

Please keep for future reference



Talk to us in branch



Call us on 0800 9 123 123



santander.co.uk

1|2|3 Lite Current Account

Key Facts Document (including Pre-Contractual Information, Statement of Lender and Borrower Responsibilities 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 17 October 2018

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This account may be withdrawn at any time without notice.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
- live in the UK for tax purposes.
- agree to log on to Online or Mobile Banking at least once every 3 months' (unless you require alternative statement formats, e.g. Braille or larger print)
- agree that this is a paper-free account which means you'll receive statements and some other important information electronically to your secure inbox on Online Banking (unless you require alternative formats). Once the account has been open for at least 24 hours, you can update your account settings at any time to start receiving statements and other correspondence by post.
- Provide us with a valid email address. We'll use this to let you know when we have sent you an e-Document.

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 £1 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 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 £1 monthly fee takes your account into an Arranged or Unarranged Overdraft, Arranged Overdraft Usage Fees will still apply.

Once you have met the cashback criteria for the first time, you will begin to be charged the £1 monthly fee.

4. Monthly Funding requirements

You must pay at least £500 into your account every month. This is not a calendar month. It's a statement period which usually runs from the monthly anniversary of the date you opened/transferred your account, unless you've asked for it to be changed. The £500 minimum monthly payment doesn't 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 rates	Cashback percentages you earn on eligible cashback categories	Eligibility for cashback
No interest is paid on this account	<p>1% cashback on water, council tax and Santander mortgage payments (up to maximum monthly mortgage payments of £1,000)</p>	<p>✓ Pay in at least £500 a month (see Condition 4)</p> <p>✓ Have at least two active Direct Debits</p> <p>✓ Any participant to log on to Online or Mobile Banking at least once every three months.</p> <p>✓ Household bills must be paid by Direct Debit.</p>
	<p>2% cashback on gas and electricity, 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 on mobile phone, home phone, broadband and paid-for TV packages</p>	

5.1 Interest

No interest is paid on this account

5.2 Cashback amount and categories

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

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.

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. You can check your statement or visit Online Banking to find out which date we pay your cashback.

5.3 Santander 11213 Eligible Originators Classification Listing[®]

You can only earn cashback through Direct Debit payments to companies categorised as water, electricity, gas or communications suppliers or as council tax issuing institutions in the Santander 11213 Eligible Originators Classification Listing[®]. 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) 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 **0800 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 Eligible Originators Classification Listing[®], please visit 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 **0800 9 123 123**.

6. Charges

At Santander, we want to make all of our fees clear and simple. You can see these in the fees table in Section 6.1 and certain fees are also set out in the Fee Information Document. Where overdraft 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 have charged you, including why they've been charged. Speak to us in our branches or call us on **0800 9 123 123**.

6.1 Overdraft rates and fees

We do not charge interest when your account is overdrawn but the following fees will apply:

Monthly Fee	Arranged Overdraft Usage Fee	Unarranged Overdraft Usage Fee	Fee for allowing a payment despite lack of funds	Fee for refusing a payment due to lack of funds
£1	The Arranged Overdraft Usage Fee will depend on the amount of Arranged Overdraft you use: below £2,000, £1 per day, £2,000 to £2, 999.99, £2 per day, £3,000 and over, £3 per day.	Fee not charged	Fee not charged	Fee not charged

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'll give you at least 2 months' personal notice. **Pre-Contractual Information for Arranged Overdrafts** can be found on page 4 of this document. If you decide to apply for an Arranged Overdraft, there are also other lending options available that you may want to consider. Speak to a member of staff for more information.

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.

6.2 Arranged Overdrafts

This is when you have no money left in your account but you have borrowed money within an agreed limit. You must agree the limit with us before it is available to use. You can contact us to discuss a new Arranged Overdraft, or increase the limit of an existing Arranged Overdraft, by calling us on **0800 9 123 123** or by speaking to a member of staff in branch. Requests can also be taken via Santander Online Banking at [santander.co.uk](https://www.santander.co.uk).

