Investor Update

for the twelve months ended 31 December 2021

February 2022



Becoming a digital bank with a human touch





Contents





Prudent and diverse balance sheet

Well established UK market position

14 million (T,T)active UK customers

Across the UK



H

3rd largest retail mortgage provider¹



5 th
largest commercial
lender ¹

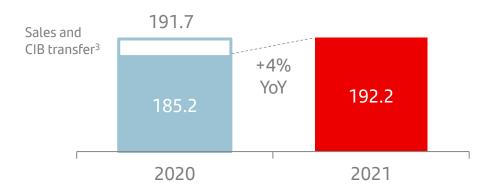


2020

New segmental structure £bn ²	Loans	Deposits
Retail Banking	185.6	157.0
Consumer Finance	5.0	-
Corporate & Commercial Banking	17.0	25.6
Corporate Centre	3.0	9.6
Total	210.6	192.2

Customer deposits

(£bn)

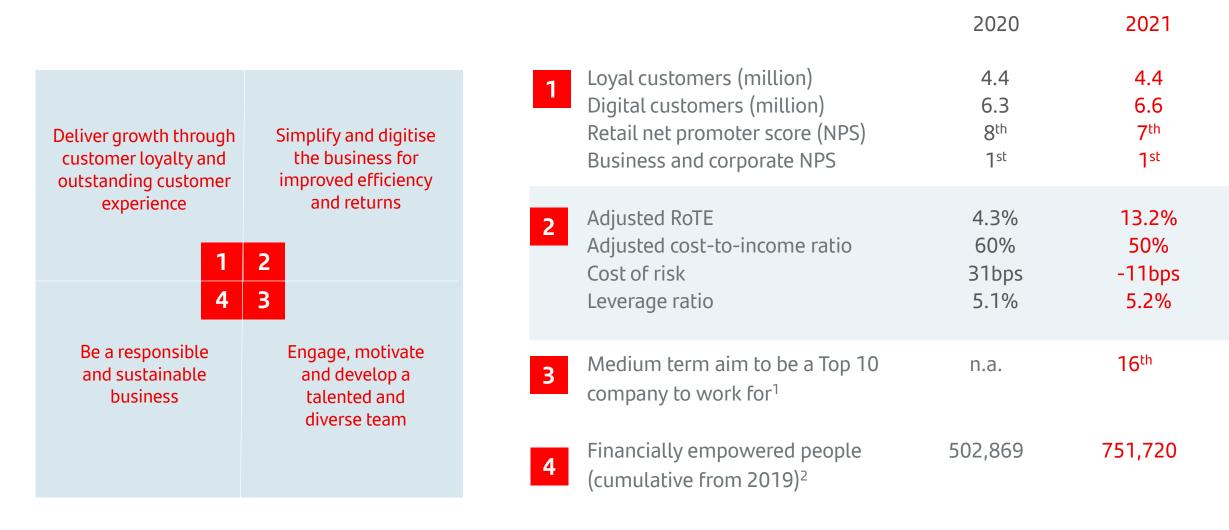


2021

Santander

1. Santander UK industry analysis of latest available bank and building society reports. Mortgage provider: UK mortgage stock, Retail Banking divisions. Commercial lender: UK commercial lending stock, Corporate and/or Commercial Banking divisions (excludes investment banking). 2. We amended our segments in Q421 following a review of our structure and how we manage our business. See QMS for the 12 months ended 31 December 2021 for more information. 3. Information on the 2021 sales and transfers are on slide 10.

Helping people and businesses prosper





1. We are also accredited as a Top Employer (unranked) by the Top Employers Institute. 2. Promoting access to finance, tailored products and financial education initiatives to those people who are unbanked, underbanked or vulnerable.

Further information on our strategy and how we measure success will be provided in our 2021 Annual Report due to be published in March 2022 alongside our ESG Supplement, detailing our sustainability strategy.

Working to become a more sustainable and responsible bank



Environmental: supporting the green transition

Helping customers go green

3,700 EnergyFact reports issued

for mortgage customers to help improve the energy efficiency of their properties

ESG investment fund

Green corporate deposits pilot

Responsible banking proposition development

£3.3bn **Green Finance** since 2019¹

1 st Top UK lender for renewables, 2020²



Banco Santander United Kingdom

Going green ourselves

Carbon Neutral in our own operations

100% single-use plastic removed from sites

Net Zero with Nature

Founding Partner **UK National Parks** nature restoration initiative

Aligning to Paris targets

95%³ negligible/very low flood risk mortgage lending

Engaged >230 large clients as part of the CBES

Partnership for Carbon Accounting Financials Signatory to contribute to Net Zero Banking Alliance

Santander At 31 December 2021 (unless stated otherwise). | 1. Data at 30 June 2021. | 2. Renewables rank - Inframation League Tables. | 3. 2020 assessment of our UK mortgage portfolio, see page 26, 2020 Santander UK Strategic Report.

Working to become a more sustainable and responsible bank



Social: building a more inclusive society



Financially empowering people

Financially empowered >250,000 people Financial education resources delivered to **500,000 young people**

Talented and diverse team to support society

Top 50 Employer For Women The Times 2021 Top 20 ranking Social Mobility Index 2021

23% women in leadership positions **10% senior roles** are from ethnic minorities



