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santander.co.uk

## eISA (Issue 8)

### Key Facts Document (including Financial Services Compensation Scheme (FSCS) Information Sheet & Exclusions List)

Available from 3 March 2020

The Financial Conduct Authority is a financial services regulator. It requires us, Santander UK plc, to give you this important information to help you decide whether our eISA is right for you. You should read this document carefully so that you understand what you are buying and then keep it safe for future reference.

This account is subject to availability and may be withdrawn from sale at any time without notice.

These Specific Terms and Conditions apply in addition to our General Terms and Conditions. Where there are differences, it's these Specific Terms and Conditions that apply.

#### Summary Box

<b>Account name</b>	eISA (Issue 8)		
<b>What is the interest rate?</b>	<b>AER/tax-free (variable) for the first 12 months from account opening</b>		
	<b>Tier</b>	<b>eISA</b>	<b>eISA for 1 2 3 World or Santander Select customers</b>
	£1+	0.55%	0.85%
	Interest is calculated daily and added to this account annually in March.		
<b>Can Santander change the interest rate?</b>	Yes, the rate can go up or down e.g. in response to industry and market conditions. If the rate goes down, we'll let you know around 14 days before the rate changes.		
<b>What would the estimated balance be after 12 months based on a £1,000 deposit?</b>	<b>Account name</b>	<b>Interest earned</b>	<b>Balance after 12 months</b>
	eISA	£5.50	£1,005.50
	eISA for 1 2 3 World or Santander Select customers	£8.50	£1,008.50
	Estimates assume that the account is opened and deposit is made on 1 March and no change to interest rates.		
	<b>At the end of term</b>		
	The term of the account is 12 months. On maturity, we'll transfer your account to an ISA Saver, currently paying 0.35% AER/tax-free (variable) for balances of £1+ and 0.60% AER/tax-free (variable) for balances of £10,000+. We'll notify you before we do this and tell you your options.		
	<b>Estimated balance of ISA Saver after 12 months:</b>		
	<b>Maturing account balance transferring to ISA Saver</b>	<b>Interest earned</b>	<b>ISA Saver balance after 12 months</b>
	eISA - £1,005.50	£3.52	£1,009.02
	eISA for 1 2 3 World or Santander Select customers - £1,008.50	£3.53	£1,012.03
	Estimates assume no further deposits or withdrawals made and no change to interest rates.		
	<b>These illustrations are only examples and don't take into account individual circumstances.</b>		

Rates and information correct as at 3 March 2020.

## Summary Box (continued)

<p><b>How do I open and manage my account?</b></p>	<p><b>To open the account you must be:</b></p> <ul style="list-style-type: none"> <li>◦ a UK resident, account can only be held in single name;</li> <li>◦ aged 16 or over; and</li> <li>◦ signed up or are going to sign up for Online or Mobile Banking.</li> </ul> <p>To be eligible for the higher interest rate you must be a 11213 World or a Santander Select customer at point of opening (see '<b>Santander 11213 World or Select eligibility</b>' section).</p> <p><b>Opening</b></p> <ul style="list-style-type: none"> <li>◦ Visit <a href="https://santander.co.uk/isa">santander.co.uk/isa</a></li> <li>◦ Visit any Santander branch.</li> </ul> <p><b>ISA transfers</b></p> <p>You can transfer ISAs in and out at any time (see '<b>ISA transfers</b>' section in '<b>Additional Information</b>').</p> <p><b>Deposits</b></p> <p>A subscription is any deposit (or payment) made by you into an ISA.</p> <p>Minimum opening balance of £500, maximum account balance at any time is £2 million. You can open the account with a zero balance if you are transferring in existing ISAs with a balance of at least £500.</p> <p>The ISA allowance for the 2019/20 tax year is £20,000. Deposits for the 2019/20 tax year can be made up to and including 5 April 2020. For the 2020/21 tax year, deposits can be made from 6 April 2020.</p> <p>Deposits can be made at any time via standing order, one-off payments or online transfers.</p> <p>This eISA is a cash ISA. Please be aware that if your deposits for any given tax year are less than the full ISA allowance for that tax year, you won't be able to pay into another cash ISA in the same tax year to use the remaining allowance.</p> <p>You can subscribe your ISA allowance into a cash ISA, a stocks and shares ISA, an innovative finance ISA and a lifetime ISA or a combination of the four. Santander do not offer innovative finance ISAs or lifetime ISAs.</p> <p>For example, if you subscribe to this eISA you won't also be able to subscribe to one of our other cash ISAs (including fixed rate ISAs, variable rate ISAs and Help to Buy: ISA) this tax year.</p> <p>A tax year runs from 6 April in one year to 5 April the next.</p> <p>This product doesn't accept additional permitted subscriptions.</p> <p><b>Manage the account</b></p> <ul style="list-style-type: none"> <li>◦ Online and Mobile Banking.</li> <li>◦ A cash card can be requested or the account can be linked to an existing Santander card.</li> <li>◦ Statements are issued annually in March in Online Banking only.</li> </ul>
<p><b>Can I withdraw money?</b></p>	<p>Yes, withdrawals can be made at any time by transfer to another account in Online and Mobile Banking.</p> <p>Any money that you withdraw yourself from your Santander ISA will lose its tax-free status and if repaid back into an ISA, will count towards your current tax year's ISA limit.</p> <p>We aren't offering additional flexibility on ISAs but some providers are offering this feature. Those providers may allow you to replace funds that you have withdrawn with them without affecting the ISA limit.</p>
<b>Additional Information</b>	
<p><b>Tax status</b></p>	<p>Interest is paid tax-free. The tax treatment of ISAs depends on your circumstances and may change in the future.</p> <p><b>Tax efficient status for deceased ISA customers</b></p> <p>Where the death of an ISA customer happens on or before <b>5 April 2018</b>, any tax benefits stop at the date of death and the surviving spouse/civil partner will receive an Additional Permitted Subscription limit equal to the balance of the deceased's ISA at the date of their death.</p> <p>Where the death happens on or after <b>6 April 2018</b> any tax benefits of the ISA can continue until the earlier of:</p> <ul style="list-style-type: none"> <li>◦ the completion of the administration of the deceased's estate; or</li> <li>◦ the closure of the account; or</li> <li>◦ the third anniversary of the deceased's death.</li> </ul> <p>The surviving spouse/ civil partner of a deceased ISA customer will receive an Additional Permitted Subscriptions (APS) limit, which will be the higher of:</p> <ul style="list-style-type: none"> <li>◦ the value of the deceased's ISA at the date of their death; or</li> <li>◦ the value of the deceased's ISA at the point that the ISA wrapper is removed.</li> </ul> <p>If the spouse/civil partner uses their APS limit, in full or part, or transfers their APS limit to another ISA manager before the point in which the ISA wrapper is removed from the deceased's ISA, they will no longer be eligible to receive the APS limit at the point the ISA wrapper is removed, if this is higher.</p> <p>No subscriptions or ISA transfers are allowed following the death of the account holder.</p>
<p><b>ISA transfers</b></p>	<p>If you transfer an ISA in full to Santander and have built up previous tax year flexible allowances with your current provider, you will lose that allowance when you move to Santander. If you wish to use the flexible allowance you should re-deposit into your existing ISA before you transfer to Santander.</p> <p>If you wish to transfer out your cash ISA please contact your new provider who will arrange the transfer for you.</p>

