

# Santander UK

Factsheet, August 2017

Here to help you prosper

## About us

We are a large retail and commercial bank based in the UK and a wholly owned subsidiary of the major global bank Banco Santander. Through our seamless omni-channel experience we increasingly serve our customers through digital channels, in particular mobile, supported by telephone call centres and a network of 826 branches and 65 Corporate Business Centres.

We play an important role in the UK economy. We help people finance their home and save for the future and support business growth. We employ c. 20,000 people and paid corporation tax of £507m in 2016.



## Our strategic priorities

### Customers

- Grow customer loyalty and market share
- Deliver operational and digital excellence

### Shareholders

- Achieve consistent, growing profitability and a strong balance sheet

### People

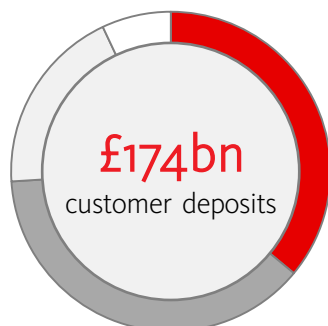
- Live The Santander Way through our behaviours

### Communities

- Support communities through skills, knowledge and innovation

## H117 at a glance






**14 million**  
active customers

**3.9 million**  
loyal customers



**£154.1bn**  
UK mortgage loans



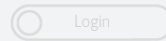
**£28.1bn**  
UK corporate loans



**4.8 million**  
digital customers



**>1 million**  
mobile logons per day



**29,000 users**  
active online corporate customers<sup>(1)</sup>



**£1,063m**  
profit before tax



**48%**  
cost-to-income ratio



**12.1%**  
CET1 capital ratio



(1) Digital corporate customers includes active business banking users (from our Retail Banking segment) as well as Commercial Banking users of our Connect platform

➔ For more on our financial results see:

[www.santander.co.uk/uk/about-santander-uk/investor-relations/santander-uk-group-holdings-plc](http://www.santander.co.uk/uk/about-santander-uk/investor-relations/santander-uk-group-holdings-plc)

➔ For a glossary of terms see:

[www.santander.co.uk/uk/about-santander-uk/investor-relations-glossary](http://www.santander.co.uk/uk/about-santander-uk/investor-relations-glossary)

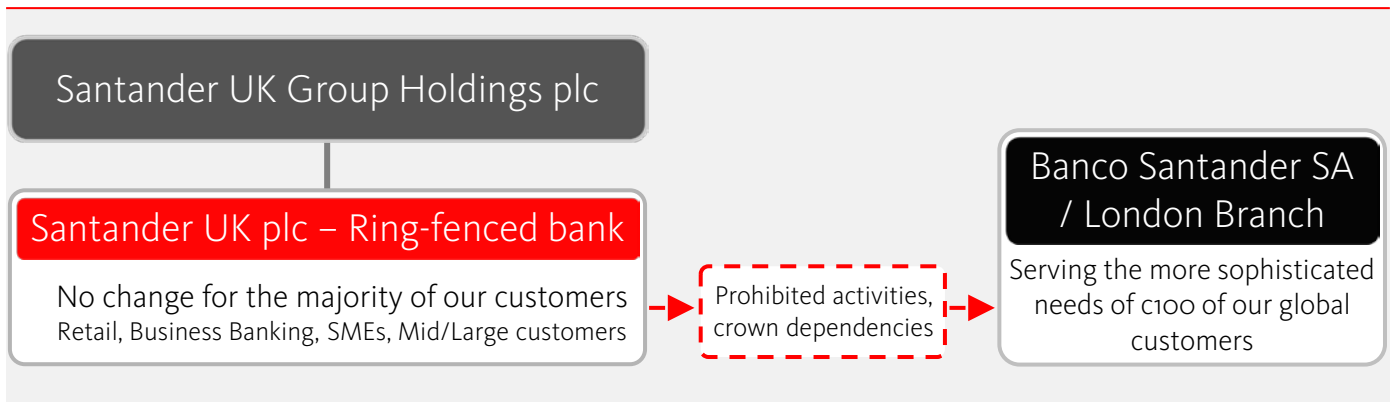


# Santander UK Factsheet

## H117 business and financial highlights

Profit before tax	£1,063m	Broadly stable vs H116	<p>Excluding specific income, expenses and charges, adjusted PBT of £1,122m was up 13%</p> <p>Front book: 35% of total openings made digitally Back book: 47% of mortgages retained online</p> <p>Mortgage lending reflects management pricing actions in late 2016 that impacted mortgage completions in H117 Lending to UK corporates driven by ongoing demand from medium and large corporate customers</p> <p>Supported by retail liability margin improvement, partially offset by SVR attrition and pressure on new asset margins</p> <p>CET1 and leverage ratio improvement driven by steady profit and capital generation</p>
Digital customers	4.8m	+5% from Dec16	
Net lending	£(0.2)bn mortgages	£0.7bn corporates	
NIM / Banking NIM	1.53% 1.91%	+5bps +12bps	
CET1 ratio / Leverage ratio	12.1% 4.4%	+50bps +30bps	

## Good progress in implementing 'wide' ring-fence structure



## Credit ratings

at August 2017

	Standard & Poor's			Moody's			Fitch		
Santander UK plc	A	Negative	A-1	Aa3	Stable	P-1	A	Stable	F1
Santander UK Group Holdings plc	BBB	Stable	-	Baa1	Stable	-	A	Stable	-

## Contact

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### Important information for readers

Santander UK Group Holdings plc and its subsidiaries (collectively Santander UK or the Santander UK group) operate primarily in the UK, and are part of Banco Santander (comprising Banco Santander SA and its subsidiaries). Santander UK plc is regulated by the UK Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA) and certain other companies within the Santander UK group are regulated by the FCA.

The information contained in this factsheet is unaudited and does not constitute statutory accounts within the meaning of section 434 of the Companies Act 2006 or interim financial statements in accordance with International Accounting Standard 34 'Interim Financial Reporting'. This factsheet provides a summary of the unaudited business and financial trends for the six months ended 30 June 2017 for Santander UK.

➔ For more information see:  
[www.santander.co.uk/uk/about-santander-uk/](http://www.santander.co.uk/uk/about-santander-uk/)