Governance: doing business the right way



A strong culture: Simple, Personal, Fair

77% employees proud to work for Santander

Remuneration policy

takes account of people and sustainability performance

An independent and diverse Board¹

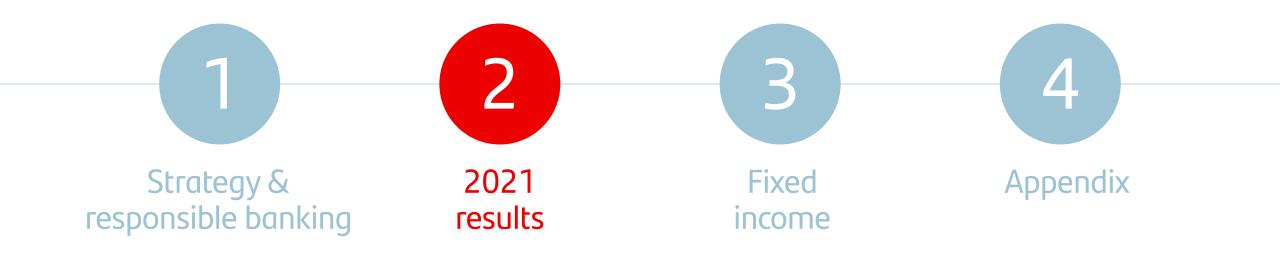
50% Independent Directors

33% Female Board members

Climate governance with Board oversight and executive leads

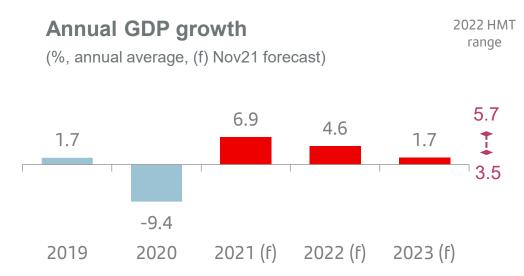
Santander At 31 December 2021 (unless stated otherwise). | 1. At 1 January 2022. ESG Supplement published in March 2022.

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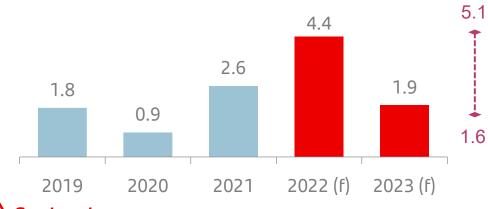
UK economic recovery continues, although uncertainty remains

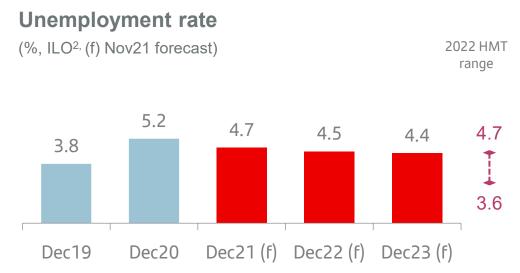


2022 HMT Bank of England base rate range (%, year end, (f) Dec21 forecast) 1.25 0.75 0.75 0.75 0.25 0.10 0.50 2019 2020 2021 2022 (f) 2023 (f)

Annual CPI¹ inflation rate

(%, annual average, (f) Nov21 forecast)





Santander 2019, 2020 and 2021 source: Office for National Statistics and Bank of England. 2021 (f), 2022 (f) and 2023 (f) source: Santander UK forecasts at November 2021. 2022 HMT range source: HM Treasury Consensus at January 2022 with forecasts made in the latest 3 months available (November, December, January) included. 1. Consumer Price Index. 2. International Labour Organisation.

2022 HMT

range

Strong 2021 results with higher operating income

2021 vs 2020 ¹	Statutory	Adjusted ²
Net-interest income	£3,997m +18%	£3,997m +20%
Non-interest income	£547m 20%	£393m 9%
Operating expenses	£2,540m +5%	£2,181m -1%
Credit impairment write-backs	£233m n.m.	£233m n.m.
Provisions	£379m +44%	£249m +26%
Profit before tax	£1,858m +266%	£2,193m +233%

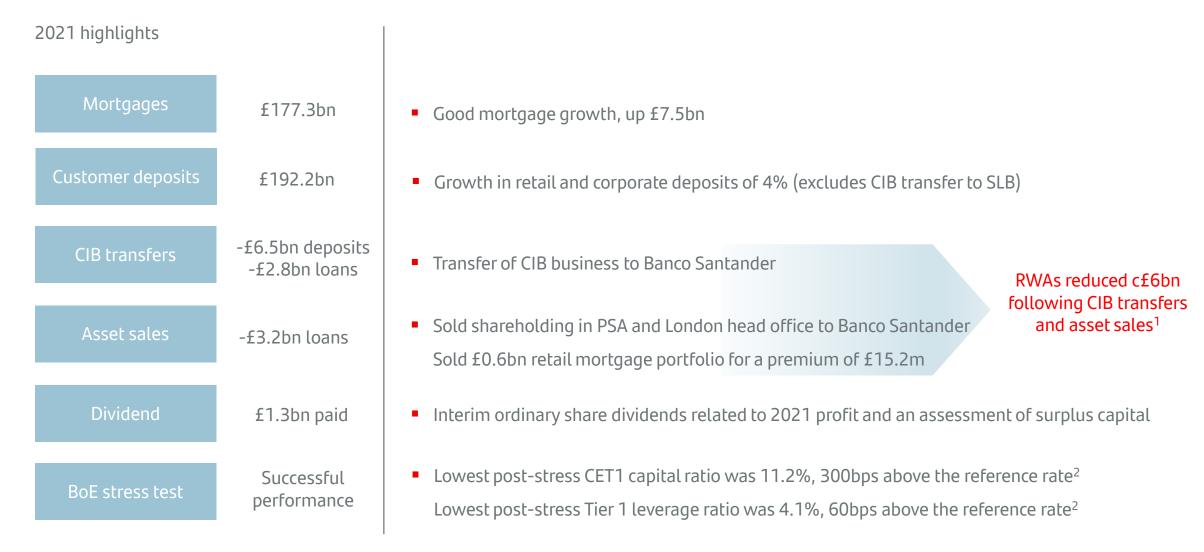
- Adjusted Banking NIM up 29bps to 1.92%
- Adjusted CIR down 10pp to 50%
- Operating income up 18% driven by higher net interest income following deposit repricing
- Operating expenses up 5% driven by £278m transformation programme investment, adjusted operating expenses fell 1%
- Credit impairment write-backs given the UK economic recovery and release of Covid-19 related provision
- £130m provisions related to the transformation programme



1. See slide 32 for the consolidated income statement for 2021. 2. Non-IFRS measures. The financial results were impacted by a number of specific income, expenses and charges with an aggregate impact on profit from continuing operations before tax of £335m in 2021 and £151m in 2020, see Quarterly Management Statement for the twelves months ended 31 December 2021 for more information.

