

**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 people, customer, shareholders and communities**

## Our strategic priorities

1. Deliver outstanding growth through customer loyalty
2. Simplify and digitise the business for improved efficiency and returns
3. Be a responsible and sustainable business
4. Engage, motivate and develop a talented and diverse team

## 9M-23 Financial Highlights

**£1,731m**

Profit before tax  
(9M-22: £1,489m)

**2.23%**

Banking NIM  
(9M-22: 2.04%)

**47%**

Cost-to-income ratio  
(9M-22: 48%)

**£122m**

Transformation programme  
investment  
(9M-22: £156m)

**111%**

Loan-to-deposit ratio  
(2022: 113%)

**16.0%**

CET1 capital ratio  
(2022: 15.2%)

**5.3%**

UK leverage ratio  
(2022: 5.2%)

**155%**

Holdco LCR<sup>1</sup>  
(2022: 163%)

## Established UK market position

**14 million**

active UK customers

**7 million**

digital customers

**444 branches**

across the UK

**77%**

digital mortgage retention<sup>2</sup>

## Improved returns with strong liquidity

Key metrics	2019	2020	2021	2022	9M-23
CET1 capital ratio (%)	14.3	15.2	15.9	15.2	16.0
Leverage ratio (%)	4.7	5.1	5.2	5.2	5.3
LCR (%)	142	150	166	163	155
Banking NIM (%)	1.64	1.63	1.92	2.06	2.23
Adjusted CIR (%)	60	61	51	44	44
Cost of risk (bps)	11	31	(11)	15	13
Adjusted RoTE (%)	7.8	4.3	13.2	14.1	15.5
Stage 3 ratio (%)	1.15	1.42	1.43	1.24	1.48

1. Liquidity metrics now reported for Santander UK Group Holdings plc, from 1 January 2022 following adoption of CRR2 regulation.

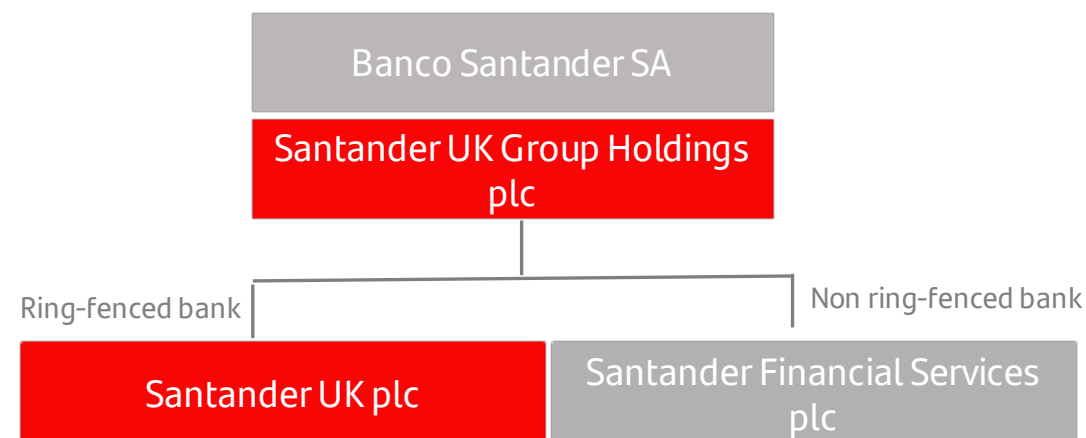
2. Value of offers issued via online mortgage retention tool as % of total offers issued

## Credit ratings

Instrument	Issuer <sup>1</sup>	S&P	Fitch	Moody's
Covered Bond	OpCo	AAA	AAA	Aaa
Senior Unsecured	OpCo	A	A+	A1
Senior Unsecured	HoldCo	BBB	A	Baa1
Tier 2	HoldCo	BB+	BBB+	Baa1
AT1	HoldCo	BB-	BBB-	Ba1

1. Opco is Santander UK plc. HoldCo is Santander UK Group Holdings plc.

## Our structure



## Sustainability and Responsible Banking Strategy

### 3 key pillars

1

Thriving Workplace  
**Creating a culture of inclusivity and belonging**

2

Better Communities  
**Helping customers and communities prosper**

3

Healthy Environment  
**Fighting climate change and supporting the green economy**

### Foundation

**Being responsible in everything we do**

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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 nine months ended 30 September 2023 for Santander UK.