

Changes to savings accounts with passbooks

From 29 March 2022, we'll no longer be supporting Santander passbooks in our branches. This means you won't be able to use your passbook with your savings account from this date.

You should also be aware that if you have a joint savings account which operates on a 'two-to-sign' basis, from 29 March 2022 when we remove the use of passbooks, this functionality will no longer be available (as this functionality is predominantly connected to passbooks). This means that either account holder will be able to transact on the account going forward.

What is replacing your passbook?

If you want to keep banking in our branches, from today you can ask in branch for a cash card which you can use at our counters or cash machines. If you don't want cash machine access, we can turn it off for you. You can also ask for a wallet in any of our branches. You can then use it to store your mini statements so that you can keep track of your balance and recent transactions.

If you prefer to keep using your account from home, you can use Online and Mobile Banking. You can be confident your money is secure when using your account online as we use the highest standards of security in our technology and how we guard your identity. If you don't have Online Banking, you can sign up on our website.

If you hold an account in trust, we won't be able to give you a cash card, but you can still access the account in branch. You'll just need to bring the account number, along with identification to prove who you are (for example, your driver's licence). You can find a full list of acceptable forms of identification on our website. Please visit [Santander.co.uk](https://www.santander.co.uk) > **Personal** > **Support** > **Customer support** > **Customer identification documents**.

Why are we stopping passbook use?

If you've used your passbook recently, you'll have noticed that it can be very slow to carry out transactions and update your passbook. These alternative options should remove any of these type of problems.

We also want to make sure that you can get to your money at any time, these options give you more ways to do this in a way that's convenient for you.

When is this happening?

You'll be able to continue using your existing passbook until **29 March 2022**. Don't worry, your account number won't change, and you'll still be able to access your account using Online and Mobile Banking and in branch with either ID or a cash card, if you chose to order one.

What do I need to do?

If you never use your passbook there's nothing you need to do.

To continue using your account in branch: Just speak to us the next time you're in branch and we can offer you a cash card or a wallet for storing your paperwork.

To use your account from home: If you don't use Online Banking already you can sign up today on our website.

How will the cash card work?

Cash cards will be sent with a PIN and you'll be able to use them at a cash machine, any Santander branch or the Post Office to make balance enquiries, deposit cash or make cash withdrawals.

What if I can't use a PIN / don't want cash machine access?

That's fine – your card will still be sent with a PIN but if you don't want to use it at our branch counters, you don't have to and you can continue to sign for transactions. We can also turn off cash machine access if you want.

Are there any other accounts that use passbooks?

No. We're removing passbooks from all our savings accounts.

How can I manage the account going forward if I am named as a Trustee on the account?

If you hold an account in trust, we won't be able to give you a cash card, but you can still access the account in branch. You'll just need to bring the account number, along with identification to prove who you are (for example, your driver's licence). You can find a full list of acceptable forms of identification on our website. Please visit [Santander.co.uk](https://www.santander.co.uk) > **Personal** > **Support** > **Customer support** > **Customer identification documents**.

You can also manage the account from home through Online and Mobile Banking.

How does Online Banking compare to the cash card?

If you prefer to bank from home, all our services are available through Online and Mobile Banking.

Online Banking compared to the cash card:

	Accessing cash	Managing your account
Online and Mobile Banking	Transfer to an alternative account online	<ul style="list-style-type: none"> Print full statements (Online Banking only) Make transfers between accounts online (Online Banking and mobile banking app) Make payments from your account online (Online Banking and mobile banking app)
Cash card	Withdraw cash at a cash machine, in branch or at a post office	<ul style="list-style-type: none"> Print mini-statements at a cash machine Print mini-statements and make transfers and payments in branch