Business and balance sheet development

Santander



Improving returns with strong capital and liquidity

1,859 1,507 956 946 508 2019 2020 2021 2018 Statutory PBT PBT excluding Covid-19 related

Profit before tax

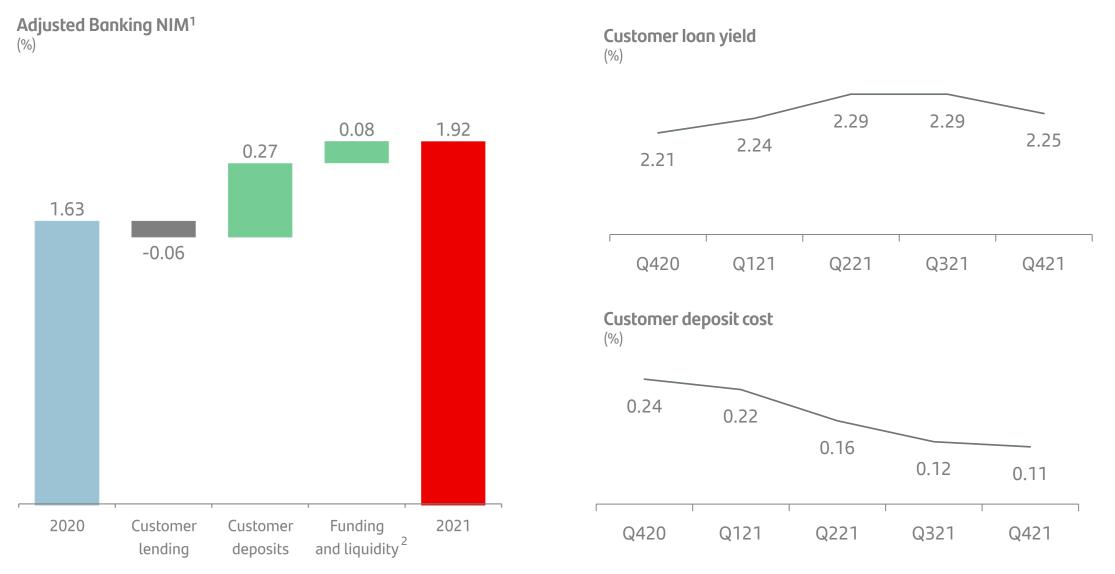
(£m)

	2018	2019	2020	2021
CET1 capital ratio (%)	13.2	14.3	15.2	15.9
Leverage ratio (%)	4.5	4.7	5.1	5.2
LCR (%)	164	142	150	166
Banking NIM (%)	1.80	1.64	1.63	1.92
Adj. Cost–to-income ratio (%)	54	59	60	50
Cost of risk (bps) ²	8	11	31	-11
Stage 3 ratio (%)	1.25	1.15	1.42	1.43

credit impairment losses and economic impacts and write-backs¹

Santander 1. Covid-19 related impairment losses and economic impacts in 2020 of £448m with write-backs of £223m in 2021. 2. Cost of risk (CoR) is rolling 12-month credit impairment losses as a percentage of average customer loans.

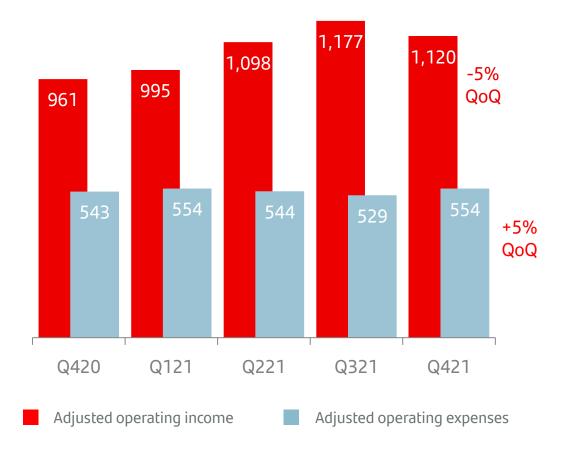
Banking NIM improvement largely driven by deposit repricing



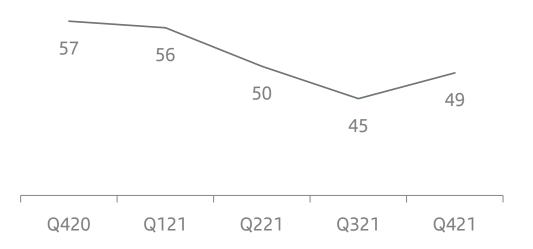
Santander 1. Adjusted Banking NIM is calculated as adjusted net interest income divided by average customer assets. | 2. Includes cost of wholesale funding and income from liquid assets (LAB).

Multi-year transformation programme focused on efficiency and customers

Adjusted operating income and expenses 1 $({\rm fm})$



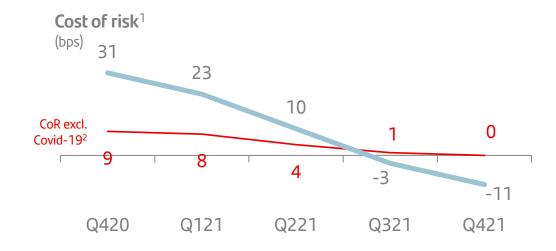
Adjusted cost-to-income ratio¹ (%)



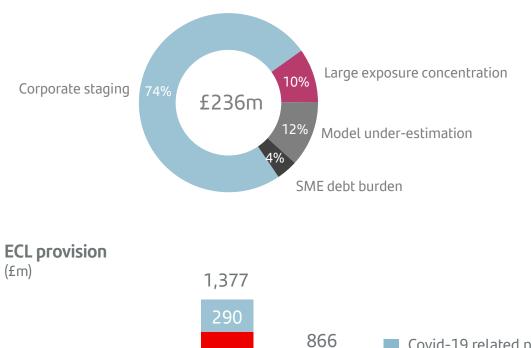
- Strategic focus on efficiency and meeting the changing needs of our customer and people
- 40% reduction in head office space, 111 branches closed in 2021
- Adjusted cost-to-income of 50% in 2021, down 10pp in the year
- Investment of £742m with £480m savings to date

Santander 1. Adjusted operating income and expenses from continuing operations. See Quarterly Management Statement for the twelve months ended 31 December 2021 for further details and a reconciliation of adjusting items.

