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Call us on 0800 9 123 123

## 11213 Student Current Account

Key Facts Document (including Pre-Contractual Explanation, Pre-Contractual Information, Statement of Borrower and Lender 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 14 January 2020

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This account may be withdrawn at any time without notice.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 for this account you must:

- be 18 years old or over
- live in the UK for tax purposes
- not already hold a 11213 Student Current Account
- be able to provide proof of student status (UCAS Digital AS12, Student ID Card or Letter from your Higher Education Provider); or
- be able to provide proof of Level 4-7 Apprenticeship status (Student ID Card, letter or email from your Higher Education Provider or letter from your employer)
- agree that this is a paper-free account which means you'll receive statements and some other important information electronically to your secure inbox in 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've sent you an e-Document.

The course you are on must be a minimum of 2 years in length with a Higher Education Provider. For example, Higher National Diploma (HND), Bachelor of Arts (BA), Bachelor of Science (BSc), Bachelor of Engineering (B.Eng), Bachelor of Science in Nursing (BSN).

You must be in or going into your first year of study to open a 11213 Student Current Account.

If you are not in your first year of study you must switch an existing account from another provider by using the Current Account Switch Service (see Section 7).

If you already have an existing current account with Santander, then the account will need to be transferred or closed first. If you have a 11213 Mini Account held in trust, the trustee must agree to the closure of the account.

### Use of your current account

- The account must be used as your main or primary current account.
- Your main form of funding, for example your student loan, grants, parental contribution, and/or income from any employment, must be paid into it. If you don't regularly pay in your main form of funding, we may discontinue some of the services offered on your account or close your account.
- If your circumstances change, or you think that they are likely to (for example you enter full-time employment or decide to take a gap year or year out) you must tell us as soon as possible.

## 2. Joint account

This account can't be held in joint names.

## 3. Maintaining the account

There is no monthly fee for maintaining the account.

## 4. Funding requirements

To remain eligible for the interest-free and fee-free Arranged Overdraft, railcard and credit interest, you must pay money into your 11213 Student Current Account with a minimum of £500 each academic term. Refunded amounts from your Santander debit card, interest and transfers from other Santander personal accounts in your name won't count towards the minimum £500 payment.

## 5. Interest rates

Eligibility to receive interest	
✓ Pay at least £500 into your account each academic term	
Interest	
Balance	Interest rate
From £100	1.00% AER/gross (variable) interest on your balance once you have £100
From £200	2.00% AER/1.98% gross (variable) interest on your balance once you have £200
£300 (up to £2,000)	3.00% AER/2.96% gross (variable) interest on your balance once you have £300 up to a maximum of £2,000

You must have at least £100 in your account to receive interest.

We work out interest on a daily basis on the first £2,000 only and pay interest on the same day every month, depending on the date the account is opened. Interest is payable on your entire balance up to £2,000, when you have at least £100 in your account.

**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](http://gov.uk) and search for 'Personal Savings Allowance'. Please see your current account statement or visit Online Banking to find out which date we'll pay you interest.

## 6. Interest and fees

We want to make all of our overdraft interest and fees clear and simple. You can see these in the rates and fees table in Section 6.1 and certain fees and charges 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 have charged you, including why they have been charged. Speak to us in our branches or call us on **0800 9 123 123**.

### 6.1 Overdraft interest and fees

This current account comes with an interest-free and fee-free Arranged Overdraft. When you open your account, you'll automatically get an Arranged Overdraft limit of £250 once you have provided the proof that you are a student. Then, once you have paid £500 into your account, you'll receive the allowances below.

We are in the process of changing our overdraft rates and fees, with changes being made on 6 April 2020. The following rates, fees and charges apply when using an overdraft:

Effective Date	Allowances	Interest you will pay for using an Arranged Overdraft	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	Unarranged Overdraft Usage Fee Cap
Before 6 April 2020	Year 1-3 £1,500 Year 4 £1,800 Year 5 £2,000	0% EAR** (variable)	Fee not charged	£5 a day (capped at 10 days in each monthly statement period)	£5 for each payment	Fee not charged	£50 in each monthly statement period on Unarranged Overdraft Fees only (including fees for allowing and refusing a payment due to lack of funds).
From 6 April 2020	Year 1-3 £1,500 Year 4 £1,800 Year 5 £2,000	0% APR*/EAR** (variable)	Fee not charged	Interest or fee not charged	Fee not charged	Fee not charged	N/A

\*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.

