

Please keep for future reference



Talk to us in branch



[santander.co.uk](https://www.santander.co.uk)



Call us on **0330 9 123 123**

11213 Current Account

Key Facts Document (including Pre-Contractual Explanation, Pre-Contractual Information and Financial Services Compensation Scheme (FSCS) Information Sheet and Exclusions list)

You'll also find other important information about your account which includes how you can manage your account and how you'll receive your documents from us.

Effective from 11 May 2026

These Specific Terms and Conditions apply in addition to our General Terms and Conditions.

This account may be withdrawn at any time without notice.

1. Eligibility

To be eligible to open this account you must be 18 years old or over and live in the UK for tax purposes. You may only hold a maximum of two 11213 Current Accounts, one in your name and one in joint names. Any additional requests for a 11213 Current Account may result in a joint account holder becoming aware of your existing 11213 Current Account(s). If you open or hold any additional 11213 Current Account(s), we may change them to another current account. We'll give you at least two months' personal notice if we decide to change the account.

If you aren't happy with the change, you're free to close the account or there may be other current accounts available to you.

2. Joint account

A maximum of two people can be named on the account.

3. Maintaining the account

The fee for maintaining the account is £5 per month.

The monthly fee is taken to cover the previous month on the same day each month on the date the account was opened or transferred. The monthly fee will be taken every month from your account (including any months you do not qualify for interest and cashback) until you instruct us to close or transfer your account.

If there is a lack of funds in your account to cover the monthly fee, the fee will still be debited. If the payment of the monthly fee causes you to exceed your arranged overdraft limit, you won't be charged interest on the portion of your balance which is above your limit but arranged overdraft interest will still apply to the portion of your balance within your limit only.

The monthly fee will only begin to be charged once you have paid in £500 and set up two active Direct Debits for the first time.

4. Monthly funding requirements

You must pay at least £500 into your account every month. This is not a calendar month, it is the monthly anniversary from the date you opened/transferred your account. The £500 minimum monthly payment does not include refunded amounts from your Santander Debit card or amounts transferred into the account from another Santander account in your name (including any joint accounts). Transfers in from a Santander Business Account do count towards the minimum £500 payment.

5. Interest rates and cashback

Interest rate	Cashback percentages you earn on eligible cashback categories	Eligibility for cashback and interest
2.00% AER/1.98% gross (variable)	<p>1% cashback (up to a max of £5 a month) on council tax, mobile and home phone bills, broadband and paid-for TV packages and Santander monthly mortgage payments</p> <p>2% cashback (up to a max of £5 a month) on gas and electricity bills, Santander Home Insurance premiums (policies administered and underwritten by Aviva Insurance limited) and Santander life protection premiums (policies administered and underwritten by Aviva Life and Pensions UK Limited)</p> <p>3% cashback (up to a max of £5 a month) on water bills</p>	<p>✓ Pay in at least £500 a month (see Condition 4)</p> <p>✓ Have at least two active Direct Debits</p>

5.1 Interest

You'll earn interest on your entire balance up to £20,000.

We work out the interest on your daily balance and pay the interest every month. We'll pay this interest into your current account on the same day each month. This is usually on the date you opened or transferred your account. We won't pay you any interest for any month where you don't meet the eligibility requirements.

Interest payments will be paid using the gross rate. This means all the interest we pay you will be without tax deducted. If the total amount of interest you receive exceeds any Personal Savings Allowance to which you're entitled, you may have to pay tax at the applicable rate. This would need to be paid directly to HM Revenue and Customs. For more information, please visit gov.uk and search for 'Personal Savings Allowance'.

Take a look at Section 5 for more details about what the eligibility requirements are.

5.2 Cashback amount and categories

Cashback is a monthly cash reward that we'll pay directly into your 11213 Current Account, as long as you meet the ongoing eligibility criteria that we've set out in Conditions 4 and 5.

A cap of £5 applies on the amount of cashback that is paid on each of the eligible percentage cashback categories. This means that you can earn up to £15 in cashback in any one month.