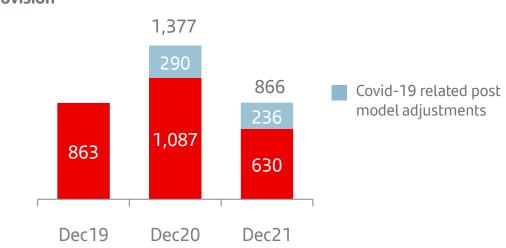
Credit impairment write-backs with partial release of Covid-19 related provisions



Covid-19 related post model adjustments³

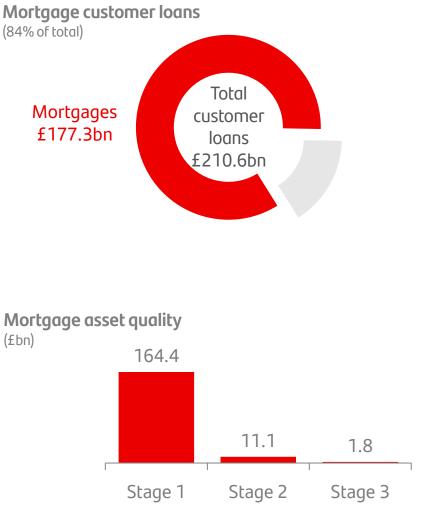


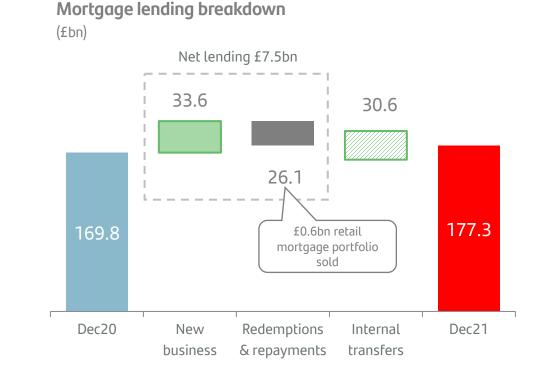




Santander 1. Cost of risk (CoR) is rolling 12-month credit impairment losses as a percentage of average customer loans. | 2. CoR excluding Covid-19 related credit impairment losses and economic impacts in 2020 of £448m with write-backs of £223m in 2021. | 3. Post model adjustments (PMA) to ECL.

Retail Banking (Homes): provides prime UK mortgage lending to owner occupiers and buy-to-let landlords with small portfolios



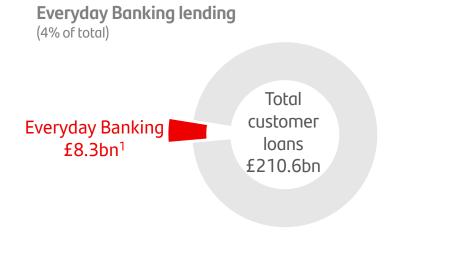


 Prime residential mortgage stock with an average LTV of 41% and an average loan size of £174k¹. 84% mortgages are fixed

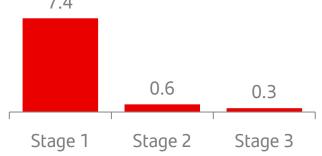


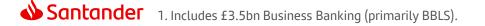


Retail Banking (Everyday Banking): provides banking services to individuals and small businesses and wealth management for high net worth clients



Everyday Banking lending asset quality (£bn) 7.4





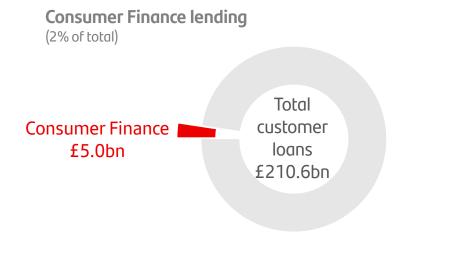
Everyday Banking customer deposits (£bn)

Split by portfolio	£bn
Current accounts	80.7
Savings	57.8
Business banking	13.1
Other retail products	5.4
Total	157.0

11213 Current Account

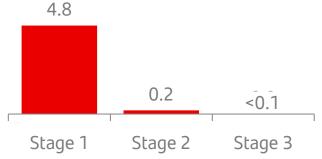


Consumer Finance: provides prime auto consumer financing for individuals, businesses, and automotive distribution networks



Consumer Finance asset quality (£bn)

Santander



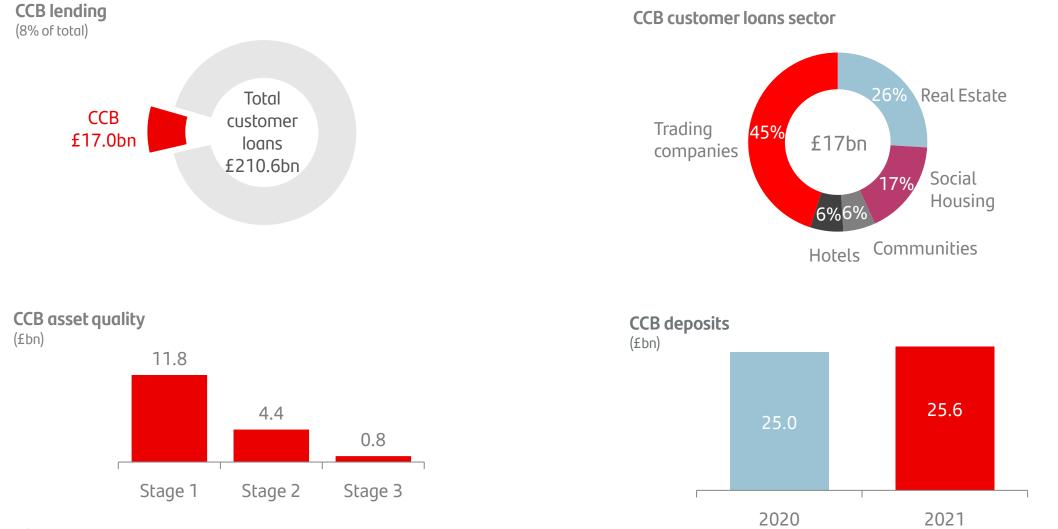
Prudent underwriting criteria

- Prime lending with 82% of the book secured on the vehicle
- Increase in used car values, improving equity in the residual value portfolio
- Sold £2.6bn of our shareholding in PSA Finance UK Limited at book value to PSA Financial Services Spain in Jul21

