

Santander UK

Factsheet, March 2020

Here to help you prosper

Our purpose is to help people and businesses prosper

Our aim is to be the best open financial services platform by acting responsibly and earning the lasting loyalty of our stakeholders

2019 at a glance



About us

We are a large customer-focused bank and possess the scale and breadth of proposition to challenge the big four UK banks. We serve our customers through digital channels, alongside a network of branches and Corporate Business Centres.

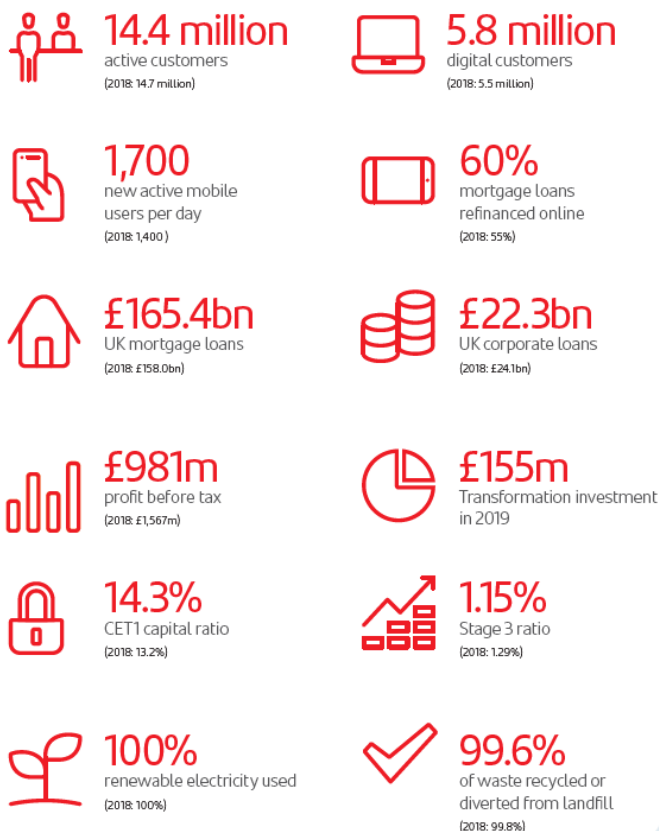
We play an important role in the UK economy and in the communities in which we operate. We help people purchase their home, save for the future and support business growth. We employ 23,500 people and we paid £309m of corporation tax and £90m through the UK Bank Levy in 2019.

Our strategic priorities

- Grow customer loyalty by providing an outstanding customer experience**
- Simplify and digitise the business for improved efficiency and returns**
- Invest in our people to ensure they have the skills and knowledge to thrive**
- Further embed sustainability across our business**



[2019 Annual Report](#)



For more on our financial results see:

www.santander.co.uk/about-santander/investor-relations/santander-uk-group-holdings-plc

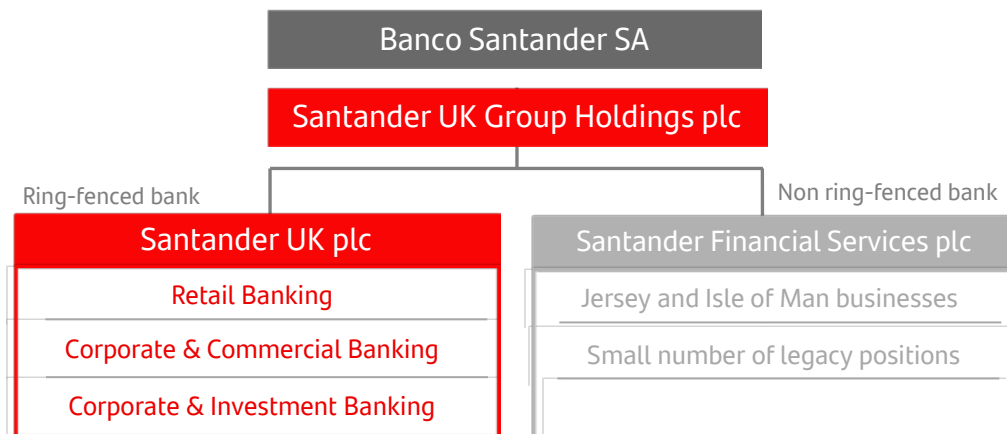
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2019 business and financial highlights

Adjusted profit before tax	£1,300m	-24%	Financial results were impacted by ongoing competitive income pressure on mortgages
Digital customers	5.8m	+5%	52% online current account openings (+8pp) 60% of mortgages retained online (+5pp)
Net lending	+£7.4bn mortgages	-£1.8bn corporates	Strongest growth in mortgages for a decade Customer deposits increased by £5.7bn, our highest growth in three years
Stage 3 ratio	1.15%	-14bps	Very good credit quality with low Stage 3 ratio and cost of risk of 11bps
CET1 ratio	14.3%	+110bps	Improved CET1 capital ratio through ongoing capital accretion and active RWA management

Our structure – we manage our bank through three customer business segments supported by the Corporate Centre



Credit ratings

at March 2020

	Standard & Poor's			Moody's			Fitch		
Santander UK plc	A	Stable	A-1	Aa3	Negative	P-1	A+	Stable	F1
Santander UK Group Holdings plc	BBB	Stable	A-2	Baa1	Negative	P-2	A	Stable	F1

Contact

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Important information for readers

Santander UK Group Holdings plc (the Company) 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 year ended 31 December 2019 for Santander UK.

➔ For more information see:
www.santander.co.uk/about-santander

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