Payments for financial or additional services (such as servicing and maintenance arrangements, or warranties) from organisations in eligible cashback categories won't qualify for cashback.

You can only earn cashback on eligible Direct Debit payments for your home in the UK as long as it's only for your domestic use. Direct Debit payments for commercial purposes don't qualify for cashback. The cashback is calculated and given by us (Santander UK plc) and not the organisation that receives the Direct Debit payment. This cashback doesn't affect any other offers that these organisations may supply.

Cashback is paid at the end of each statement period, based on the date your Direct Debits are collected by the company you are paying.

We'll only pay cashback on the net amount of the Direct Debit payment. For example, if you're refunded or part-refunded your Direct Debit payment, we'll pay cashback on the net amount that you actually paid to the organisation.

You'll need to ensure that Direct Debits are active on your account when we calculate your cashback. We'll credit the total amount of cashback you earn in each statement period to your account. Cashback is based on the date in which Direct Debits are collected. For reasons outside of our control, Direct Debits collection dates may vary which means, at times, a Direct Debit may not be collected within a statement period. This may have an impact on your ability to earn cashback for that month due to this being capped in the following month. You can check your statement or visit Online Banking to find out which date we pay your cashback and can consider changing your statement date, or the date the company collects your Direct Debit to minimise the risk of this happening.

5.3 Santander 11213 Current Account Eligible Originators Classification Listing[®]

You can only earn cashback through Direct Debit payments to companies categorised in the Santander 11213 Current Account Eligible Originators Classification listing[®] such as water, electricity, gas or communications suppliers, or council tax issuing institutions. We've built this list by using the BACS OIN* Codes table. This table lists all companies, including major providers of these services, which issue Direct Debit transfers in the UK. We've made every effort to make sure the classification and categorisation is accurate. Your cashback payments will be based on the categorisation that we've made and the details are in the Santander 11213 Eligible Originators Classification Listing[®].

*Originator Identification Number (OIN - also known as Service User Number (SUN)) is a unique six digit number given to each organisation or service user who is authorised to use the Direct Debit Scheme.

If you think any of your Direct Debit payments should be eligible, but aren't on the list or you have a query related to an organisation or payment then please call us on **0330 9 123 123**. If we confirm the category should be updated, we'll do this and payments will be adjusted from that point onwards. We won't be able to back-date the payments. For an up-to-date Santander 11213 Current Account Eligible Originators Classification Listing[®], please visit [santander.co.uk](https://www.santander.co.uk) or ask in your local branch. If you'd like to find out how much cashback you've earned, please call us on **0330 9 123 123**.

6. Interest and fees

At Santander, we want to make all of our overdraft interest and fees clear and simple. You can see these in the interest and fees table in Section 6.1 and certain fees are also set out in the Fee Information Document. Where overdraft interest and fees are incurred in any monthly statement period we'll notify you following the end of the statement period of the amount of the fees and charges that you have incurred. We'll take the fees and charges from your account 22 days from the end date of the monthly statement period in which they were incurred. You can discuss, at any time, any fees or interest we've charged you, including why they've been charged. Speak to us in our branches or call us on **0330 9 123 123**.

6.1 Overdraft interest and fees

The following rates, fees and charges apply when using an overdraft:

Monthly Fee	Arranged Overdraft Interest Rate	Unarranged Overdraft Interest Rate	Fee for allowing a payment despite lack of funds	Fee for refusing a payment due to lack of funds
£5	Representative 39.94% APR* / EAR** (variable)		Fee not charged	

*APR stands for Annual Percentage Rate and shows the overall cost of credit as an annual rate charge. It takes into account the interest, charges and any other cost involved in getting credit, which makes it easy to compare across the market.

**EAR stands for Effective Annual Rate and represents the yearly cost of an Arranged or Unarranged Overdraft, which takes into account of how often we charge interest to the account and does not include any other fees or charges.

How much does my overdraft cost in pounds and pence?

To help you understand the cost of an overdraft in pounds and pence, the table below shows how much the cost of borrowing £500 through an arranged overdraft costs for this account. If you borrow more than this or for a longer period, the cost will be proportionate and may be higher.