Partners and relationships



CCB: provides banking products and services to SMEs, mid-sized and larger corporates, as well as to Local Authorities and Housing Associations



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2022 outlook

- Although growth slowed at the end of 2021 due to the impact of the Omicron variant, we expect the impact on the UK economy from this to be limited
- We expect Banking NIM to be adversely affected by increased competition for mortgage lending although this will be offset by the impact of rising rates
- We anticipate lower operating expenses going forward driven by the investment in our transformation programme.
 This is expected to offset the headwinds from inflation in 2022
- Although the credit environment is likely to continue to be benign going forward, we expect an increased cost of risk as the write-backs of 2021 are not repeated



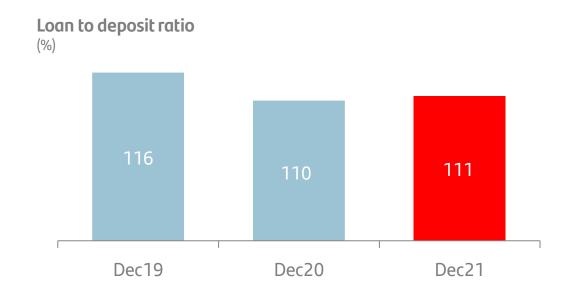
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Robust funding and liquidity position

Liquidity coverage ratio (%) 150 100



• £31.9bn outstanding drawings under TFSME

Dec20

Min

requirement

• Significant excess TFSME drawings deposited in the central bank reserve account, increasing LCR ratio

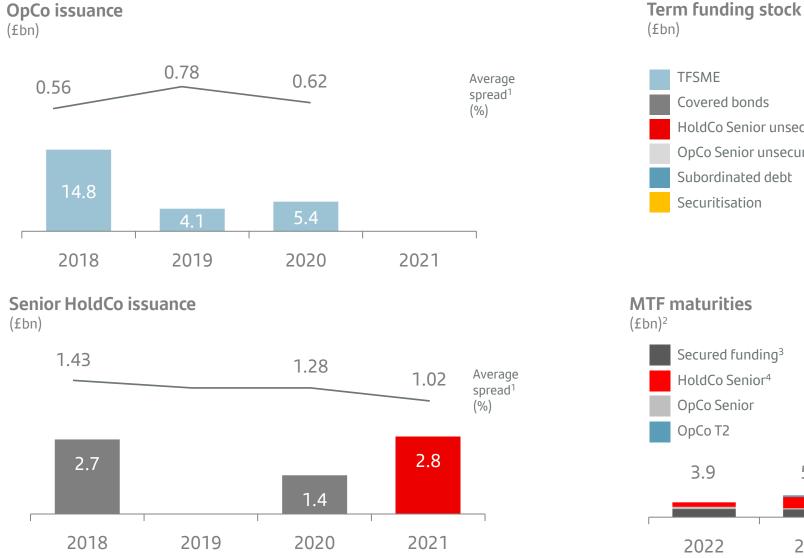
Dec21

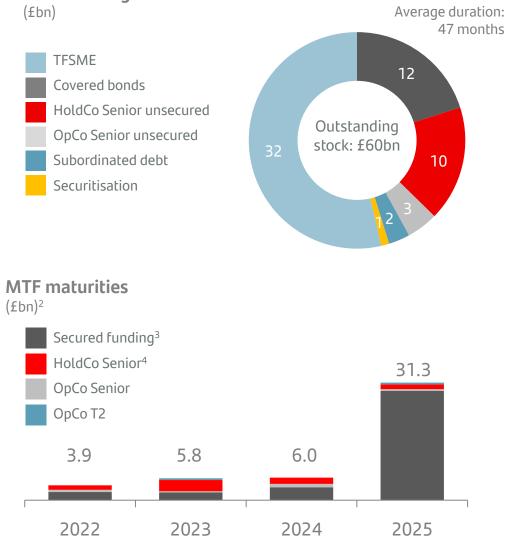
166¹

- £3.9bn of TFSME outstanding balance is 6-10 years in duration in line with lending under the Bounce Back Loan Scheme
- TFSME contractual maturities start in 2025, however it is our intention to start repaying TFSME before the contractual maturity date



Strong funding position across a diverse range of products





Santander 1. Average spread is the weighted margin above SONIA for issuance in that calendar year. 2. Includes issuances from Santander Consumer Finance UK. 3. Including TFSME. 4. Earliest between first call date and maturity date.

