

# 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.

We'll send these alerts by text, push notification, and/or email to help you manage your money, avoid charges and stay on top of your bills.

## Automatic alerts

If you have a current account or credit card, you'll be automatically registered to receive some alerts. 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 push notifications.

For more information take a look at our website.

Personal customers: [santander.co.uk/alerts](https://santander.co.uk/alerts)

Business customers [santander.co.uk/businessalerts](https://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 **0330 9 123 123**.

Business current account customers, call **0330 123 9860**.

Business credit card customers, call **0330 678 1783**.

## Our alerts at a glance

	Banking	Credit card
<b>Alerts about balances, debits and payments</b>		
When available credit limit is below 10% of credit limit	X	✓
High value debit/payment occurs, taking money out of my account	X	✓
Let me know what the closing balance is for my last month's statement	X	✓
<b>Alerts to warn you about charges</b>		
When I'm not going to have enough funds to cover a standing order, Direct Debit, cheque or future dated payment due to be paid that day	✓	X
If a payment has been allowed to proceed with insufficient funds in my account	✓	X
If a payment has been refused because my account had insufficient funds	✓	X
When my credit card bill is due to be paid	X	✓
If my account balance is close to my overdraft limit	✓	X
If my account enters an unarranged overdraft	✓	X
If my account enters an arranged overdraft	✓	X