All overdrafts are subject to status and are only available to customers aged over 18. We may need 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 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 Arranged Overdraft

We may automatically withdraw the 0% EAR (variable) Arranged Overdraft allowances at the end of your course. We can also reduce your yearly interest-free and fee-free Arranged Overdraft allowance if we are not satisfied with how you have managed your account. You can request to reduce your Arranged Overdraft limit at any time. However when you move into the next academic year the limit may automatically increase in accordance with the allowances specified in Section 6.1. If you want to reduce your Arranged Overdraft limit again at this time you can do so by getting in touch with us.

### 6.3 Fee for allowing a payment despite lack of funds (applies until 6 April 2020)

You attempt to make a payment when you don't have enough money in your account, or your overdraft limit is not enough to cover it based on your individual circumstances we'll decide whether or not to refuse the payment due to lack of funds.

**Before 6 April 2020**, if we allow a payment, this will take you into an Unarranged Overdraft and you may incur a fee for allowing a payment despite lack of funds.

**From 6 April 2020**, if we allow a payment despite lack of funds, you may move into an unarranged overdraft but you won't incur any charges for this.

If we refuse your payment, you'll stay in credit or in an Arranged Overdraft but you won't incur a fee for refusing a payment due to lack of funds.

### 6.4 Overdraft fee cap (applies until 6 April 2020)

A monthly Unarranged Overdraft Usage Fee Cap applies to the 11213 Student Current Account. The monthly cap on Unarranged Overdraft charges for the 11213 Student Current Account is £50. Further details can be found online at [santander.co.uk/uk/current-accounts/understanding-overdrafts](https://www.santander.co.uk/uk/current-accounts/understanding-overdrafts). As we are removing all unarranged overdraft fees, including the fee for allowing a payment despite lack of funds from 6 April 2020, the Unarranged Overdraft usage fee cap will no longer apply after this date.

### 6.5 Year changes for students

When you change academic year, your interest-free and fee free 0% APR/ EAR (variable) Arranged Overdraft may be increased automatically, depending on how you've run your account. If you are on a placement year, your allowance stays the same until the following year when you return to studying.

### 6.6 Overdraft alerts

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

- you've made a payment that may, or 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.

You will also be automatically set up to receive an alert when your account makes use of an arranged overdraft.

As we send these alerts as a text message so it's important you have a mobile number registered with us. Please make sure that this is always kept up to date. We'll send you the alerts before your account is charged so that you have plenty of time to pay in money and either avoid or reduce overdraft charges. If you have Mobile Banking, we may send alerts by push notification in the future.

You can also register for other account alerts to help you to stay on top of your finances. For example, alerts to advise you when your balance has fallen below a set limit, or you have had a deposit into your account greater than a set amount.

For more information visit Account alerts at [santander.co.uk/personal/support/understanding-our-services/account-alerts](https://www.santander.co.uk/personal/support/understanding-our-services/account-alerts)

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'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 in the General Terms and Conditions for Current Accounts and Savings Accounts document. 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 cannot be stopped and your old account



will close. If you need to discuss the progress of your switch to Santander please contact **0800 085 2202** where we will be happy to help you. Lines are open Monday to Friday 8am to 7pm and 9am to 2pm Saturdays.

If you switch your account to us and you have to pay any Unarranged Overdraft Usage Fees due to an error during the switching process, we'll refund them in full.

## **8. Paper-free account**

Once opened, the account will initially 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. After your account has been opened for at least 24 hours, you can start receiving statements and other correspondence by post at any time. 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 Student 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.

## **10. Account closure**

Our rights to close your account are set out in the General Terms and Conditions for Current Accounts and Savings Accounts. You have the right to cancel the account within 14 days of receiving your confirmation of account opening. This is known as the 'cooling-off period'. 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. Ending your studies**

If you decide not to continue with your studies then you must notify us. If you leave your course, you'll no longer be eligible for this current account and any 11213 Student Arranged Overdraft Allowance will be withdrawn. The services on your current account will be changed or your current account will be closed.

