

# Cash Platforms and Deposit Aggregators Terms and Conditions

**Effective from 30 June 2023**

**Please read and keep for future reference**

# Contents

<b>Introduction</b>	<b>3</b>
<b>Definitions</b>	<b>4</b>
<b>Section A – Terms and Conditions for Cash Platforms and Deposit Aggregators</b>	<b>7</b>
A1 Account opening and provision of information	7
A2 Operating an Account	7
A3 Client Accounts	8
A4 Trust Accounts	9
A5 Closing or cancelling Your Account	9
A6 Deposits	10
A7 Withdrawals	10
A8 Interest	12
A9 Fees and Charges	13
A10 Data Protection and Disclosure Information	14
A11 Statements	15
A12 Contractual recognition of bail-in measures	15
A13 General	16
<b>Section C – Call Accounts Specific Conditions</b>	<b>18</b>
<b>Section D – Fixed Deposit Contracts Specific Conditions</b>	<b>18</b>
<b>Section E – Notice Accounts, including Premium Notice Accounts, Specific Conditions</b>	<b>19</b>

## Introduction

These Terms and Conditions for Cash Platforms and Deposit Aggregators:

1. set out the rights and obligations of You (the Customer) and Santander Financial Services plc, for Accounts held with Santander Financial Services plc; and
2. relate to Accounts made available to Business and Corporate customers only.

When we refer to 'these Terms and Conditions', We mean these Terms and Conditions for Cash Platforms and Deposit Aggregators, together with any:

1. applicable Key Facts Document(s); and
2. signed and completed Application Form and Mandate for Your Account(s).

The entire contract between You and Santander Financial Services plc will consist of these Terms and Conditions and any additional conditions that apply to any Account that You have with Us.

The additional conditions may include other terms which we provide to you from time to time. Details of these additional conditions will be provided separately from these Terms and Conditions.

These Terms and Conditions may be varied by Us in accordance with clause A13.4 of the Terms and Conditions for Cash Platforms and Deposit Aggregators.

You can print a copy of these Terms and Conditions for Cash Platforms and Deposit Aggregators.

These Terms and Conditions should be read carefully before signing the Application Form. For the purposes of these Terms and Conditions, the English language will be the contract language. By signing the declaration on Our Application Form or any other relevant form which makes reference to these Terms and Conditions, You are confirming that You accept and fully understand the meaning of these Terms and Conditions.

Santander Financial Services plc, trading as Santander International, accepts deposits as principal in the United Kingdom. Santander Financial Services plc shall be referred to in these Terms and Conditions as '**We**' or '**Us**' or '**Our**' or '**the Bank**'. Santander Financial Services plc's ultimate parent undertaking and controlling organisation is Banco Santander, S.A., a company incorporated in Spain.

## Definitions

Terms used in these Terms and Conditions should be interpreted as follows:

**'Account'** means Your Call Account, Notice Account or Fixed Deposit Contract, operated and maintained by Us in Your name.

**'Account Specific Conditions'** means the specific conditions that relate to Your Account type.

**'Anniversary Date'** is the date each year on which annual interest is paid. This relates to Fixed Deposit Contracts.

**'AER'** means Annual Equivalent Rate and shows what the interest rate would be if We paid interest and added it to Your Account each year.

**'Application Form'** means the corporate application form to be signed and completed by You in respect of Your Account, in the form prescribed by Us from time to time.

**'Authenticated Telegraphic Advice'** or **'Authenticated Swift Message'** means a message received from another financial institution from which an irrevocable notification of receipt or payment of funds can be accepted.

**'Available Balance'** means the cleared credit balance on Your Account from time to time which is available for withdrawal. In calculating the Available Balance, We may take into account any other amounts which We know are due to be debited from Your Account. It does not include any balances You may have on other Accounts held with Us.

**'BACS'** means the Bankers Automated Clearing Service and its successors.

**'Base Rate'** means for Sterling accounts the Bank of England's current official bank rate; for US Dollar accounts this is the US Federal Reserve funds rate; and for Euro accounts this is the European Central Bank's deposit facility rate.