For 7 days	For 30 days	For 60 days
£3.27	£14.01	£28.12

This illustration assumes you're £500 into an arranged overdraft from the first day of the period of illustration, you don't make any withdrawals or deposits, your statement period starts on the first day of the period of illustration and the period of illustration starts in a 30 day month.

There is no monthly overdraft fee cap for this account. If you have an Arranged Overdraft on your current account and you go beyond your limit, you won't be charged any interest on the portion of your balance which is above your limit but arranged interest will still apply to the portion of your balance within your limit.

All overdrafts are subject to status. We may require you to repay the amount you owe in full on demand at any time. If our rates and fees increase, we will give you at least 2 months' personal notice.

Pre-Contractual Explanation for Overdrafts can be found on page 6 of this document and provides you with general information on overdrafts.

Pre-Contractual Information for Arranged Overdrafts can be found on page 7 of this document.

Please refer to your General Terms and Conditions for Current Accounts and Savings Accounts and the Fee Information Document for details of other account fees that may apply.

Financial Difficulties

If you would like more information about managing your finances please speak to us in branch or give us a call, you can also find more information online in the support area of our website.

6.2 Allowing or refusing a payment due to lack of funds

If you attempt to make a payment when you do not have enough money in your account, based on your individual circumstances, we will decide whether or not to refuse a payment due to lack of funds. If we allow a payment despite lack of funds, you will move into an Unarranged Overdraft but you won't incur any charges for this.

We do not charge fees for allowing or refusing a payment due to lack of funds.

6.3 Overdraft alerts

If we have your mobile number, we'll send you free text messages when:

- you make a payment that may take your account into an unarranged overdraft,
- you make a payment that may take your account into an arranged overdraft,
- we refuse a payment due to lack of funds or intend to refuse a future payment due to a lack of funds.

We'll send these alerts before we charge you any interest or fees so you have time to pay money into your account to avoid or reduce these charges. We'll send these alerts by text, push notification, and/or email, so it's important you tell us if your mobile number or email address changes.

You can change or turn off these alerts at any time using Online or Mobile Banking or by contacting us in branch or by phone .

We can also send you other alerts about your account. You can find out more about these alerts on our website and register for them in Online or Mobile Banking, in branch or by calling us.

You can find out more about overdrafts at [santander.co.uk](https://www.santander.co.uk) by searching 'overdraft'.

7. Switching your account

If you ask us to, we'll switch your current account from another bank or building society to us. Your switch will be covered by the Current Account Switch Service (CASS) Guarantee as long as your existing bank or building society is a participant of CASS. You can find more information about this on the 'Switching your current account to us' information sheet and the General Terms and Conditions for Current Accounts and Savings Accounts. The processing of your switch starts 6 working days before your chosen switch completion date. Your old current account will automatically close on your completion date. After the completion date we'll automatically forward and redirect any payments made to or attempted to be taken from your old current account to your new current account at Santander for a period of at least 3 years, or longer until it is no longer required, in accordance with the Current Account Switch Agreement. It's important to note that the processing of the switch starts 6 working days before the switch completion date and once started can't be stopped as your old account will close. If you need to discuss the progress of your switch to Santander please contact us on **0800 085 2202** where we'll be happy to help you. Lines are open Monday – Friday 8am to 7pm and 9am to 2pm Saturdays. If you switch your account to us, we'll give you a four-month interest-free and fee-free Arranged Overdraft (depending on your circumstances).



8. 11213 World

When you open a 11213 Current Account you become part of 11213 World, giving you access to a range of 11213 Offers. When applying for future products, if you're accepted and there is an associated 11213 Offer, you'll automatically qualify. This means, any joint applicants or trustees (who may open an account on your behalf) may be made aware that you hold a 11213 product.

9. Account closure

You have the right to cancel your account within 14 days of receiving your Account Opening Documentation. This is known as the 'cooling-off period'. If you close or transfer your account part way through your monthly statement period, any cashback you've earned won't be paid into your account. Interest earned in this period will be paid to your account on closure or transfer. You can close the account at any other time by sending a secure message through Online Banking, calling us on **0330 9 123 123** or by visiting one of our branches.