When you complete your course you'll no longer be eligible for this current account. At this time, these Specific Conditions will cease to apply to your current account and unless we agree with you before the end of your course that you can have a different facility with us, your 11213 Student Current Account will automatically be transferred to the 11213 Graduate Current Account and the Specific Conditions for the 11213 Graduate Current Account in force at that time will apply. We'll give you at least two months' notice of the date of the change or, if applicable, closure.

You may be eligible for alternative facilities. If you need any further information, please visit your local branch or call **0800 9 123 123**.

## **12. Variation to your 11213 Student Current Account**

We may:

- a) Change the conditions of the 11213 Student Current Account.
- b) Change or withdraw the benefits of the 11213 Student Current Account.
- c) Withdraw the 11213 Student Current Account altogether.
- d) Transfer your account to another Student Current Account.

In the event we intend to change or withdraw the 11213 Student Current Account benefits Section 12.1 will apply.

If we do make any changes as set out above, we'll give you at least two months' personal notice and will give you all relevant details. Any changes will take effect at the end of the relevant notice period unless you close or change your 11213 Student Current Account before then. You are in any case free to close the 11213 Student Current Account at any time.

### **12.1 Variation to additional benefits with your 11213 Student Current Account**

- We may change or introduce new additional benefits, including any applicable terms and conditions which apply to them.
- We may withdraw all or any of the additional benefits associated with the account if:
  - a) You fail to meet any of the eligibility criteria; or
  - b) We need to withdraw the additional benefits in order to respond proportionately to any of the matters set out in Condition 15 of Section 2A in the General Terms and Conditions for Current Accounts and Savings Accounts; or
  - c) The account is closed for any reason or your account ceases to be a 11213 Student Current Account; or
  - d) Any third party who provides the additional benefits goes into liquidation or ceases to provide those additional benefits; or
  - e) We decide to no longer offer that particular type of account.

If we change or withdraw the additional benefits associated with the account, we'll give you no less than two months' personal notice in accordance with the General Terms and Conditions for Current Accounts and Savings Accounts, unless there are special circumstances which mean we can't give you this notice (for example if a third party provider of an additional benefit ceases to provide it). In this case, we'll notify you of the withdrawal as soon as we reasonably can. Any changes will take effect at the end of the relevant notice period unless you close or change your account before then. You are in any case free to close the account at any time

### 13. Specific Conditions for the Santander 16-25 Railcard effective for accounts opened from 24 June 2013

These Specific Conditions apply to any student who holds a Santander 16-25 Railcard ('Railcard') and are in addition to the 16-25 Railcard Terms and Conditions issued by the Association of Train Operating Companies, a full copy of which will be sent to you with your Railcard. These can also be found at [16-25railcard.co.uk/help/railcard-terms-conditions/](https://16-25railcard.co.uk/help/railcard-terms-conditions/). To be eligible for the Railcard you must:

- a) Open a 11213 Student Current Account with Santander.
- b) Use your account as your main account, paying in at least £500 per academic term.
- c) Register for Online Banking.

The Railcard must be redeemed by the account holder directly with the Railcard Issuer at <https://secure.santander-railcard.co.uk>. The details of how to order your Railcard, including timescales, will be given to you at account opening and are also available at [santander.co.uk/currentaccounts](https://santander.co.uk/currentaccounts). To order your 16-25 Railcard, you will be issued with a unique code via Online Banking. Your unique code is valid for 2 months' from the date of issue and you must redeem your Railcard within this time.

#### 13.1 The terms associated with the Railcard

The Railcard is limited to one per account opened in the primary account holder's name. The Railcard has up to a 4 year term and will be valid until the expiry date shown on the front of your Railcard. No discounts are available on tickets purchased without the Railcard and we won't refund the difference. This includes any tickets bought before the Railcard is received or while waiting for a replacement card.

The Railcard and all discounted tickets purchased with it are for your use only and are not transferable to anyone else. The Railcard must be carried with you on every journey you make using a discounted ticket. Minimum fare applies on some journeys. Please refer to the 16-25 Railcard Terms and Conditions for further information. Proof of identity and your age may be requested when you use your Railcard. The Railcard isn't your property and must be handed in to a representative of any train company if requested. There isn't cash alternative and the Railcard isn't transferable to any other person.