**'Block'** or **'Blocked'** means where We suspend/freeze Your Account and/or services.

**'Business Day(s)'** include Monday to Friday with the exception of declared bank and public holidays in the United Kingdom. Bank and public holidays in the appropriate country or jurisdiction of the currency in which Your Account is held may affect Our ability to provide Our full banking service, or may also cause a corresponding delay in the clearing or processing of transactions.

**'Call Account'** means any Account from which funds can be accessed immediately, excluding the Gold Bank Account or the Instant Access Savings Account.

**'CHAPS'** means the Clearing House Automated Payments System and its successors.

**'Cleared Funds'** means the funds available for withdrawal or available to spend.

**'Client Account'** means a Non-Personal Account held by a regulated person or entity on behalf of their client with whom they have a contractual duty to account for the monies held in the Client Account.

**'Controlling Person'** means the natural person(s) exercising control over the business, company, partnership or trust. In the case of a trust, this could include the settlor, the trustees or the beneficiaries, including persons holding equivalent roles irrespective of their title.

**'Correspondence Address'** means an address, other than Your Registered Address, which You have asked Us to send correspondence to. If You've not provided Us with a Correspondence Address then We'll use Your Registered Address.

**'Country of Residence'** means the country in which You have Your permanent Registered Address, and under applicable Exchange of Information legislation or other applicable legislation where You are classed to reside for tax purposes.

**'CRS'** means the Common Reporting Standard, the global standard for automatic exchange of tax information developed in the context of the Organisation for Economic Co-operation and Development (OECD), under which We may be required to pass information about You and Your Accounts to the Tax Authorities of the Relevant Jurisdiction.

**'Customer'** means any cash platform or deposit aggregator in whose name the Account is held.

**'Customer Due Diligence' ('CDD')** refers to appropriately certified documents that verify a natural person(s) or entity's identity and Registered Address.

**'Date of Receipt'** means the actual Business Day when We receive items such as payments for processing.

**'European Union' ('EU')** means a regional organisation comprising of European Union member states.

**'EEA'** means the European Economic Area.

**'EAM Online Banking Service'** means the services which can be performed via Our Website, which can be accessed by entering the correct Security Details. The service provides secure access to Account information, as well as the ability to request transactions and amendments to Your Account.

**'Euro'** or **'€'** means the currency of the European Union issued by the European Central Bank.

**'Exchange of Information' ('Eoi')** means the automatic exchange of information of interest paid to individuals, corporations or trusts and identity details or such other information as may be required by the local Tax Authority of the Relevant Jurisdiction in order that the Bank complies with the CRS, FATCA and similar regulations.

**'Faster Payments'** means the Faster Payments Scheme which is a free and secure service to transfer money up to proscribed limits between accounts.

**'FATCA'** means the USA's Foreign Account Tax Compliance Act under which We may be required to pass information about You and Your Accounts to the Tax Authorities in the Relevant Jurisdiction.

**'Fixed Deposit Contract'** means the fixed deposit contract operated and maintained by Us in Your name.

**'Foreign Currency'** means any currency other than Sterling.

**'Foreign Exchange'** means converting funds from one currency into a different currency.

**'IBAN'** (International Bank Account Number) is a European standard, used to identify each unique bank account.

**'Key Facts Document'** means the key facts document(s) that relate to Your Account type, as amended from time to time.

**'Legal Order'** means an order issued by any authority, which is legally binding on the Bank.

**'LIBOR'** means the London Inter-Bank Offered Rate.

**'Mandate'** means the signing instructions for the operation of the Account as contained within Our Application Form or any of Our other forms.

**'Maturity Date'** means the final Business Day of a Fixed Deposit Contract.

**'Membership Number'** means the unique number which forms part of Your personal Security Details for accessing Our EAM Online Banking Service.

**'Minimum Balance'** means the minimum amount of money required to open, maintain and earn interest on an Account.

**'Non-Personal Account'** means an Account held by an entity, sole trader or someone other than a natural person.

**'Notice Account'** means any Account on which funds cannot be accessed immediately and where a period of notice must be given before funds can be withdrawn.

**'Notice Period'** means the number of calendar days that is specified by the terms of the Notice Account held that must be given before a withdrawal can be made. The period starts from the Business Day We receive Your notification for the amount specified and this period of notice cannot be waived. Funds held on the Notice Account will continue to earn interest up to, but not including the date of withdrawal. If the withdrawal date falls on a Saturday, Sunday or public holiday then the withdrawal will be processed on the next Business Day.