10. Changes to Specific Conditions

- 10.1** We may add (or remove) with immediate effect organisations that are included within the eligible cashback categories depending on their business type or to correct a mistake. This could include removing organisation that only provide utilities for non-domestic or commercial purposes, or organisations that provide utilities for both non-domestic and domestic purposes under the same OIN/SUN. In all cases the Santander 11213 Current Account Eligible Originators Classification Listing[®] will be updated to reflect this.
- 10.2** Where an organisation provides multiple utilities under the same OIN/SUN, for example both electricity and broadband, the Cashback percentage you can earn will be confirmed in the 11213 Current Account Eligible Originators Classification Listing[®].
- 10.3** We may change these Specific Conditions including the eligible cashback categories (the rates of cashback), or withdrawing cashback, by giving you no less than 2 months' notice. We will communicate these changes as set out in Condition 15.7 in section 2A of your General Terms and Conditions for Current Accounts and Savings Accounts. Interest earned in this period will be paid into your account on closure or transfer.

11. Declaration

By signing the Agreement for this account you declare that:

- You've been provided with documentation detailing the key features of the account, including the Pre-Contractual Explanation, Pre-Contractual Information for Arranged Overdrafts and you would like to proceed with your application.
- All the Terms and Conditions have been made available to you and you agree to be bound by them.
- You have been provided with the Data Protection statement.

If you don't understand any of the product details or terms for your account then please talk to us before you apply.

Pre-Contractual Explanation

What is an overdraft?

An **arranged overdraft** is a loan through your current account which happens when your balance is below zero and allows you to borrow up to an agreed limit. The amount we lend depends on your personal circumstances. You can discuss a new arranged overdraft, or a limit increase for an existing arranged overdraft through Online Banking, by calling us on **0330 9 123 123** or by speaking to us in branch.

An **unarranged overdraft** is where a transaction takes you into a negative balance without an arranged overdraft in place or beyond your agreed arranged overdraft limit. These transactions are automatically treated as requests for an unarranged overdraft.

When you try to make a payment that would take you into an unarranged overdraft, we make the decision whether to allow the payment to go through based on your individual circumstances. There are certain types of transactions we can't stop which you may incur charges for.

Details on the costs associated with using an overdraft are available in your account's Key Facts Document. You can also check how much this may be by using our overdraft cost calculator available at [santander.co.uk](https://www.santander.co.uk). You can find out if you may be eligible for an overdraft by using the eligibility tool available at [santander.co.uk](https://www.santander.co.uk)

There are other forms of borrowing, such as loans and credit cards, which could provide cheaper alternatives depending on your personal circumstances. Visit our website, [santander.co.uk](https://www.santander.co.uk) to find out more

We can ask you to repay any overdraft at any time in line with our General Terms and Conditions.

Put Simply

An overdraft lets you borrow through your current account. Having an overdraft can be useful as a back-up to help you deal with short term, unexpected costs. It is not suitable for longer term borrowing.

An **arranged overdraft** is when we agree a set borrowing limit with you. You need to apply for an arranged overdraft before you can use one. This can be requested during your current account application or at any point later.

An **unarranged overdraft** is when your account goes over your arranged overdraft limit or overdrawn without an arranged overdraft in place. We may choose whether to allow or reject transactions which could take you in an unarranged position but there are certain types of transactions we can't stop which you may incur charges for.

The costs associated with using an overdraft are set out in your Key Facts Document.

We may ask you to repay all or part of your overdraft at any time, but we'll try to notify you of this in advance.

How is your credit file impacted by applying for or using an overdraft?

When you apply for a new or an extension to your existing overdraft, we'll perform a 'credit search', where we check details of your credit history with certain credit reference agencies. They will keep a record of that search including details about your application with us.

If a credit search is completed but we do not give you an overdraft or overdraft extension, or you remain in an overdraft position for a long period of time a record will stay on the files that the credit agencies keep on you and may impact other provider's decisions.

