

 Talk to us in branch

 santander.co.uk

Regular Saver (Issue 21)

Key Facts Document (including Specific Conditions, Financial Services Compensation Scheme (FSCS) Information sheet & Exclusions List)

Effective from 4 March 2026

The table below sets out specific conditions for your account. These conditions apply as well as the general terms. The other information in this Key Facts Document does not form part of our agreement with you.

Summary box			
Account name	Regular Saver (Issue 21)		
What is the interest rate?	Interest		
	5.00% AER/gross (fixed) for 12 months from account opening		
	<ul style="list-style-type: none"> ◦ We work out the interest we'll pay on your account each day. ◦ We'll pay interest once a year at the end of the term and it will be available to you from the next day. 		
Can Santander change the interest rate?	No, the interest rate is fixed during the term.		
What would the estimated balance be after 12 months based on 12 monthly deposits of £200 totalling £2,400?	Account name	Interest earned	Balance after 12 months
	Regular Saver (Issue 21)	£65.01	£2,465.01
	<p>To work out the estimated balance, we've assumed that:</p> <ul style="list-style-type: none"> ◦ The account is opened on the 1st day of the month and an initial payment of £200 is made on the 2nd day of the month; ◦ You pay in a further £200 on the 2nd of each month afterwards. <p>This illustration is only an example and doesn't take into account your individual circumstances.</p>		

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.

Summary box (continued)

How do I open and manage my account?

Eligibility

You can have one of these accounts and it must be in your sole name. You must be 16 or over and live in the UK.

You can have this account if you have a Santander current account (but not a 11213 Mini account held in Trust), whether in your sole name or joint names.

Because this is an online account, you'll need to sign up for Online and Mobile Banking, if you haven't already.

How to open the account

You can apply for an account online.

Managing the account

You can only manage your account using Online or Mobile Banking.

Paying money in

- You can pay money into the account by standing order from your Santander current account. You can make any number of payments into the account in this way.
- Minimum balance: £1.
- No minimum monthly deposit. You don't have to pay money into the account each month or pay in the same amount. A 'month' is calculated by the date that you open your account. For example if you open the account on the 16th of a month, your month will run from 16th of one month to the 15th of the next month.
- Maximum monthly deposit: £200. This means the maximum balance you can have at the end of the term is £2,400 (plus interest). If you take money out and then pay it back in, it'll count towards this monthly limit. To make the most of your Regular Saver, you'll need to start paying money in from the first month after you open your account.

We can switch your account to an Everyday Saver (Issue 2) if you break the terms of this account. For example, if you try to pay money in from an account that isn't your Santander current account, or if you deposit more than £200 in any month.

Can I withdraw money?

Yes, you can make payments out of your account using Online and Mobile Banking only.

At the end of the term

The term of the account is 12 months. What happens at the end of the term depends on whether you have a standing order which remains in place.

If your standing order continues

If you've set up a standing order which continues to pay money into the account after the end of the initial term, we'll automatically renew your Regular Saver for another 12 months. We'll do this at the interest rate and on the terms and conditions which apply at that time.

We'll transfer the final balance at the end of the initial term (as well as any interest you've earned) to the Santander current account linked to the standing order. We'll do this even if your current account is in joint names.

If you don't have a standing order

If you don't have a standing order in place when the term ends, we'll transfer your final balance (as well as any interest you've earned) to an Everyday Saver account. We'll contact you with more details, including your new interest rate, before the term ends.

Summary box (continued)

Additional information

Tell us if you change your mind

You can close your account at any time during your 'cancellation period' – we won't charge you for it. This is 14 days, starting the day after we confirmed your account is open.

If you do this, we'll return your money together with any interest we owe you. We'll do this as soon as we can (and within 30 days from when you tell us).

You can also close your account at any other time outside this cancellation period – we won't charge you.

Tax status

We pay interest without taking off income tax. This is known as 'gross' and the interest rate we give you reflects this. If the total interest you receive in a tax year is more than any Personal Savings Allowance that applies to you, you may have to pay tax on it. You'll need to do this directly with HMRC.

Statements

We'll send you a statement once a year in April in Online Banking.

The following information does not form part of our agreement with you

How we provide our services

We don't give advice

Unless we tell you otherwise, we won't give you financial advice as part of the services we provide you. However, we will give you information to help you make decisions about your finances.

Put simply

We won't give you advice to help you decide if a product is right for you. We'll give you information to help you make decisions.

Our regulatory status

We're authorised and regulated by the Prudential Regulation Authority (PRA) and also regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 106054. You can check this on the Financial Services Register by visiting the FCA's website, [fca.org.uk/register](https://www.fca.org.uk/register)

We're a member of the Financial Services Compensation Scheme (FSCS) – ask for a leaflet in branch for more information.

Put simply

We're authorised and regulated by the Prudential Regulation Authority and also regulated by the Financial Conduct Authority. We're also a member of the Financial Services Compensation Scheme.

We keep your information confidential

We'll keep the information you give us confidential in line with our policies and the regulations we need to follow. On joint applications your information may be shared with the other applicant, and you must have their permission if you provide their information to us. We may share some information about you with other companies in the Santander Group, our service providers and regulators, the courts, and the Financial Ombudsman Service for particular purposes.

You can find more on how we use your information, who we share it with, and your data protection rights in our Data Protection Statement. You can also check the 'Using My Personal Data' booklet – visit our website or ask us for a copy.

Put simply

The information you give us is treated confidentially and in line with data protection legislation and our Data Protection Statement. For more information on your data protection rights you can ask for a copy of the 'Using My Personal Data' booklet.

Making a complaint

If you're unhappy with our service for any reason, please contact us. We'll try to resolve your issue as quickly as we can.

Message us by using 'chat' in Online or Mobile Banking

Call our dedicated complaints team on 0800 171 2171.

Write to us Complaints, Santander UK plc, Sunderland, SR43 4GD.

Speak to us in person by visiting any Santander branch.

You can also get further information on our complaints process on our website or in our complaints leaflet. Ask us if you'd like a copy of this.

If you're not happy with how we deal with your complaint, you may be able to refer it to the Financial Ombudsman Service. To find out more, visit [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)

Financial difficulties

We've got lots of help and support on our website, **santander.co.uk**. Use our free financial health check for tips to help you manage your money. Search 'If finances are a struggle' online or on our website.

If you'd prefer to speak to someone independent, there's help available. We've partnered with PayPlan. They offer free and independent advice over the phone or online. PayPlan can help cut your costs and reduce the amount you're paying out. They can complete a benefits check to make sure you get what you're entitled to. Call PayPlan on **0800 280 2816** or go to **payplan.com**

Alternative formats

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'

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

enquiries@fscs.org.uk

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.