

6. 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 also a participant of CASS. You can find more information about this on the 'Switching your account to us' information sheet and in General Terms and Conditions for Current Accounts and Savings Accounts. The processing of your switch starts 6 working days before your chosen 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 a period of 3 years, or longer until it is no longer required in accordance with the Current Account Switch Agreement. It is important to note that once started, the switch can't 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**. Lines are open Monday – Friday 8am to 7pm and 9am to 2pm Saturdays.

If you have to pay any Unarranged Overdraft Usage Fees on your old account due to our error during the switching process, we will refund them in full.

If you have any regular payment mandates (i.e. magazine subscriptions) set up on your old debit card, these payments will not be accepted on your non-contactless debit card. You will need to make other arrangements for such regular payment mandates.

7. Account alerts

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

- you've made a payment that has taken your balance below zero
- 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.

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. Alternatively, if you currently receive these alerts by email, you will continue to do so unless you tell us otherwise. 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.

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 **0330 9 123 123**.

8. Account closure

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 calling us on **0330 9 123 123**, send a message through our 24/7 live Chat service or by visiting one of our branches. Our rights to close your account are set out in the General Terms and Conditions for Current Accounts and Savings Accounts.

9. Changes to Specific Conditions

We will communicate any changes to our Specific Conditions as set out in Condition 15.7 in Section 2A of the General Terms and Conditions for Current Accounts and Savings Accounts.

10. Declaration

By signing the Agreement for the Basic Current Account you declare that:

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

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.

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

Your non-contactless debit card

- You will receive a non-contactless debit card which you can use to buy things or services in shops or online. It will be accepted in most places where you see the Visa or Mastercard sign.
- You can use your non-contactless debit card in and outside the UK to make purchases or to withdraw cash. For purchases and withdrawals outside the UK, fees apply. Please see the General Terms and Conditions for Savings and Current Accounts for more information about international fees.
- If there is not enough money in your account to pay for what you are trying to buy, we'll usually refuse the payment due to lack of funds.

Transactions not allowed with your non-contactless debit card

To stop your account from going into an Unarranged Overdraft, some transactions are not allowed. You won't be able to use your non-contactless debit card for the following:

- Recurring and instalment transactions (e.g. magazine subscriptions). These are a series of payments made using your card number. If you have switched your account to us, we won't be able to move any existing recurring payments so you should make alternative arrangements.
- Automated/pay at pump petrol stations; but you will be able to pay over the counter at petrol stations.
- Car hire.
- Parking or vending machines.

Please note, you may be unable to use your non-contactless debit card if a large authorisation is placed on it. For example a hotel may do this to cover the cost of the stay including any bar expenses etc. The authorisation is only removed when you pay the final bill.

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 please refer to your General Terms and Conditions for Current Accounts and Savings Accounts or ask a member of staff.

For more information about when payments have cleared please see the General Terms and Conditions for Current Accounts and Savings Accounts.

Chequebook

A chequebook is not available with this account. You may request a banker's draft or counter cheque. If you do so, a fee will be payable.

Please see the General Terms and Conditions for Current Accounts and Savings Accounts for more information.

2. Keeping track of your account

Statements

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

Going paper-free

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

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

- Visit [santander.co.uk/register](https://www.santander.co.uk/register), ask in branch or call us on **0330 9 123 123** to register for Online Banking.
- For more information on Mobile Banking, visit [santander.co.uk/mobile banking](https://www.santander.co.uk/mobile-banking)
- If you want to speak to us, call us on **0330 9 123 123**. If you're dialling internationally, call **00 44 1908 237 963**. If you have difficulties with your hearing or speech, and if you have a textphone, please use the Text Relay service by calling us on **18001 0330 9 123 123**.
- You can also complete balance enquiries, cheque deposits, cash deposits and cash withdrawals via any Post Office branch. 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 account alerts for which you'll be auto-registered, you can set up different types of free email and text Account Alerts. This is a simple way to stay in control of your account. 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 one of our branches 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 a branch or give us a call.

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, Santander Corporate & Commercial, and Santander Corporate & Investment Banking trading names.
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 Retail accounts: 0800 389 7000 For all Santander Corporate and Commercial accounts: 0800 085 2090 For Business Banking accounts: 0800 068 7010 For all cahoot accounts: 0800 587 1111
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme PO Box 300 Mitcheldean GL17 1DY 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, Santander Corporate & Commercial, and Santander Corporate & Investment Banking trading names.

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 fund¹
 - public authority, other than a small local authority.
- (4) It is a deposit of a credit union to which the credit union itself is entitled.
- (5) It is a deposit which can only be proven by a financial instrument² (unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).
- (6) It is a deposit of a collective investment scheme which qualifies as a small company.³
- (7) It is a deposit of an overseas financial services institution which qualifies as a small company.⁴
- (8) It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company⁵ – refer to the FSCS for further information on this category.
- (9) It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

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

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

² As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule

³ Under the Companies Act 1985 or Companies Act 2006

⁴ See footnote 3

⁵ See footnote 3