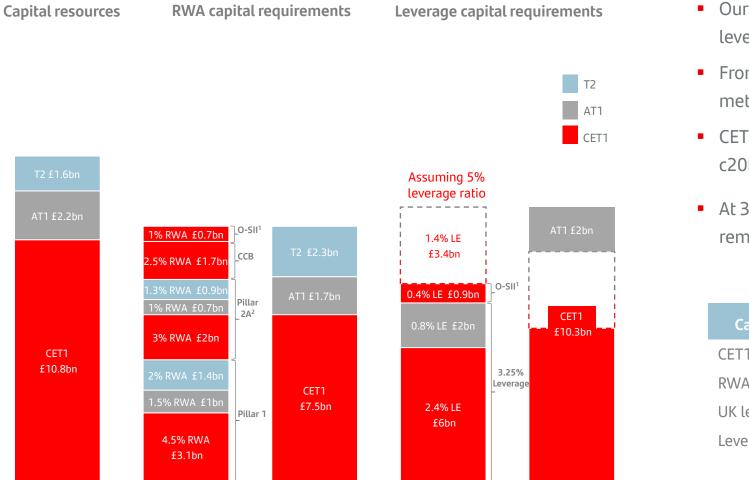
Continued resilience through strong capital position



- CET1 capital ratio increased 70bps to 15.9%, 590bps above the threshold for MDA
- The UK leverage ratio improved 10bps to 5.2%, 160bps above regulatory minimum
- Movements largely as a result of retained profits and reductions in RWA and leverage exposures
- Surplus capital distributions as a result of lower RWAs following the transfer of CIB, the sale of our PSA shareholding and our London Head Office
 property to Santander Group entities

Santander 1. CET1 capital ratio includes a benefit of c20bps at the end of 2021 from the change in treatment of software assets outlined in the EBA technical standard on the prudential treatment of software assets of tware assets | 2. Includes actual and foreseeable distributions on ordinary shares, preference shares and AT1 instruments. | 3. Includes Asset sales and CIB transfers.| 4. Accounting adjustments, intangible assets and other CET1.

Capital positioning against dual regulatory requirements

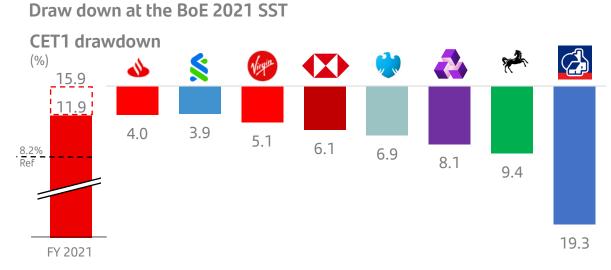


- Our AT1 and CET1 outstanding amounts are driven by leverage
- From an RWA perspective part of our T2 requirements are met with CET1 and AT1
- CET1 capital ratio includes a benefit from software of c20bps and UK leverage ratio a benefit of c5bps
- At 31 December 2021 SanUK's P2A capital requirement remained with an RWA percentage based element

Capital and leverage	Dec18	Dec19	Dec20	Dec21
CET1 ratio (%)	13.2	14.3	15.2	15.9
RWAs (£bn)	78.8	73.2	72.9	68.1
UK leverage ratio (%)	4.5	4.7	5.1	5.2
Leverage exposure (£bn)	275.6	269.2	259.0	246.3

Santander 1. Distribution restrictions expected to apply if Santander UK's CET1 ratio fell between current Regulatory Minimum Capital level, equal to CRD IV 4.5% minimum plus Pillar 2A and the CRD IV buffers. | 2. At 31 December 2021, Santander UK Group Holdings plc and Santander UK plc Pillar 2A requirements were 5.30% (2.98% CET1).

Successfully passed Bank of England stress tests



Leverage drawdown (%) $\langle \rangle$ Virgin ۵ 5.2 0.2 0.5 4.2 1.0 1.2 1.3 1.3 3.5% Ref 2.0 2.3 FY 2021

Bank of England scenarios

	BoE SST 2021 ¹	2020	2021	2022 (f) ²
	%	%	%	%
UK GDP Growth	(9.0)	(9.4)	6.9 ²	4.6
Unemployment	11.9	5.2	4.7 ²	4.5
House Price Inflation	(33)	6.6	8.7	2.0
Base rate	(0.1)	0.1	0.25	0.75

- SanUK passed the BoE stress tests without the need for management actions
- In the BoE 2021 SST, SanUK had one of the lowest CET1 drawdown across UK banks, the 4.0% drawdown compares favourably to our current 5.9% buffer to MDA and 7.7% buffer to reference rate

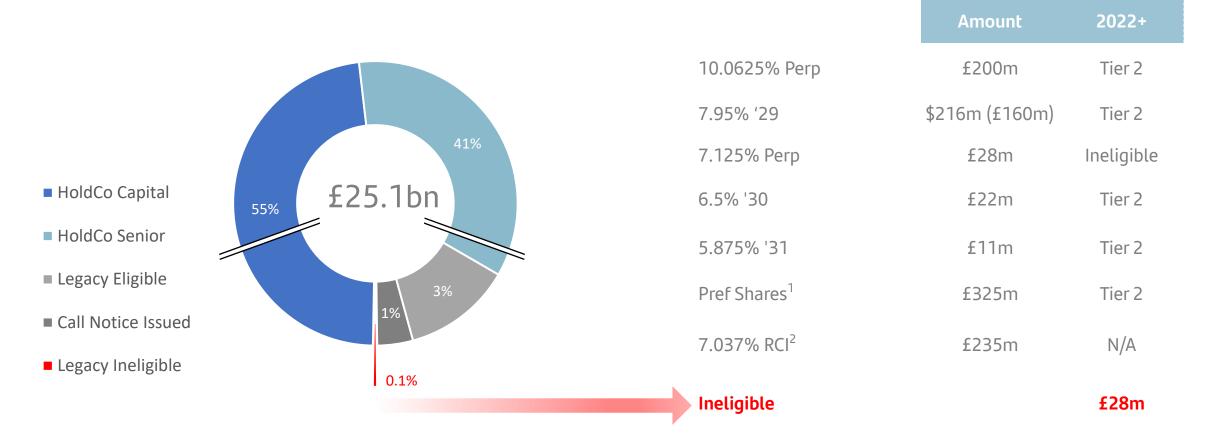
RWA Loss Absorbing Capacity HoldCo requirements^{1,2}



Santander 1. At 31 December 2021, Santander UK Group Holdings Pillar 2A requirements was 5.30%. 2. Combined Buffer Requirement includes CCB 2.5% and CCyB 0% and will be met exclusively with CET1.