**'Ombudsman'** shall mean the Financial Ombudsman Service.

**'Online Log-In Password'** means the personal password that You use together with other personal Security Details to access Your Account(s) via the EAM Online Banking Service.

**'Payment Account'** means an Account which will be a Payment Account unless it has some form of restriction on how money can be paid in or out of that Account. Examples of Payment Accounts include ordinary current accounts, instant access customer accounts and instant access savings accounts, where money can be paid in and out with minimal restrictions.

**'Relevant Jurisdiction'** means the United Kingdom where Your Account is located (or is to be located) with Santander Financial Services plc.

**'Registered Address'** means Your registered office in the United Kingdom.

**'Same Day Value'** means in the case of a payment received by Santander International, the application of the funds are made on the same day as they are received by Us. In the case of a payment leaving Santander International, the receipt of the funds by the beneficiary on the same day the payment is sent by Us and in the case of a transfer between two Santander International Accounts means that funds are debited and credited on the same day.

**'Sanctions'** means a set of restrictive measures which are placed on a country, regime, individual or entity.

**'Security Code'** means a 6-digit numeric security identification code chosen by You and used in the identification process and to access the EAM Online Banking Service.

**'Security Details'** means Your personalised information used to remotely access Our services, and includes Temporary Online Activation Code; Online Log-In Password; Membership Number; Security Code and any other security information used to access Our services. Security Details are used for authentication purposes when You use the EAM Online Banking Service.

**'Signatory'** means any person or persons authorised by You (including You) and notified to Us by way of a Mandate to make payments or give instructions relating to Your Account.

**'Situs'** means the jurisdiction in which Your Account is held, that affects which depositor compensation scheme, Regulator, Ombudsman, data protection, probate and other laws apply to Your Account.

**'Source of Funds'** means information that gives Us an understanding about a specific deposit.

**'Source of Wealth'** means information that gives Us an understanding about the origins of Your total net worth.

**'Spot Value'** means two Business Days forward from the trade date and usually refers to a Foreign Currency transaction.

**'Standing Order'** means an instruction You give to Us to pay an amount of money regularly to another bank account.

**'Standard Settlement Instructions'** means a bank account held at a third party bank from which funds are received and repaid back to. No third party payment instructions outside of the Standard Settlement Instructions held are permitted.

**'Statement'** means the record of transactions issued periodically for a particular Account.

**'Sterling'** or **'£'** means the currency of the United Kingdom. **'SWIFT'** means the Society for Worldwide Interbank Financial Telecommunications.

**'Tax Authority'** means the competent authority charged with the collection of taxes in any country, or Exchange of Information.

**'Temporary Online Activation Code'** means the temporary Activation Code that We will provide to You which You will use (together with Your Security Details) to access the EAM Online Banking Service for the first time. You will be required to change Your Online Log-In Password after Your initial log-in to the EAM Online Banking Service.

**'Trust Account'** means a Non-Personal Account held by appointed Trustees on behalf of a Trust or Beneficiary of a Trust.

**'UK Clearing System'** means the general expression for banks offering accounts and using shared payment processing systems in the United Kingdom.

**'US Dollar'** or **'\$'** means the currency of the United States of America.

**'Variable Rate'** means an interest rate that can be changed by Us.

**'Website'** means [www.santanderinternational.co.uk](http://www.santanderinternational.co.uk)

**'We/Us/Our/the Bank'** means Santander International, which is the trading name of Santander Financial Services plc.

**'You/Your'** means all customers in whose name the Account is held, as well as any third party who has been authorised to sign on the Account by the customers in whose name the Account is held.