6.3 Unarranged Overdraft

This is when we've paid a transaction that you have made that has taken you beyond your Arranged Overdraft limit, or has taken your account balance below zero without having an Arranged Overdraft in place.

We do not charge Unarranged Overdraft Usage Fees on the 11213 Lite Current Account. Arranged Overdraft fees will continue to apply when in an Unarranged Overdraft position if you have an Arranged Overdraft.

6.4 Fees for 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.

We don't charge fees for refusing a payment due to lack of funds or allowing a payment despite a lack of funds on the 11213 Lite Current Account.

6.5 Overdraft alerts

You will be automatically set up to receive an alert when:

- you've made a payment that has taken you into an Unarranged Overdraft;
- we have refused a payment due to lack of funds; or
- we intend, in relation to a future scheduled payment, to refuse a payment due to lack of funds.

These alerts will be sent by text message, and/or email.

Once your account has been set up, these alerts can be easily amended, or turned off, by logging onto Online Banking, visiting one of our branches or calling us on **0800 9 123 123**.

7. Switching your account

If you ask us to, we will 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 will 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 at least 3 years, or longer until it is no longer required, in accordance with the Current Account Switch Agreement. It is important to note that the processing of the switch starts 6 working days before the switch completion date and once started cannot be stopped and 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 will 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. Paper-free account

Once opened, the account will be set up as a paper-free account, which means that your statements and some other documents (including notification of changes to your account or services) will be sent to your 'Document Store' in Online Banking. There may be some instances where we still need to send you information via the post. We'll continue to send you paper-free documents until you tell us otherwise or if we identify that you've not been regularly accessing Online or Mobile Banking.

After your account has been opened for at least 24 hours, you can start receiving statements and other correspondence by post at any time without impacting any cashback earnings. Just log on to Online Banking and change your paper-free settings in the eDocuments section or contact us and we can make this change for you.

9. 11213 World

When you open a 11213 Lite Current Account you become part of 11213 World, giving you access to a range of 11213 Offers. When applying for future products, if you are accepted and there is an associated 11213 Offer you will 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.

10. 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 have earned won't be paid into your account. You can close the account at any other time by sending a secure message through Online Banking, calling us on **0800 9 123 123** or by visiting one of our branches.

11. Changes to Specific Conditions

11.1 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.

11.2 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'll 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.

12. Declaration

By signing the Agreement for this account you declare that:

- You have been provided with documentation detailing the key features of the account, including the 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 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

This account does not incur debit interest.

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

Arranged Overdraft Usage Fee

The Arranged Overdraft Usage Fee will depend on the amount of Arranged Overdraft you use:

- Below £2,000, £1 per day;
- £2,000 to £2,999.99, £2 per day;
- £3,000 and over, £3 per day.

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

The conditions under which those costs may be changed

We will not tell you when interest rates or fees on overdrafts go down. If overdraft interest rates or fees go up, we will personally notify you at least 2 months' before the change comes into effect. We will 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 Section 1 on page 4.

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). 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

Alternatively, if you originally purchased your product with us online, you could submit your complaint through the European Commission's Online Dispute Resolution website. The European Commission may ultimately forward your complaint to the Financial Ombudsman Service. You can find out more information at <http://ec.europa.eu/odr>

Other important information about your account

1. Making payments in and out of your account

Cards

You will be issued with a Santander debit card (if you qualify, this will include contactless functionality).

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 via cash machines.

You will 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 **0800 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 will 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 **0800 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.

Paper-free

Your documents, statements and some of your letters will be sent to your 'Document Store' in Online Banking, unless you require alternative formats. You'll receive an email when a document is ready to view. After your account has been opened for at least 24 hours, you can start receiving statements and other correspondence by post at any time, without impacting any cashback earnings. Just log on to Online Banking and change your paper-free settings, or contact us and we can make this change for you.

