

A quick guide to Online Banking

The screenshot shows the Santander online banking dashboard. The interface is divided into several sections:

- Header:** Includes the Santander logo, user name (Katie Walker), last successful log on (12/07/2014 13:24), last unsuccessful log on (26/04/2014 17:24), and a Log off button.
- Navigation:** A horizontal menu with tabs for My Accounts & Transactions, Payments & Transfers, Standing Orders, Direct Debits, Credit Cards, Account Services, My Details & Settings, and Help & Contact Us.
- My accounts (1):** The main section, containing:
 - My accounts (3):** A summary card showing '1 | 2 | 3 account earnings' and 'In the last 31 days you earned £20.23 and your total since account opening is £180.06'.
 - Banking & Savings (7):** A table listing various accounts:

Account Name	Balance	Available	Action
123 Current Account	£3,000.15	£3,560.00	go to
Cash ISA	£2,500.00	£2,500.00	go to
Flexible Saver	£4,000.00	£4,000.00	go to
Current Account Shared	£1,725.00	£1,725.00	go to
eSaver	£5,000.00	£5,000.00	go to
 - Credit Cards:** A section listing:
 - Visa Classic: £0.00, Credit limit: £1,000.00
 - 123 Credit card: £0.00, Credit limit: £1,500.00
 - Borrowings:** A section listing:
 - Mortgage: Balance: £100,000.00, Available funds: £108,000.00
- Right-hand sidebar:** Contains 'My Offers' (4), 'Apply Online' (with links for Current accounts, Upgrade current account, Savings, ISAs, Loans, Credit cards, Mortgages, Insurance, Order travel money), 'Personal Loan 4.5% APR', and 'Mortgages'.
- Left-hand sidebar:** Contains 'Quick Transfer' (10), 'Alerts', 'Contact Us' (11), and 'Mobile Payments' (8).

This image is for illustration purposes only.

1 Account Services

Here you can:

- Set up FREE Account Alerts – we can tell you when certain things happen on your accounts. There are a number to choose from including when your balance reaches a certain amount and when large payments go out or come in.
- Go paper-free – view and print your statements and other letters online.
- Order cards – report lost or stolen cards, ask us to send you a tax certificate and make lots other account requests.
- Let us know if you're going away so that you can use your cards abroad.

2 My Details and Settings

- Change your log on details and other personal information, such as address and telephone numbers here.

3 My accounts

- See all your account balances on one screen, including current and savings accounts, credit cards, investments and Flexible Offset mortgages.

4 My Offers (Including Retailer Offers)

- You could earn up to 15% cashback at a range of major retailers with Retailer Offers. You can access your offers and register via the 'My Offers' section of Online Banking or Mobile Banking. Once you've switched on this service you can choose as many offers as you like from the selection that is available to you, covering supermarkets, entertainment, restaurants, services and many more. To find out more please visit: www.santander.co.uk/uk/retailer-offers
- Within 'My Offers' you can also see information on additional products and services that might be of benefit to you.

5 Messages

- If we send you any service updates you'll find them in here.

6 Document store

- You can become paper-free here. You can also view, print and download copies of your statements and other letters.

7 Add, remove or rename an account

- Use this link to tailor the accounts you see on the 'My accounts' page and the order you see them.

8 Mobile Payments

- The ability to send and receive money by simply using your mobile phone number.

9 Direct links to your accounts

- By clicking on the account name, you'll see the latest transactions on that account.

10 Quick Transfer

- This is the quickest way to transfer money between your accounts or pay bills or people you've paid before.

11 Contact Us

- This is a secure way to send us messages or queries about your accounts.

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit www.santander.co.uk/alternativeformats for more information, ask us in branch or give us a call.