Managing your money

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

Contact us

📞 Telephone  
0800 9 123 123

🏠 Branch  
Talk to us in branch

🌐 Online  
santander.co.uk

We’ve included a handy budget planner for you to use

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 for more information, ask us in branch or give us a call.
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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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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).

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. It can:
- break down your card spend into useful categories so you can easily see where you spend your money;
- allow you to discover at a glance, how your spending behaviour changes over time; and
- show all transactions for a selected time period by brand or date.

Santander Wallet is available to all personal Santander debit card users and main credit cardholders. It is not available for additional credit cardholders or Business Banking customers. To use Santander Wallet, you need to sign up and log on to Online Banking at least once.

For more information, visit the Help and Support tab at santander.co.uk
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 either text message, e-mail or letter.

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:

<p>| Current accounts |</p>
<table>
<thead>
<tr>
<th>Alerts about your balance and payments</th>
<th>Things you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your balance falls below an amount you choose...</td>
<td>...you can move money to cover a payment or discuss your overdraft options with us.</td>
</tr>
<tr>
<td>If your balance goes above an amount you choose...</td>
<td>...you can talk to us about savings options for your excess money.</td>
</tr>
<tr>
<td>If a deposit, equal to or above an amount you set, is made...</td>
<td>...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.</td>
</tr>
<tr>
<td>If a debit, equal to or above an amount you set, is made...</td>
<td>...can let you plan your spending with accurate knowledge of where your accounts stand.</td>
</tr>
<tr>
<td>An alert to show your weekly balance and recent transactions...</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alerts to help you avoid charges</th>
<th>Things you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your account balance is close to your overdraft limit...</td>
<td>...you can move some money into your account or discuss your overdraft options with us.</td>
</tr>
<tr>
<td>If your available balance won’t be enough to cover a standing order, Direct Debit or future-dated payment that is due to go out shortly...</td>
<td></td>
</tr>
<tr>
<td>If a payment hasn't been paid because you didn’t have enough money in your account...</td>
<td></td>
</tr>
<tr>
<td>If a payment that was authorised by you has been paid even though you had insufficient funds...</td>
<td>...you can transfer money to bring your account back into credit, or into your Arranged Overdraft, by 4pm on the same day to avoid incurring fees.</td>
</tr>
</tbody>
</table>

<p>| Credit cards |</p>
<table>
<thead>
<tr>
<th>Alerts about your balance and payments</th>
<th>Things you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>An alert to show your closing balance from your last credit card statement...</td>
<td>...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.</td>
</tr>
<tr>
<td>If a payment, equal to or above an amount you set, is made...</td>
<td>...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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alerts to help you avoid charges</th>
<th>Things you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the amount available to spend on your credit card falls below 10% of your credit limit</td>
<td>...you can make a payment or discuss your credit limit options with us.</td>
</tr>
<tr>
<td>If your credit card bill is due to be paid...</td>
<td>...you can plan in advance and make sure you pay your bill on time.</td>
</tr>
</tbody>
</table>

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

 ONLINE & MOBILE BANKING

- Visit santander.co.uk/onlinebanking
- Visit 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™

SANTANDER WALLET

- Sign up for Online & Mobile Banking and
  - Download from the App Store or on Google Play

FREE ACCOUNT ALERTS

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

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.

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.

Did you know?

MANAGING YOUR MONEY

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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** to see our full range, and the terms and conditions that apply to each of our products.
Understanding your balance

In Online Banking, the Mobile Banking app and at cash machines, you may see two balances – an **Available Balance** and **Current Balance** – and these may be different. Your Available Balance will also show any Arranged Overdraft you have on your account. Here are some other examples of why this may be the case:

**Debit card purchases**
Your Available Balance takes into account your recent debit card payments before the money is debited. 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, this is then debited and 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 both your current and available balance straightaway.

**Paying in cheques in branch**
Your Current Balance will be adjusted immediately, but your Available Balance will only be adjusted when the money is available to spend.

**Cheques you’ve written**
When the recipient bank has processed the cheque, your Current and Available Balance 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 both balances:

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheques in</td>
<td>Up to 4 working days*</td>
</tr>
<tr>
<td>Cheques out</td>
<td>This depends on when the recipient bank processes the cheque</td>
</tr>
<tr>
<td>Card payments</td>
<td>Up to 4 working days**</td>
</tr>
<tr>
<td>Direct Debit</td>
<td>Straightaway on the day the transaction is scheduled</td>
</tr>
<tr>
<td>Standing order</td>
<td>Straightaway on the day the transaction is scheduled</td>
</tr>
<tr>
<td>Faster payment</td>
<td>Usually in a matter of hours</td>
</tr>
</tbody>
</table>

* Cheques can take 6 days to clear and still be returned unpaid up until working day 6. 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)

- **In credit**
  - This is when your balance is over zero and you have money in your account that is available to spend.

- **Arranged Overdraft**
  - This is when your balance is below zero 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.)

- **Unarranged Overdraft**
  - This is when we’ve decided to pay 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.

**Overdraft Usage Fees**

- **You won’t incur any Overdraft Fees.**
- **We will normally charge you an Arranged Overdraft Usage Fee.** (This may vary dependant on the amount you borrow).
- **We will normally charge you an Unarranged Overdraft Usage Fee*.**

*We do not charge Unarranged Overdraft fees on the 1I2I3 Current Account, 1I2I3 Lite Current Account or Select Current Account. Arranged Overdraft fees will continue to apply when in an unarranged position if you have an Arranged Overdraft facility.