Put Simply

Because you're asking to borrow from us, we'll check your financial history with the main credit agencies. This is called a credit search. A record of the credit search remains on your file and may impact other provider's decisions.

If you don't make repayments or fail to do so upon our request this can affect your credit rating which may make it more difficult or more expensive for you to get credit from us or another lender in the future.

How to request a reduction or a removal of an arranged overdraft?

An overdraft has no fixed end date but we will review it regularly and have the right to change your arranged overdraft limit at any time. You can reduce or cancel your arranged overdraft facility at any point in Online Banking, by calling us or in branch.

If you cancel your arranged overdraft you must repay the money that you have borrowed under your arranged overdraft before the cancellation can be completed. You must also pay all the fees and interest applicable to your overdraft.

Put Simply

Your arranged overdraft facility doesn't have a specific end date and can be reduced or cancelled at any point by either yourself or us.

If this happens, you will have to repay the whole or any part of your overdraft.

What are overdraft alerts and why do you receive them?

We'll send you overdraft alerts to help you keep an eye on your accounts and avoid or reduce charges. We'll send them by text, push notification, and/or email, so it's important you tell us if your mobile number or email address changes. Our regulator asks us to send these alerts, so we'll auto-register you for them. You can customise them after your account has been set up.

Put Simply

There are some messages we need to send you about your overdraft due to certain regulations. We'll text these to your mobile number, send you a push notification, and/or send you an email. If you haven't provided an up to date mobile number or email address, we may not be able to provide the alert in time to help you manage, avoid or reduce charges.

Pre-Contractual Information for Arranged Overdrafts

1. Contact details

Creditor address

Santander UK plc, Santander House,
2 Triton Square, Regent's Place,
London NW1 3AN.

2. Description of the main features of the credit product

The type of credit

Arranged Overdraft.

The total amount of credit. This means the total amount available under the agreement or the credit limit.

We have assumed that this will be £1,200. The actual amount, which may be different from this figure, will be confirmed in the Arranged Overdraft Agreement letter.

The duration of the credit agreement

The agreement has no fixed duration.

Repayment of the credit

We may require you to repay the credit in full on demand at any time.

3. Costs of the credit

If you use your Arranged Overdraft within your agreed limit, the following charges will apply:

Arranged Overdraft Usage Rates, Fees and Charges

Representative 39.94% APR/EAR (variable) will be applied on the amount of Arranged Overdraft you use.

No Arranged Overdraft interest for the first four months if you have switched your account.

The conditions under which those costs may be changed

We won't tell you when interest rates or fees on overdrafts go down. If overdraft interest rates or fees go up, we'll personally notify you at least 2 months before the change comes into effect. We'll only change our interest rates or fees in the circumstances set out in our General Terms and Conditions.

Costs in the case of late payments

There are no charges for late or missed payments.

4. Other important legal aspects

Termination of the credit agreement

Overdrafts are repayable on demand. Subject to the Consumer Credit Act, if we do decide to remove or reduce your overdraft limit we will normally give you 30 days' personal notification of our intention.

Consultation with a credit reference agency

If we decide not to proceed with an agreement for an overdraft on the basis of information received from a credit reference agency, we will inform you of this and provide you with their name, address and telephone number.

If applicable, the period of time during which the creditor is bound by the pre-contractual information

This information is valid until you enter into an overdraft agreement with us.

5. Additional information to be given in the case of distance marketing of financial services

a) Concerning the creditor

See Condition 1 of this Pre-contractual information for Arranged Overdrafts.

Registration

Firm Reference number 106054.

Company number 2294747.

The supervisory authority

The Financial Conduct Authority is the supervisory authority for consumer credit agreements.

b) Concerning the credit agreement

The law taken by us as a basis for the establishment of relations with you before the conclusion of the credit contract is English Law.

The agreement is governed by English Law and disputes between you and us may be referred to the courts in England and Wales.