Continuing to reduce legacy capital

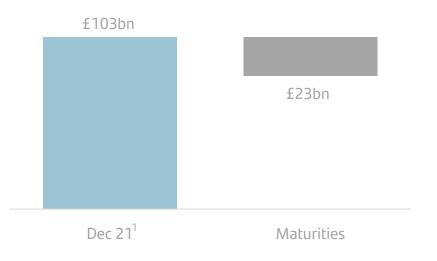
Capital and Senior HoldCo instruments (fbn)



Santander 1. At end Dec21 existing internal AT1 securities were modified to be subordinated to preference shares. 2. Regulatory call notice issued Jan 2022.

Structural hedge evolution

Balance of structural hedge



Yield from Sonia historic and forward² swap rates



- Our structural hedge reduces the economic impact of the volatility of short-term interest rate movements on the balance sheet
- Structural hedge consists primarily of fixed rate mortgages, yield is therefore driven from swap rates that would have swapped fixed rate mortgages to floating assets
- Investable balance made of equity, current accounts and savings that are insensitive to market rate movements
- The average duration of the structural hedge over 2021 was 2.6 years and there are c£23bn of maturities available for re-investment over the next year
- Maturities over the coming year, if re-invested at current market rates, will allow us to increase the overall yield of the structural hedge
- NII sensitivity³ to rate shocks ± 25 bps $\uparrow \pm 89$ m \downarrow (± 94 m)

Santander 1. Average of last 12 months. | 2. Forward Rates as of Mid Jan 2022. | 3. Over the next 12 months.

Credit ratings

S&P		A / A-1 / Stable
AAA	ОрСо	Covered Bond
AA+		
AA		
AA-		
A+		
А	ОрСо	Senior Unsecured
A-		
BBB+		
BBB	HoldCo	Senior Unsecured
BBB-		
BB+	HoldCo	Tier 2
BB		
BB-		
B+	HoldCo	AT1 scirmed
	- 4	All ratings affirmed Jan 2022

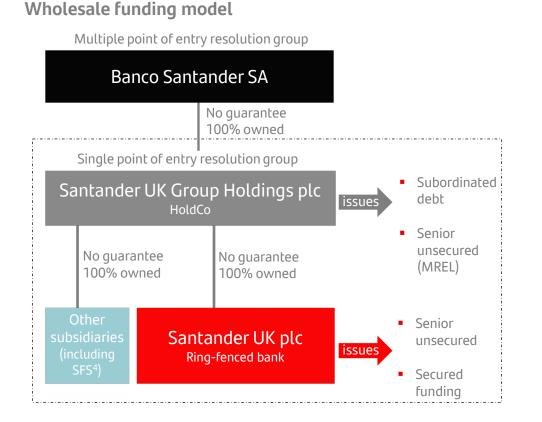
Moody's		A1 / P-1 / Stable
Aaa	ОрСо	Covered Bond
Aa1		
Aa2		
Aa3		
A1	ОрСо	Senior Unsecured
A2		
A3		
Baa1	HoldCo	Senior Unsecured Tier 2
Baa2		
Baa3		
Ba1	HoldCo	AT1
Ba2		
Ba3		
B1		

Fitch		A+ / F1 / Stable
AAA	ОрСо	Covered Bond
AA+		
AA		
AA-		
A+	ОрСо	Senior Unsecured
А	HoldCo	Senior Unsecured
A-		
BBB+	HoldCo	Tier 2
BBB		
BBB-	HoldCo	AT1
BB+		
BB		
BB-		
B+	Γ	All ratings affirmed Jan 2022

Santander

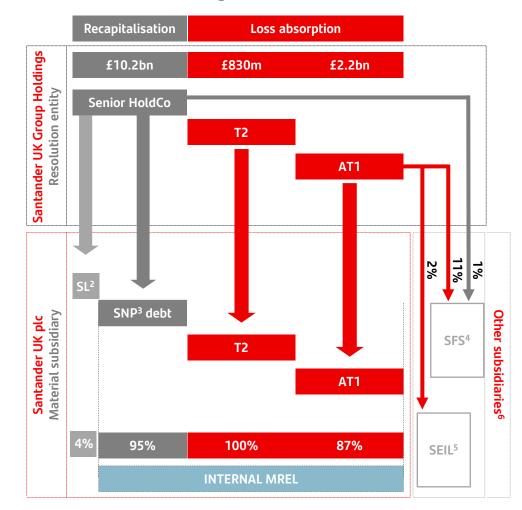
<mark>OpCo - Santander UK plc</mark> HoldCo - Santander UK Group Holdings plc

Santander UK group down-streaming model



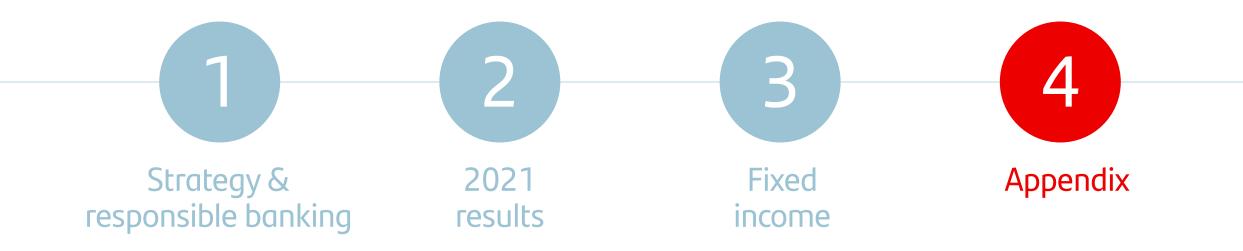
- The PRA regulates capital, liquidity (including dividends) and large exposures
- Requirement to satisfy the PRA that we can withstand capital and liquidity stresses on a standalone basis

Current down-streaming of HoldCo issuance¹



Santander 1. Meeting MREL eligibility criteria and exchange rates at 31 December 2021. 2. Senior loan. 3. Secondary non-preferential. 4. Santander Financial Services formerly ANTS. 5. Santander Equity Investments Limited. 6. Santander UK other subsidiaries will have limited on-going funding requirements.

