adviser.

Terms and conditions, exclusions and limitations apply. For full details, please read the policy summary and the policy conditions documents.

Santander Life Insurance Plan, Life & Critical Illness Plan, Critical Illness Plan and Over 50s Life Insurance policies are administered and underwritten by Aviva Life & Pensions UK Limited, registered in England No 3253947, Aviva, Wellington Row, York, YO90 1WR. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 185896. Member of the Association of British Insurers. [www.aviva.co.uk](http://www.aviva.co.uk)

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