



Think Investments

Summer 2021



Together with
 **Santander**
Asset Management

Welcome

Think Investments helps you keep in touch with and navigate your way around the world of investments.

I'd like to start this time by thanking you for your patience and understanding when contacting us throughout the Covid-19 related restrictions and lockdowns. It's been a challenging period for you and for us.

We know from the calls received in our customer service centre over the last year that many of you have been – and still are – worried about the pandemic's impact on your life and your investments.

We've worked hard to make sure our teams have everything they need to be there for you whilst they've been working at home. There have been some day-to-day practical challenges, like colleagues having to homeschool children or, sadly, being touched more directly by Covid-19. These may all be familiar from your own personal experiences.

Thankfully, with so many of us now vaccinated and restrictions being phased out, we can see light at the end of the tunnel. It's a good time to start looking beyond the pandemic and building on the lessons we've learned.

One such lesson is how effective and convenient online support services can be. In our first article we look at the top six things customers call us about and how you can manage these online.

We also highlight some broader online resources to help you understand what's happening in different economies and markets and what that might mean for your investments. The impact of climate change continues to be a key theme here and we finish by exploring the idea of 'net-zero' carbon emissions from an investment perspective.



Gareth Normanton
Investments Contact Centre
Manager, Santander UK

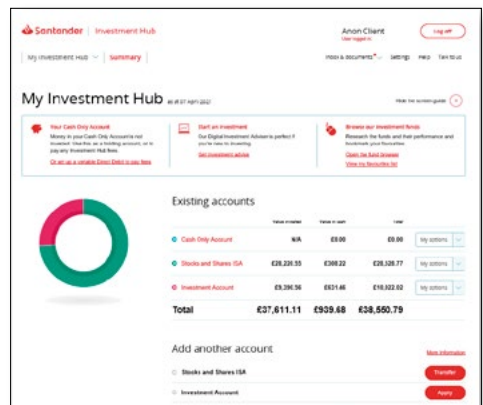


Answering your top six Santander investment service requests

Going online to service your investments can be quick, convenient and keeps you in control. Here are the top six things our investment customers call us about. You'll see, you can serve yourself in each case using your Santander Investment Hub online.

1 Getting up-to-date fund values

You can always find the latest value for your investments on your Investment Hub home page.



For illustrative purposes only.

Not using your Investment Hub yet?

It's easy to find. Just log on to your Online Banking home page and select 'Investment Hub'. If your investments aren't visible straight away click 'Add, remove or rename an account' and follow the instructions from there. If you're not signed up to Online Banking, head to [santander.co.uk](https://www.santander.co.uk) and select 'Register'. You can reset your Online Banking log on details at [santander.co.uk](https://www.santander.co.uk) too, if you've forgotten them or have been locked out. You'll need your account number and the mobile phone which is registered to your Online Banking. Select 'Log on' and follow the 'forgotten your details' link.

If you need help getting started, call us on 0800 328 1328.

2 Paying your Investment Hub fees

We collect your Platform Service Fee (that's our charge to cover our costs for providing your Hub service) twice a year. For customers in the Model Portfolio Service, we collect the Model Portfolio Service Fee monthly.

You can easily set up a variable, one-off or regular Direct Debit online to pay your fees in the way that works best for you.

You can set up a Direct Debit from your Investment Hub home page by selecting from the 'Settings' option at the top of the page. Then select 'Banking Details' and follow the instructions.

The screenshot shows the 'Banking details - Edit account' page. It has a header with the Santander logo and 'Investment Hub' text. Below the header, there are navigation links for 'My investment Hub', 'View & Documents', 'Settings', 'Help', and 'Talk to us'. The main content area is divided into two sections: 'Account details' and 'Direct Debit details'. The 'Account details' section includes fields for 'Type of bank account' (with radio buttons for 'Individual' and 'Joint'), 'Account name', 'Sort code', 'Account number', 'Building society ID number', and 'Bank name'. Below this, there are radio buttons for 'Account authorised for withdrawals of money from the Investment Hub' (set to 'Yes'). The 'Direct Debit details' section includes a 'Link this account to life money' section with radio buttons for 'Yes' and 'No', and an 'Account authorisation for payments' section with radio buttons for 'Yes' and 'No'. At the bottom, there is an 'Active Direct Debit details' section with a 'No Direct Debit mandate required' message and 'Cancel' and 'Save' buttons.

For illustrative purposes only.

If you don't set up a Direct Debit or add sufficient cash to your Cash Only Account we'll need to take your fees from any cash held in your Investment Hub account. If there isn't enough cash in your account, we'll need to sell some of your investments to cover the fees due.

We'll firstly sell investments in your Investment Account before we sell investments in your ISA. For full details of how fees are collected, please refer the Investment Hub – Terms and Conditions.

3 Accessing copies of important documents

You'll find copies of all your important Investment Hub documents, including contract notes and regular statements, in your Investment Hub document library.

