

Santander UK

Factsheet, March 2021

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

About us

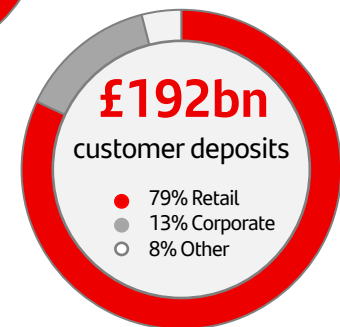
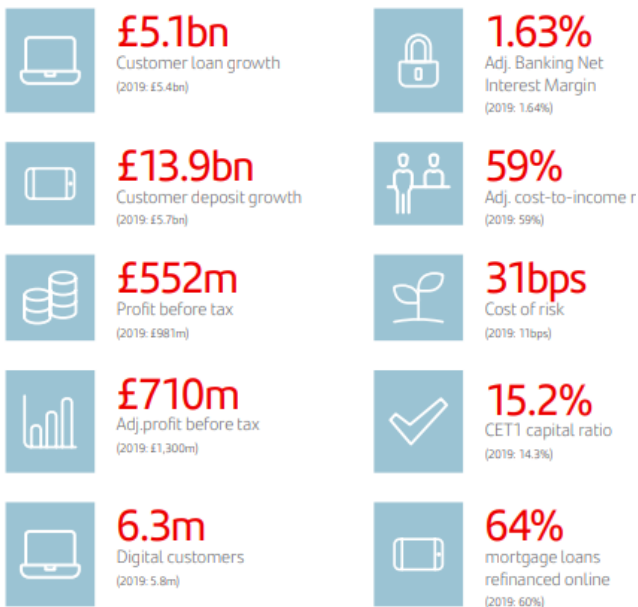
We are a large customer-focused bank and possess the scale and breadth of proposition to challenge the big four UK banks. We serve our customers through digital channels, alongside a network of branches.

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 21,900 people and we paid £161m of corporation tax and £74m through the UK Bank Levy in 2020.

Our strategic priorities

- 1 Deliver growth through customer loyalty and outstanding customer experience
- 2 Simplify and digitise the business for improved efficiency and returns
- 3 Engage, motivate and develop a talented and diverse team

2020 highlights

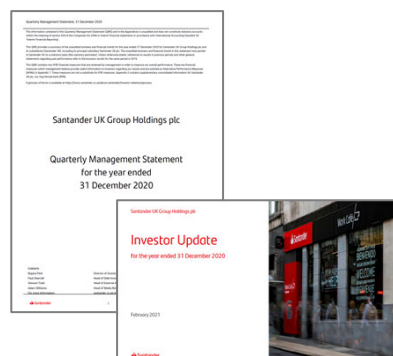


Our reporting suite

[2020 Annual Report](#)



[Financial reports and presentations](#)



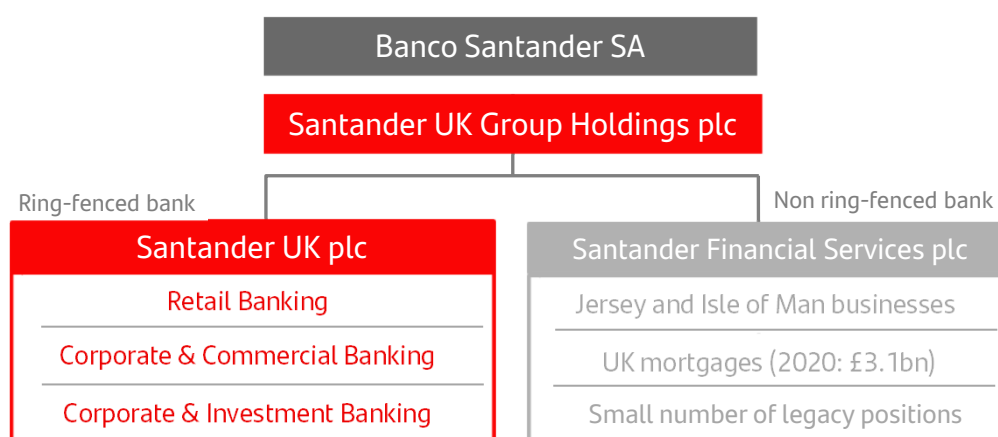
[Sustainability microsite](#)



2020 business and financial highlights

Adjusted profit before tax	£710m	-45%	Covid-19 impact on our 2020 results partially mitigated by strong net interest income improvement in H220
Digital customers	6.3m	+9%	+18% increase in financial transactions carried out on Santander UK digital platforms
Net lending	+£4.4bn mortgages	+£1.1bn corporates	Rebound in mortgage application volumes following the Q220 housing market closure
Stage 3 ratio	1.42%	+27bps	£448m Covid-19 related provision for expected credit losses in 2020
CET1 ratio	15.2%	+90bps	Improved CET1 capital ratio through ongoing capital accretion and active management of leverage exposures

Our structure



Credit ratings

at March 2021

	Standard & Poor's			Moody's			Fitch		
Santander UK plc	A	Negative	A-1	A1	Stable	P-1	A+	Negative	F1
Santander UK Group Holdings plc	BBB	Negative	A-2	Baa1	Negative	P-2	A	Negative	F1

Contact

Paul Sharratt

Head of Investor Relations

07715 087 829

ir@santander.co.uk

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 2020 for Santander UK.

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