All communications under this agreement shall be in English.

c) Concerning redress

Access to out-of-court complaint and redress mechanism

If you have a complaint, please contact our dedicated complaints team in the first instance on 0800 171 2171, or visit the complaints section of our website ([santander.co.uk](https://www.santander.co.uk)). If you remain dissatisfied following the resolution of your complaint, you may contact the Financial Ombudsman Service. Their details are:



The Financial Ombudsman Service, Exchange Tower, London E14 9SR.



0800 0 234 567 free for people phoning from a fixed UK land-line and mobiles from within the UK or
0300 123 9 123 free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02.



complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

Other important information about your account

1. Making payments in and out of your account

Cards

Unless you tell us otherwise and subject to status, a Santander debit card will be issued to you (if you qualify this will include contactless).

Your card	Shops	Internet	Cash machine	Abroad
Santander debit card	✓	✓	✓	✓
Cash card	-	-	✓	✓

Fees may apply when using your card abroad. You can only use your cash card abroad to make cash withdrawals using cash machines.

You'll receive more information with your card and PIN when they arrive.

Chequebook

A chequebook can be requested (subject to status). Please ask in branch or contact **0330 9 123 123** for more details.

Paying money in and out

You can pay in cash or cheques at Santander cash machines in the UK and Santander branches and at a Post Office® branch. You can receive regular payments into your account, such as your salary. If you pay in a cheque at a Post Office branch, we'll normally receive it two days later.

You can send money within the UK using Faster Payments, Direct Debits and standing orders. You can also pay bills, set up recurring transactions and make payments in a foreign currency. For more information on any of these including details on when payments clear, please refer to the General Terms and Conditions for Current Accounts and Savings Accounts, or ask a member of staff.

2. Keeping track of your accounts

Statements

We recommend that you check your statement carefully, and let us know as soon as possible if there are any mistakes or any unauthorised transactions by calling us on **0330 9 123 123**. For further information and how we provide you with information on transactions on your account please refer to the General Terms and Conditions for Current Accounts and Savings Accounts.

Going paper-free

You'll receive your documents and statements by post unless you chose paper-free when you applied for your product or have switched to paper-free since opening your account. If you've chosen paper-free, your statements for this product, as well as some of your letters, will be sent to your 'Document Store' in Online Banking. You'll receive an email when a document is ready to view. You can change your preferences on how to receive documents from us within Online Banking at any time.

Access your account via Online, Mobile, Telephone Banking and at a Post Office branch.

- Visit santander.co.uk/register or call us on **0330 9 123 123** to register for Online Banking
- For more information on Mobile Banking, visit santander.co.uk/mobilebanking
- If you want to speak to us, call us on **0330 9 123 123**. If you're dialling internationally, call **00 44 1908 237 963**. If you have difficulties with your hearing or speech, and if you have a textphone, please use the Text Relay service by calling us on **18001 0330 9 123 123**.
- You can also complete balance enquiries, cheque deposits, cash deposits and cash withdrawals via any Post Office branch. If you withdraw cash at a Post Office branch, you will need a cash or debit card and your PIN. Opening hours, services and transaction limits may vary. For more information about these services, visit santander.co.uk

Account Alerts

You'll be auto-registered for some alerts about your account. For more information visit santander.co.uk/alerts

For more information about ways to manage your account, pick up a leaflet in branch or visit santander.co.uk

Santander can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd 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. If you are deaf, have hearing loss or speech loss, please use Relay UK at relayuk.bt.com. This is a free service that can help you communicate over the phone. If you're using British Sign Language (BSL) and would like to use video relay, you can learn more at santander.co.uk by searching 'accessibility'.

AER stands for Annual Equivalent Rate and shows what the interest rate would be if we paid interest and added it to your account each year. The gross rate is the interest rate we pay where no income tax has been deducted. Rates may change and we pay interest each month. EAR stands for Effective Annual Rate and represents the yearly cost of an overdraft, which takes account of how often we charge interest to the account, and does not include any other fees or charges. Overdrafts depend on your circumstances and you must repay any overdraft when we ask in line with our General Terms and Conditions.