## Section A – Terms and Conditions for Cash Platforms and Deposit Aggregators

### A1 Account opening and provision of information

- A1.1 You must not be restricted from opening an Account with Us. We do not give advice in this respect.
- A1.2 We will open an Account for You at Our sole discretion. When applying to open an Account, You must provide Us with such information about You and Your entity as We may require, either for account opening or periodic review or credit assessment purposes or to allow Us to comply with any obligation upon Us as a result of legal or regulatory requirements from time to time. We may require other documents at Our discretion. You must immediately inform Us of any variations to the information You have supplied to Us.
- A1.3 Information You supply to Us will be held and treated in accordance with clause A10 of the Terms and Conditions for Cash Platforms and Deposit Aggregators. We reserve the right not to open an Account covered by these Terms and Conditions for Cash Platforms and Deposit Aggregators for any entity which does not meet the criteria as detailed in these Terms and Conditions.
- A1.4 Before We open Your Account, and at any time thereafter if You ask Us, We will give You all appropriate information which will include a copy of these (or the then applicable) Terms and Conditions for Cash Platforms and Deposit Aggregators. The information will explain the key features of the Account which will include:
- o the main ways in which You can pay money into and withdraw money and make payments from Your Account; and
  - o the main ways in which You can transfer money to and from other accounts; and
  - o main ways of operating the Account available to You as an Account holder.
- A1.5 For the initial deposit, payment must be made by electronic transfer.
- A1.6 In order to operate the Account, We require You to complete a Mandate by signing it and providing details of who is authorised to give instructions on the Account.

### A2 Operating an Account

- A2.1 You must use the Account for legitimate purposes only.
- A2.2 You must let us know promptly when any relevant fact changes, for example a change in any of:
- o name
  - o address
  - o phone or fax number
  - o the Company or Trust structure
  - o the Directors (if applicable)
  - o the Trustees/the beneficial owners/beneficiaries/protectors (as applicable)
  - o Authorised Signatories' or their details
  - o Your tax reporting obligations.
- A2.3 On receipt of a notification of a dispute between parties involved in the management of Your Account, We reserve the right to Block the Account pending resolution of the dispute.
- A2.4 Our relationship is with You. We will not recognise the interest or claim of any other person, unless We are required to do so by law.
- A2.5 We offer a bespoke External Asset Manager (EAM) Online Banking Service for Accounts. Please refer to the EAM Online Banking Service Terms & Conditions applicable to this service.
- A2.6 Visa Debit Cards, cheque books and cash services are not available to Accounts.
- A2.7 If You are a Financial Institution, You may request and elect to receive an electronic account statement that is an international standard developed by SWIFT for the paperless transmission of account information. An MT 940 message contains transaction information along with an end-of-day account balance. You will be required to complete an MT 940 Authorisation, nominate a recipient bank and notify the relevant SWIFT code and account details. Please note that where MT 940 reporting is provided, You agree that you will no longer receive paper statements. MT 940 reporting can be set for daily or monthly frequency.

- A2.8 We may act in accordance with instructions received from You or which purport to have been given by You. You agree to indemnify Us and will keep Us indemnified against all actions, proceedings, liabilities, claims, damages, costs and expenses in relation to Us acting on such instructions.
- A2.9 If You send Us any documentation in a language other than English, We will notify You of the applicable translation charge and obtain Your agreement before it is translated. The charge incurred will be debited to Your Account.
- A2.10 If You do not make any transactions on Your Account for two years, then We may treat Your Account as being inactive to reduce the risk of fraudulent activity. This means We may stop sending You correspondence including Statements and letters.
- To make Your Account active again, You may be required to provide additional information, including proof of Your identity and other sufficient information about You in accordance with clause A13.1.
- A2.11 We participate in the unclaimed assets scheme established under the Dormant Bank and Building Society Accounts Act 2008. The purpose of the scheme is to enable money in dormant Accounts (i.e., balances in Accounts that have been inactive or dormant for 15 years or more) to be distributed for the benefit of the community while protecting the rights of customers to reclaim their money. Under the scheme, We may transfer Credit Balances of dormant Accounts to Reclaim Fund Limited ('RFL'). If You make Your Account active again, Your Credit Balance will not be transferred to RFL. RFL is a not-for profit reclaim fund which is authorised and regulated by the Financial Conduct Authority.
- If We transfer the Credit Balance of Your Account to RFL, You will have whatever right to payment of Your Credit Balance against RFL that You would have had against Us if the transfer had never happened. However, We will remain responsible for managing all aspects of the customer relationship with You and for handling all repayment claims (which We will do on behalf of RFL). Therefore, You should continue to contact Us in the usual way if You have any queries or complaints in relation to Your Account or Credit Balance.
- Both We and RFL participate in the Financial Services Compensation Scheme ('FSCS'). The transfer by Us to RFL of Your Credit Balance will not adversely affect any entitlement You have to compensation from the FSCS.
- A2.12 We retain the right to block, return or refund any transactions made to or received from countries that are subject to Sanctions. We will not knowingly process any transaction which could breach any Sanction imposed by governmental, regulatory or other authorised authorities in any relevant jurisdiction, which is likely to result in a loss of the customer's funds or any form of penalty being imposed upon the Bank.
- A2.13 You must advise Us as soon as possible in writing, or in person at Our branch, when You change Your:
- o business name
  - o Registered or Correspondence Address
  - o phone number
  - o email address
  - o trading type
  - o Country of Residence
- Please note for security reasons, You cannot change Your address using the EAM Online Banking Service. If We do not hold correct information We may Block Your Account to protect both You and Us.
- A2.14 If Your existing Account is no longer meeting Your needs, please get in touch so that We can help to check if We have an alternative account that is more suitable.
- A3 Client Accounts**
- A3.1 Opening the Client Account
- A3.1.1. In opening a Client Account We may rely on CDD and measures carried out on any beneficial owners/clients associated with Your Client Account(s). You confirm that the due diligence measures You have carried out meet Our requirements.
- A3.2 Operating a Client Account