Additional Information (continued)	
<b>Online and Mobile Banking</b>	Your new account will automatically be registered for Online and Mobile Banking. You'll be sent further details of how you can access these services. If you already use these services, then you can continue to use your existing log on details for your new account.
<b>Going paper-free</b>	Your documents, statements and some of your letters will be sent to your 'Document Store' in Online Banking. You'll receive an email when a document is ready to view. You cannot choose to receive paper for this e-product unless you require documents in an alternative format (such as braille, large print).
<b>Santander 11213 World or Select eligibility</b>	<p>A 11213 World customer is someone who holds one of our 11213 current accounts or the 11213 Credit Card (including additional 11213 Credit Card holders). Trustees are not classed as 11213 World customers. Customers must meet the eligibility for each product &amp; 11213 World Offer. Santander Select and Private Banking customers also have access to 11213 World Offers.</p> <p>To join Santander Select you must hold a Select Current Account and meet one of the following criteria:</p> <ul style="list-style-type: none"> <li>◦ pay your main income of at least £5,000 per month into a Select Current Account (excluding transfers from other Santander accounts); or</li> <li>◦ maintain £75,000 in any Santander investment (s), savings or current account.</li> </ul>
<b>Cancellation period</b>	A 14-day cancellation period applies. If within 14 days of opening this account no longer meets your needs, the account can be cancelled and the money will be returned to you in full with interest and without penalty. If you transfer in funds from your existing ISA and subsequently cancel the account, your existing ISA provider may not accept the return of the ISA funds. In this case you can either continue to save with us or transfer your ISA in full to another ISA provider. You'll need to contact your new ISA provider to arrange the transfer. If you don't exercise your right to cancel, the cash ISA will continue with us.
<b>Closing the account</b>	<p>You can close this account by:</p> <ul style="list-style-type: none"> <li>◦ visiting any Santander branch;</li> <li>◦ calling us on <b>0800 587 3344</b>; or</li> <li>◦ writing to Santander, Account Closures, PO Box 1109, Bradford BD1 5ZL.</li> </ul> <p>If the account holder dies, please let us know. You can call our dedicated bereavement team on <b>0800 587 5870</b> (lines are open 8am to 7pm Monday to Friday, and 9am to 2pm Saturday), visit any branch, or write to us at: Bereavement Centre, PO Box 524, Bradford BD1 5ZH.</p>

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.

# Financial Services Compensation Scheme (FSCS) Information Sheet



Protected

## Basic information about the protection of your eligible deposits

<b>Eligible deposits in Santander UK plc are protected by:</b>	the Financial Services Compensation Scheme ('FSCS') <sup>1</sup>
<b>Limit of protection:</b>	£85,000 per depositor per bank <sup>2</sup> The following trading names are part of your bank: cahoot and Santander Corporate and Commercial
<b>If you have more eligible deposits at the same bank:</b>	All your eligible deposits at the same bank are 'aggregated' and the total is subject to the limit of £85,000. <sup>2</sup>
<b>If you have a joint account with other person(s):</b>	The limit of £85,000 applies to each depositor separately. <sup>3</sup>
<b>Reimbursement period in case of bank failure:</b>	20 working days <sup>4</sup>
<b>Currency of reimbursement:</b>	Pound sterling (GBP, £)
<b>To contact Santander UK plc for enquiries relating to your account:</b>	For all Santander accounts except Business Banking <b>0800 389 7000</b>  For Business Banking accounts: <b>0800 068 7010</b>
<b>To contact the FSCS for further information on compensation:</b>	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>
<b>More information:</b>	<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. 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>

### **<sup>3</sup> 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.

### **<sup>4</sup> 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)