For more information please refer to the Key Facts Document on your product page.

**Unarranged Overdraft Fee cap:** We have monthly Unarranged Overdraft fee caps on our current accounts. For more information on this please visit santander.co.uk/uk/current-accounts/understanding-overdrafts

**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 Fees. If you are in an Unarranged Overdraft of £12 or less we won’t charge you any Unarranged Overdraft Usage Fees or Paid Transaction Fees (Unpaid Transaction Fees may still apply, depending on the type of account you have).
On some accounts you may also be charged a Paid or Unpaid Transaction Fee if you make a payment that would take you into an Unarranged Overdraft:

Here’s how these fees work:

You make a payment when you don’t have enough money in your account.

We review the payment and based on your individual circumstances...

...we decide to let you make the payment. This would be a **Paid Transaction**.

Your payment is made and this takes you into an **Unarranged Overdraft**.

We may charge you a **Paid Transaction Fee**.

...we decline the payment. This would be an **Unpaid Transaction**.

Your payment is not made and you stay in credit or in your **Arranged Overdraft**.

We may charge you an **Unpaid Transaction Fee**.

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**4pm deadline:** We give you until 4pm each day to credit your account with cleared funds to avoid fees.

**Free Account Alerts:** You can set up 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 4pm and avoid the fee. For more information, see page 5.
Understanding your statements

Your current account statement

Your Everyday Current Account summary for 10 July 2016 to 9 August 2016

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 July statement £78.98
Total money in £55.27
Total money out £172.90

Your balance at close of business 9 Aug 2016 -£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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 Jul</td>
<td>ARRANGED OVERDRAFT USAGE FEE</td>
<td>-£30.00</td>
</tr>
<tr>
<td>9 Jul</td>
<td>UNPAID STANDING ORDER</td>
<td>-£10.00</td>
</tr>
</tbody>
</table>

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

1 News and Information: You’ll find important information about your current account here and you should make sure you read this every month.
2 Balance brought forward: This is your balance at the start of the monthly statement period.
3 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.
4 Interest and charges: At the end of the monthly statement period we will calculate all the fees and charges you’ve incurred. If you are charged overdraft 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 fees. In the example above, the amount shown for Arranged Overdraft Usage Fees is the total for all days the customer used their Arranged Overdraft.
Your credit card statement

An example of key information on your statement summary page:

1. **Your credit limit** is the maximum amount you can currently borrow on your credit card.
2. **Available to spend**: This is the amount of credit you have left when your payments are taken from your credit limit. Payments can take a couple of days to show on your account so your available to spend may be lower than we show you.
3. **Payment due date**: This is the date your payment is due.
4. **Minimum payment**: This is the minimum amount you must repay before the date shown. It’s important to pay this before the date to avoid any fees for late payments.

An example of your Transaction Details when you incur default charges:

1. **Late payment fee**; If you don’t pay us by the payment due date on your statement, or don’t pay at all, we’ll charge you a late payment fee.
2. **Over limit fee**: A fee charged when you’ve spent more than your credit limit.
3. **Payment returned fee**: We’ll charge you this fee if your payment to pay off your outstanding balance doesn’t go through, for example if your cheque bounces or the Direct Debit doesn’t get paid.

Please note this is an example statement and does not contain real customer information.

Please note: When you are charged a Default Fee, you will also receive a ‘Notice of Default Sum’ statement. This is in compliance with the Consumer Credit Act 1974.
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
- a 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.

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should make sure you fill in all your figures in the same format (e.g. monthly or yearly).</td>
</tr>
</tbody>
</table>

What comes in?

<table>
<thead>
<tr>
<th>Employment income</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other income</td>
<td>£</td>
</tr>
<tr>
<td>Total income</td>
<td>£</td>
</tr>
</tbody>
</table>

What goes out?

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

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

**StepChange Debt Charity**
Expert, tailored advice and practical solutions to problem debt.
*Monday to Friday 8am to 8pm and Saturday 8am to 4pm*
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.
*Monday to Friday 8am to 8pm and Saturday 9am to 1pm*
0800 138 7777
adviceguide.org.uk

**Money Advice Service**
Free, independent, unbiased advice.
*Monday to Friday 8am to 8pm and Saturday 9am to 1pm*
0800 138 7777
moneyadviceservice.org.uk

**Payplan**
Free advice and experienced specialists to help you get debt-free.
*Monday to Friday 8am to 9pm and Saturday 9am to 3pm*
0800 280 2816
payplan.com

**National Debtline**
Free debt advice and support for people with money worries and debt difficulties.
*Monday to Friday 9am to 9pm and Saturday 9.30am to 1pm*
0808 808 4000
nationaldebtline.org.uk

**National Debtline**
Free debt advice and support for people with money worries and debt difficulties.
*Monday to Friday 9am to 9pm and Saturday 9.30am to 1pm*
0808 808 4000
nationaldebtline.org.uk

**Business Debtline**
Debt advice for small businesses including individuals that are self-employed.
*Monday to Friday 9am to 5.30pm*
0800 197 6026
bdl.org.uk

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