Santander Life Insurance, Life Insurance Plan, Life and Critical Illness Insurance, Critical Illness Plan, Income Protection Insurance and Over 50's Life Assurance policies are administered and underwritten by Aviva Life and 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

Santander Home Insurance is administered and underwritten by Aviva Insurance Limited. Registered in Scotland No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London, NW1 3AN, United Kingdom. Registered Number 2294747. Registered in England and Wales. www.santander.co.uk. Telephone 0330 9 123 123. Calls may be recorded or monitored. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 106054. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register. Santander and the flame logo are registered trademarks.

Financial Services Compensation Scheme (FSCS) Information Sheet



If Santander UK plc should go into insolvency, eligible deposits are protected by the Financial Services Compensation Scheme ('FSCS') and would be repaid up to £120,000 by the Deposit Guarantee Scheme.

Limit of protection

£120,000 per depositor, per bank

cahoot, Santander Business and Santander Corporate & Commercial are all trading names of Santander UK plc.

All eligible deposits at the same bank, building society or credit union are added up to determine the coverage level.

For example, if you hold a savings account with £80,000 and a current account with £50,000, FSCS will pay you £120,000 and you may lose £10,000.

So the FSCS can pay you promptly, please make sure we have your up-to-date contact details, including your email address.

If you have a joint account with other people

For joint accounts, the limit of £120,000 applies to each depositor separately. For example, if there are 2 account holders, you'll each be entitled to £120,000 protection, giving a total of £240,000.

Your small business, limited company or charity will need to meet certain eligibility criteria to claim compensation with the FSCS. We assess eligibility on a case-by-case basis and it varies for different types of claim. Legal status will affect eligibility, e.g. if you're an individual or incorporated entity (such as a corporation or limited partnership).

Charitable status is never relevant to eligibility. To check if you're protected visit [fscs.org.uk/making-a-claim/claims-process/small-business](https://www.fscs.org.uk/making-a-claim/claims-process/small-business)

Temporary high balances

If you have a 'temporary high balance' you might be entitled to more than £120,000 protection for 6 months from when the amount was first deposited or legally transferred. Temporary high balances are deposits connected with certain events, including:

- (a) transactions relating to the purchase and sale of your main home
- (b) major life events such as death, your marriage or civil partnership, divorce, retirement, redundancy, disability, or incapacity
- (c) compensation for personal injuries or wrongful conviction.

How the FSCS will pay you

The FSCS will typically return deposits within 7 business days, by cheque or electronic payment into an alternative account. Payments may take longer in exceptional circumstances. For example, if there's a temporary high balance, or the deposit is held on behalf of underlying beneficiaries.

Contact Santander UK plc with questions about your account

For personal accounts: **0330 9 123 123**

For cahoot accounts: **0330 678 2811**

For Business Banking accounts: **0330 678 2456**

For Santander Corporate and Commercial accounts: **0333 207 2229**

Find more information on FSCS protection

[fscs.org.uk](https://www.fscs.org.uk)

0800 678 1100

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FSCS exclusions list

As set out in the Depositor Protection Information Sheet, deposits held by individuals and businesses will be generally eligible for FSCS protection up to the compensation limit. However, some exclusions do apply. Details of the most common exclusions are set out below. For full details of the exclusions, please see the Depositor Protection Part of the PRA Rulebook or [fscs.org.uk](https://www.fscs.org.uk)

A deposit is excluded from protection if it meets any of the following criteria.

(1) The depositor is one of the following:

- credit institution
- financial institution
- investment firm
- insurance undertaking
- reinsurance undertaking
- collective investment undertaking
- pension or retirement fund
- public authority, other than a small local authority.

Note that:

- a) deposits held on behalf of underlying beneficiaries who are eligible for FSCS protection aren't excluded
 - b) personal pension schemes, stakeholder pension schemes or occupational pension schemes for micro, small and medium sized companies aren't excluded.
- (2) Deposits not held at a UK establishment of a bank, building society or credit union. Or, in the case of a bank, building society or credit union incorporated in the UK, it isn't held at an establishment in Gibraltar.
- (3) Deposits linked to money laundering. For example, it's transferred from an account held by someone who's been convicted of money laundering.