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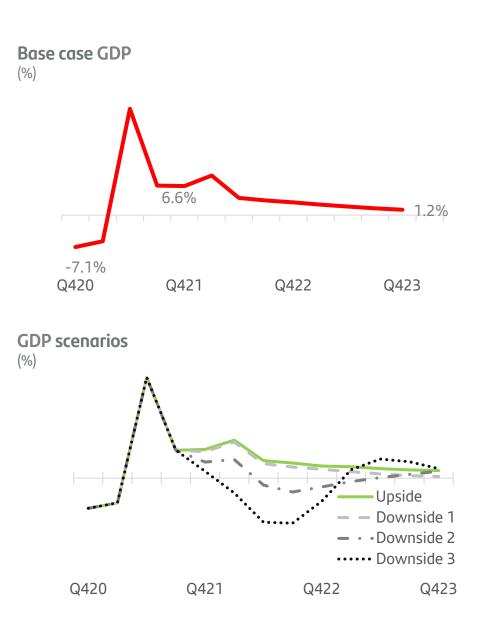
SanUK summarised consolidated income statement 2021 vs 2020

					Adjusted ²	
	2021	2020	Change	2021	2020	Change
	£m	£m	%	£m	£m	%
Net interest income	3,997	3,381	18	3,997	3,337	20
Non-interest income ¹	547	454	20	393	362	9
Total operating income	4,544	3,835	18	4,390	3,699	19
Operating expenses before credit impairment losses, provisions and charges	(2,540)	(2,425)	5	(2,181)	(2,204)	(1)
Credit impairment losses / (write-backs)	233	(639)	n.m.	233	(639)	n.m.
Provisions for other liabilities and charges	(379)	(263)	44	(249)	(197)	26
Profit from continuing operations before tax	1,858	508	266	2,193	659	233
Tax on profit from continuing operations	(485)	(101)	380			
Profit from continuing operations after tax	1,373	407	237			
Profit / (loss) from discontinued operations after tax	32	31	-			
Profit after tax	1,405	438	221			

Santander 1. Comprises 'Net fee and commission income' and 'Other operating income'. 2. Non-IFRS measures. A number of specific income, expenses and charges with an aggregate impact on profit from continuing operations before tax of £335m in 2021 and £151m in 2020 impacted the financial results which are shown excluding these in the adjusted columns. See QMS for the twelve months ended 31 December 2021, Appendix 1 for details and reconciliation to the nearest IFRS measure.

Economic scenarios

(%)		Downside 3	Downside 2	Downside 1	Base case	Upside
GDP	2020	(9.7)	(9.7)	(9.7)	(9.7)	(9.7)
	2021	5.6	6.2	6.8	6.9	7.0
	2022	(7.5)	(0.7)	4.1	4.6	4.8
Base rate	2020	0.10	0.10	0.10	0.10	0.10
	2021	0.25	0.25	0.25	0.25	0.25
	2022	(0.50)	1.00	0.75	0.75	0.75
House price	2020	6.9	6.9	6.9	6.9	6.9
inflation (HPI)	2021	(2.5)	5.4	5.4	5.0	5.4
(1111)	5-yr CAGR	(6.0)	(3.3)	(1.8)	2.0	1.3
Unemployment	2020	5.2	5.2	5.2	5.2	5.2
(ILO)	2021	6.8	4.4	4.4	4.7	4.4
	5-yr peak	11.9	7.3	5.7	4.7	4.5
Weighting		5	20	25	45	5



Santander GDP: Calendar year growth rate. HPI: Annual growth rate, Q4.

Mortgages: supplementary information

LTV		Mortgage loan size		Borrower profile		Interest rate profile	
New business	64%	>£1.0m	2%	Home movers	43%	Fixed rate	84%
- London lending	60%	£0.5m to £1.0m	9%	Re-mortgagers	29%	Variable rate	10%
- Buy-to-let	68%	£0.25m to £0.5m	30%	First-time buyers	20%	SVR	4%
		<£0.25m	59%	BTL	8%	FoR	2%
Average stock LTV	41%	Ave. loan size (stock) ¹	£174k	BTL balance	£14.9bn	SVR and FoR balance ²	£10.7bn

Santander Note: LTV is simple average. 1. Average loan size of new business £234k. 2. Standard variable rate (SVR) and Follow on Rate (FoR).

Corporate: supplementary information

Corporate loans customer sector split¹

Exposure to most-at-risk Covid-19 sectors²



Santander 1. Corporate loans includes CCB £17.0bn, Business Banking and other unsecured lending (primarily BBLS) £3.5bn and Corporate Centre (primarily Social Housing) £2.3bn. 2. Exposure includes drawn and undrawn amounts, excludes lending through BBLS.

Disclaimer

Santander UK Group Holdings plc (Santander UK) is a subsidiary of Banco Santander SA (Santander).

This presentation provides a summary of the unaudited business and financial trends for the twelve months ended 31 December 2021 for Santander UK Group Holdings plc and its subsidiaries (Santander UK), including its principal subsidiary, Santander UK plc. Unless otherwise stated, references to results in previous periods and other general statements regarding past performance refer to the business results for the same period in 2020.

Alternative Performance Measures (APMs)

In addition to the financial information prepared under IFRS, this presentation includes financial measures that constitute APMs, as defined in European Securities and Markets Authority (ESMA) guidelines. These measures are defined and reconciliations to the nearest IFRS measures are available in the appendix to the Santander UK Group Holdings plc Quarterly Management Statement for the twelve months ended 31 December 2021.

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Source: Santander UK Q4 2021 results 'Quarterly Management Statement for the twelve months ended 31 December 2021' or Santander UK Group Holdings Management Information (MI), unless otherwise stated. Santander has a standard listing of its ordinary shares on the London Stock Exchange and Santander UK plc continues to have its preference shares listed on the London Stock Exchange. Further information in relation to Santander UK can be found at: www.santander.co.uk/uk/about-santander-uk. Neither the content of Santander UK's website nor any website accessible by hyperlinks on Santander UK's website is incorporated in, or forms part of, this presentation.



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Key dates

Q1'22 results: 26 April 2022 Q2'22 results: 28 July 2022 Q3'22 results: 26 October 2022

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