You can read or download these whenever you wish and if you've given us an email address, we'll always send you a message to let you know when a new document is available. If you haven't already chosen to go paperless for your investments, might now be a good time to make the move?

It's easy to switch to paper-free on the Investment Hub:

- Click on 'Settings' at the top of the home page and select 'Preferences' from the drop-down list, then simply click 'Yes, go paperless' and click on 'Save changes' at the bottom of the screen. You can change back to paper documents at any time here too.

The screenshot shows the 'Preferences' page. It has a header with the Santander logo and 'Investment Hub' text. Below the header, there are navigation links for 'My investment Hub', 'View & Documents', 'Settings', 'Help', and 'Talk to us'. The main content area is divided into two sections: 'Paper-free' and 'Marketing preferences'. The 'Paper-free' section includes a 'Yes, go paperless' button and a 'No thanks' button. Below this, there is a 'Marketing preferences' section with radio buttons for 'Email', 'Phone', and 'Post'. At the bottom, there is a 'Save changes' button.

For illustrative purposes only.

4 Linking to your bank account

To ensure the security of your Investment Hub account we'll only make payments out of your account to a verified bank account. It's straightforward to link a bank account to your Investment Hub account yourself online.

You can link a bank account from your Investment Hub home page by selecting from the 'Settings' option at the top of the page. Then select 'Banking Details' and follow the instructions.

The screenshot shows the 'Banking details - Add new account' form in the Santander Investment Hub. The form includes sections for 'Account details', 'Account type', 'Account name', 'Account number', 'Branch name', and 'Account type'. There are also sections for 'Account type', 'Account name', 'Account number', and 'Branch name'. A 'The Direct Debit Guarantee' section is at the bottom, explaining the guarantee and providing a link to the full terms and conditions.

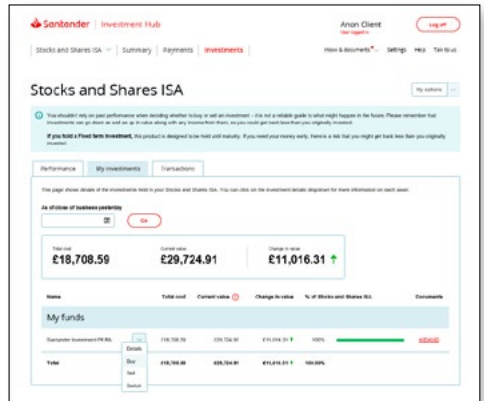
For illustrative purposes only.

6 Changing your personal details

You can let us know through the Investment Hub if you've moved to a new address, have a new phone number or want to add or change your email address. Having your email address means we can keep you up to date on your Investment Hub service and the broader support available to our investment customers.

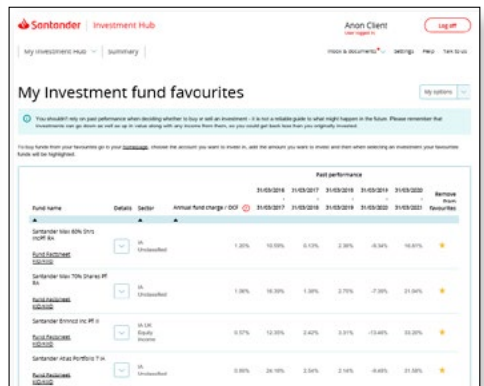
5 Adding to your investments

You can use the Investment Hub to quickly add to the investments you already hold.



For illustrative purposes only.

If you're comfortable making your own investment decisions, you can research other funds available through the Investment Hub, adding any of interest to your favourites list if you're not ready to invest in them just yet. If you work with an adviser you might want to check in with them first, to make sure any new investment is suitable.



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That support now includes access to chat with us through 'Sandi', our online digital assistant, as well as a range of videos to help you find your way around the Investment Hub, all available at [santander.co.uk](https://www.santander.co.uk) > **Savings and investments** > **Investments** > **Videos**

Building your investment knowledge

For some people investing is a means to an end. Following economies, markets, the latest investment trends and expert views isn't something they do on a regular basis. But for others there is a genuine interest and thirst to seek out a broad range of information.

Wherever you sit on the scale there may be times you want to build your knowledge or at least understand more about what's going on and how your investments may be affected. Our experts at Santander are here to support you with a range of resources.

Following economies and markets



State of play.

A weekly review of what's moving investment markets and how.



Tune in.

A fortnightly topical podcast with an investment expert.



Market updates.

Monthly and quarterly summaries of the bigger picture in the investment world.

Gaining investment insights

- From understanding diversification to reviewing your portfolio, our **About Investing** articles cover the principles of investing and how to get the most from it.
- Sustainable investing, which means making decisions to invest based on environmental, social and governance factors, is a growing trend. You can access the **Rethink Investing** articles to explore the themes and get insights into sustainable investing.

Provided by Santander Asset Management. The resources can be found at santanderassetmanagement.co.uk > [Markets & Insights](#) or santander.co.uk > [Savings and investments](#) > [Market news and insights](#)

Virtual live events

Our wealth managers and financial planners are now hosting monthly events online on investment and financial matters, which are open to all our investment customers.

If you're interested, please check we have an up to date email address registered for you on your Online Banking or call us on 0800 328 1328.





Investing in net-zero

Later this year in November, leaders and climate change experts from around the world will meet in Glasgow for COP26, the 26th UN Climate Change Conference.

The aim of COP26 is to accelerate action towards the goals of the Paris Agreement and the UN Framework Convention on Climate Change.¹

Central to the Paris Agreement is limiting the rise in global temperature from pre-industrial levels to well below two degrees celsius. This involves aiming for net-zero greenhouse gas emissions in the second half of the 21st century.

What is the Paris Agreement?

It's a legally binding international treaty on climate change, adopted by 196 countries at the 21st UN Climate Change Conference in Paris, on 12 December 2015. It came into force on 4 November 2016 and each country involved is making its own national pledge to reduce greenhouse gases and otherwise contribute towards net-zero.

While there is still a long way to go in turning plans into reality, good progress is being made on national and corporate net-zero pledges. A recent study by the Energy & Climate Change Intelligence Unit² estimates that such pledges covered just 16% of the global economy in 2019 but had risen to cover 68% by 2021.

What does net-zero mean?

Broadly, it means a world where we do still produce some greenhouse gases, but the amount we produce is significantly less than today and is balanced out by the amount we are able to absorb. This may be through natural means like trees and biodiversity or through the use of carbon capture technology.

Science fiction or science fact?

Carbon capture technology is very much science fact and developing all the time. Many businesses already capture carbon generated in their production processes and bury or recycle it without ever releasing it into the air. Other businesses are building dedicated facilities to capture and remove carbon directly from the air and either bury it or use it to develop fuels. A sort of reverse power plant.

¹ COP 26 website

² Energy & Climate Intelligence Unit – Taking stock: a global assessment of net-zero targets – March 2021 (p 8)

To screen or not to screen?

Screening means using a set of rules to either choose companies or sectors for investment that are making a positive difference, or to exclude those that are having a negative impact. If climate change is a concern for you, you can look for an investment fund with a set of rules for screening that reflects your priorities for the planet.

Rules for negative screening might, for example, exclude companies that emit high levels of greenhouse gases. Rules for positive screening might, for example, include companies that harness cleaner renewable energies like solar and wind power or reducing greenhouse gases through carbon capture technology.

Another option is to take a broader view. For example, there are many funds to choose from, which may not be labelled as ethical, sustainable or green. However, their fund managers do take into account the environmental, social and governance risks and opportunities that businesses are exposed to as a standard part of their investment process. Neither way is right or wrong. The most important thing is that you do your research, understand what you are investing in and choose an approach, or blend of approaches, that is right for your personal circumstances and priorities.

In 2019 the UK was the first G7 economy to commit its national net-zero target to law. Our Government's progress towards this goal against its published plans is monitored by an independent statutory body, the Climate Change Committee.

Other regions and countries that have committed net-zero targets to law, or plan to do so, include the European Union, New Zealand, Canada and South Korea. The world's two largest economies have committed as a matter of policy, the US by 2050 (after temporarily pulling out of the Paris Agreement under Donald Trump's presidency) and China by 2060.

How is net-zero relevant for investors?

At a personal level, many of us are concerned about the impact of climate change. By choosing investment funds and investment providers that prioritise net-zero objectives in the decisions they make for our money we can play a small part in changing things for the better. At a financial level, given the international public policy drive to net-zero, businesses contributing positively towards it may also be more sustainable or provide growth opportunities for investors over the longer-term.

Measuring progress to net-zero

In its recent study, the Energy & Climate Change Intelligence Unit concluded that "A priority for governments, local authorities, investors and civil society over this and following years lies in turning pledges into plans, showcasing successes, highlighting empty promises and ensuring that racing to zero means a race to integrity rather than just intention."³

For investors who are serious about entrusting their money to funds or providers that support net-zero objectives, looking for evidence of clear, well documented plans against which progress is measured and reported would be a good place to start.

Santander's commitment to you

Last year, Santander Group became a net-zero business in terms of our own operations. In February 2021 we announced our ambition to extend this to all client emissions that result from any lending, advisory or investment services provided by Santander.

You can find out more about our plans for net-zero and the progress we are making at [santander.com](https://www.santander.com) > **About us**

“ Climate change is a global emergency. As one of the world's largest banks, with 148 million customers, we have a responsibility and an opportunity to support the green transition, and encourage more people and businesses to go green. ”

Ana Botin, Executive Chairman, Banco Santander



³ As for note 2, pages 6-7

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