Unique codes to order the Railcard must be redeemed by the account holder only.

The Railcard can only be used in mainland Great Britain; that is England, Scotland and Wales. It can't be used on train services in Northern Ireland or the Republic of Ireland.

All queries regarding the Railcard, its use and the benefits it offers, must be directed to the Railcard Issuer. Contact details can be found in the 16-25 Railcard Terms and Conditions. Santander isn't responsible for any changes made by the Railcard Issuer to the Terms and Conditions, for example any changes to benefits or discounts available. We reserve the right to remove the Railcard offer at any time.

#### 13.2 Railcard renewals and replacement

To replace your Railcard if it is lost or stolen, an administration fee will be charged, unless you provide a crime reference number issued by the Police. Details of the fee payable and how to replace your card can be found in the 16-25 Railcard Terms and Conditions or at [16-25railcard.co.uk/help/railcard-terms-conditions](https://16-25railcard.co.uk/help/railcard-terms-conditions).

### 14. 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 provided 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.

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# 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 **0800 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).

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 as soon as possible and no later than 30 days after you cancel it. 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?

To help you manage your money and avoid or reduce any charges you may incur, we will send overdraft text alerts to your most up to date mobile number associated with a specific account. Some of these alerts are a regulatory requirement so you will be automatically registered for them, but you can customise them at any point after your account has been set up.

### Put Simply

Due to certain regulations we need to send you automatic overdraft alerts. We'll text these to your mobile number. If you haven't provided an up to date mobile number, we may not be able 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

#### This account does not incur debit interest.

When you open your account, you will get an Arranged Overdraft limit of £250 once you have provided proof that you are a student. Then, once you have paid £500 into your account, you will receive the allowances below.

Yearly allowance	Arranged Overdraft Rates, Fees and Charges
Year 1-3 allowance up to £1,500	0% APR/EAR (variable) / Fee not charged
Year 4 allowance up to £1,800	0% APR/EAR (variable) / Fee not charged
Year 5 allowance up to £2,000	0% APR/EAR (variable) / Fee not charged

We can reduce the yearly interest and fee free Arranged Overdraft allowance as shown, if we are not satisfied with how you have managed your account. Before 6 April 2020, if you go overdrawn without an Arranged Overdraft in place or exceed your Arranged Overdraft limit, you may incur Unarranged Overdraft fees. After 6 April 2020, if you go over your arranged overdraft limit, you won't be charged any fees or interest. Please see section 6.1 "Overdraft interest and fees" on page 2 of the Key Facts Document.

#### 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 will 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 Section 1 on page 5.

#### 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](http://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](mailto:complaint.info@financial-ombudsman.org.uk)**



**[www.financial-ombudsman.org.uk](http://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

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 functionality).

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

Fees may apply when you use your card abroad. You can only use your cash card abroad to make cash withdrawals via 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 call us on **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, 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 your General Terms and Conditions for Current Accounts and Savings Accounts, or ask a member of staff.

### 2. Keeping track of your accounts

#### Statements

Statements will show all transactions for the period covered by the statement. We recommend that you check your statement carefully and let us know as soon as possible if there are any mistakes or any unauthorised payments. 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

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. 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

- 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. For more information about these services, visit [santander.co.uk](https://www.santander.co.uk)
- 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.

#### 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).

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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.

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.

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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](http://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') <sup>1</sup>
Limit of protection:	£85,000 per depositor per bank <sup>2</sup>  The following trading names are part of your bank: cahoot and Santander Corporate and Commercial
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. <sup>2</sup>
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. <sup>3</sup>
Reimbursement period in case of bank failure:	20 working days <sup>4</sup>
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Santander UK plc for enquiries relating to your account:	For all Santander accounts except Business Banking <b>0800 389 7000</b>  For Business Banking accounts: <b>0800 068 7010</b>
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: <b>0800 678 1100</b> or <b>020 7741 4100</b>  Email: <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>
More information:	<a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>

## Additional information

### <sup>1</sup> 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.

### <sup>2</sup> 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 15 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 fund<sup>1</sup>
  - public authority, other than a small local authority.

<sup>1</sup> 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](http://www.FSCS.org.uk)