If you change your paper-free settings to receive statements and correspondence by post we will provide you with a paper statement once every three months unless you tell us otherwise. Monthly statements will be available to you as an e-Document within Online Banking if you are registered for Online Banking, or on request in branch or by calling us on **0800 9 123 123**.

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

- You will be issued with Online, Mobile and Telephone Banking credentials when you open your account and these will be sent to you in the post. Alternatively, visit [santander.co.uk/register](https://www.santander.co.uk/register) or call us on **0800 9 123 123** to register for Online Banking
- For more information on Mobile Banking, visit [santander.co.uk/mobilebanking](https://www.santander.co.uk/mobilebanking)
- If you want to speak to us, call us on **0800 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 0800 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](https://www.santander.co.uk)

Account Alerts

In addition to the overdraft alerts for which you'll be auto-registered, you can set up different types of free email and text 'Account Alerts'. For more information visit [santander.co.uk/alerts](https://www.santander.co.uk/alerts)

For more information about ways to manage your account, pick up a leaflet in branch or visit [santander.co.uk](https://www.santander.co.uk)

Financial difficulties

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

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](https://www.santander.co.uk/alternativeformats) for more information, ask us in branch or give us a call.

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.

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**STANDARDS
of LENDING
PRACTICE**

Statement of Lender and Borrower Responsibilities

Our lending commitments

As a lender, we have a responsibility to act fairly and as part of this we have committed to follow the Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk.

This note sets out some of our key responsibilities and what we ask of you, to ensure that the relationship works well for both of us.

- We will lend responsibly and aim to provide a product that is affordable for you.
- We will provide you with information about our products and services and how they work, in a clear and understandable way, so that you can decide what's best for you and your needs.
- We will endeavour to make sure our products and services offer, wherever possible, the flexibility to meet your needs.
- We will treat you fairly and reasonably at all times and make sure that you are provided with a high level of service.
- If you tell us about any inaccuracies, for example around the personal information we hold about you, we will act quickly to put it right.
- We will always aim to help you if we see, or you tell us, that you are having trouble financially. We will seek to understand your overall circumstances, try and identify options that you can afford and where appropriate, provide a reference to free debt advice.

What we ask of you

- We ask you to think carefully about whether you can afford to repay the money you want to borrow and to be open in your dealings with us.
- Take care of any cards, PINs, online log-in details and other security information to help prevent fraud and help us to protect your accounts.
- Tell us as soon as possible if your card has been lost or stolen, or if you know or suspect someone is misusing your confidential information e.g. your PIN or online log-in details.
- Carefully check your account statements to make sure they are accurate. If anything isn't right, please get in touch with us.

Please let us know if

- Your contact details change, so we can keep our records up to date.
- Your circumstances change, particularly if what's happened is likely to cause you difficulties in managing your account or financial problems.
- You think that you won't be able to keep up with your repayments. The sooner you do this, the more likely it is we'll be able to find a way to help you.

We would also encourage you to refer to the terms and conditions associated with your current account, credit card or personal loan.

Financial Services Compensation Scheme (FSCS) Information Sheet



Protected

Basic information about the protection of your eligible deposits

Eligible deposits in Santander UK plc are protected by:	the Financial Services Compensation Scheme ('FSCS') ¹
Limit of protection:	£85,000 per depositor per bank ² The following trading names are part of your bank: cahoot and Santander Corporate and Commercial Bank
If you have more eligible deposits at the same bank:	All your eligible deposits at the same bank are 'aggregated' and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank failure:	20 working days ⁴
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Santander UK plc for enquiries relating to your account:	For all Santander accounts except Business Banking 0800 389 7000 For Business Banking accounts: 0800 068 7010
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk

Additional information

¹ Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

² General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Santander UK plc also trades under cahoot and Santander Corporate and Commercial Bank. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as 'temporary high balances' are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

3 Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

4 Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 10 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

FSCS EXCLUSIONS LIST

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund¹
 - public authority, other than a small local authority.

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk