



# Santander Connect

## Upcoming Changes to Online Banking

We offer 2 online banking solutions; Santander Connect and Santander Connect Plus. Each solution has different functionality and pricing. From 1 August 2025, we're changing the functionality available in each solution and simplifying our pricing structure. We've explained the changes below so you can understand how they'll impact you.

You should select the solution that best suits the needs of your business. You can change the solution you've selected at any time. If you'd like to change solution before the changes take effect on 1 August 2025, please contact your Relationship Team.

## Changes to Functionality

### Functionality until 31 July 2025

The Connect Factsheets explain the current functionality available in Connect and Connect Plus. These can be found here: [santander.co.uk/corporate/solutions/day-to-day/online-banking](https://santander.co.uk/corporate/solutions/day-to-day/online-banking)

### Functionality from 1 August 2025

**Connect** - this will become our free version of online banking. All user fees will be removed. You'll be able to view your account balances, access online statements and make inter-account transfers between your accounts with Santander. You won't be able to make any other types of payments using Connect, but you'll still be able to use telephone banking.

**Connect Plus** - you'll be able to use all of the functionality available in Connect, but you'll also be able to make domestic and international payments to third parties and accounts you hold with other banks.

We've summarised the key differences between the two solutions in the table below.

Services Available	Connect	Connect Plus
View account balances	✓	✓
Access statements online	✓	✓
Make inter-account transfers between your Santander accounts	✓	✓
Use the mobile app for authentication	✓	✓
Use domestic and international payments services including bulk payments and file imports		✓
Order new security devices		✓

## Changes to Tariff and Fees

It's important you're familiar with the tariff thresholds shown in the following table. This is because the cost is variable and depends upon the number of accounts you have registered. Adding or removing accounts could mean you pay more or less. We will calculate your online banking fees monthly and apply them to your nominated account.

		Fees applicable until 31 July 2025		Fees applicable from 1 August 2025	
Tariff	Fee type	Number of accounts/ users	Fee per month	Number of accounts	New fee per month
Connect	Accounts	1-3	Free	£0 – all fees have been removed	
	Users	1-3	Free		
		3+	£5 per user		
Connect Plus	Accounts	1-5	£25	1-3	£30
		6-14	£50	4-10	£10 per account
		14-49	£100	11-19	£125
		50-00	£200	20	Bespoke*
		100+	Bespoke		
	Users	£2.50 per user		£0 - all user fees have been removed	

\*Contact your Relationship Team for further details.

You can see how much each monthly charge will be using 'View Notifications' in the online banking portal. You'll be able to see the notifications at least 14 days before the charge is applied to your nominated account.

The full monthly fee will be payable, even if an account is added or removed part way through the month.

For more information, please speak to your local Relationship Team or visit: [santander.co.uk/corporate](https://santander.co.uk/corporate)



## Security Device Fees

You can log in and authorise transactions in online banking for free using the 'Santander Connect UK' mobile app. If you don't want to use the mobile app you can log in and authorise transactions with a security device. You can order one from our help desk on the number below. The cost per device is shown below and will be charged at the point of ordering.

From 1 August 2025, you'll only be able to order a new or replacement security device if you have Connect Plus. If you are registered for Connect, you won't be able to order a new or replacement security device after 1 August 2025, you'll need to use the mobile app for authentication.

Item	Fee
Security Device	£37 per device

## Here to Help

If you'd like to discuss the changes in more detail, please get in touch with your Relationship Team. Alternatively, you can call our client services team on **0333 207 2317**. Lines are open Monday to Friday 8am to 5.30pm.