A3.2.1. You undertake and agree with all legal, fiduciary and regulatory obligations (as they apply to You) including holding and accounting to Your client where applicable in accordance with the requirements of the relevant regulatory or supervisory body applicable to You, or any other body that regulates the manner in which You hold and account to Your client for money held by You on their behalf. You must indemnify Us for any loss or damage directly or indirectly suffered by Us as a result of You failing to comply with these obligations.

A3.2.2. Subject to any agreement between You and the client and any professional account rules which apply to You, any credit interest added to the account belongs to, and must be paid to, the client.

## **A4 Trust Accounts**

### **A4.1 Opening Trust Account**

A4.1.1. A Trust Account will be opened as "Name of the Trustee(s)" as Trustee of the "Name of the Trust or Beneficiary".

A4.1.2. In opening a Trust Account We may rely on CDD and any due diligence measures carried out by You on any beneficiaries, or any person named in connection with the trust, for which You are holding Your Trust Account(s).

A4.1.3. You confirm that the due diligence measures You have carried out meet Our requirements.

### **A4.2 Operating a Trust Account**

A4.2.1. You undertake and agree with all legal, fiduciary and regulatory obligations (as they apply to You) including holding and accounting to Your client where applicable in accordance with the requirements of the relevant regulatory or supervisory body applicable to You, or any other body that regulates the manner in which You hold and account to Your client for money held by You on their behalf. You must indemnify Us for any loss or damage directly or indirectly suffered by Us as a result of You failing to comply with these obligations.

A4.2.2. Subject to any agreement between You and the beneficiary and any professional account rules which apply to You, any credit interest added to the Account belongs to, and must be paid to, the beneficiary.

### **A4.3 Payments to Vested Beneficiaries.**

A4.3.1. Where a payment or distribution is to be made to a vested beneficiary of a trust, the due diligence for whom We do not already hold, You will provide to us the relevant identification and address verification due diligence You hold for the beneficiary before any payment is made.

## **A5 Closing or cancelling Your Account**

A5.1 If You change Your mind and wish to cancel Your Account, You can do so in accordance with the terms set out in the applicable Key Facts Document(s). Please contact Us to confirm Your request to cancel Your Account.

A5.2 Your right to cancel does not apply to an Account with a fixed interest rate for a fixed period.

A5.3 If You cancel Your Account, we will return all available funds (excluding any accrued interest) within 30 days from the day you tell Us You want to cancel the Account.

A5.4 If You wish to close Your Account, You must give Us written instructions, which must be signed in accordance with the Account Mandate and sent to Us by post. It may take up to 5 Business Days to close Your Account. For security reasons, You cannot close Your Account using Our EAM Online Banking Service.

A5.5 If You do not fund Your Account within six months of opening, or Your Account has had a zero balance for more than six months, then We reserve the right to close the Account without giving You notice. A closing Statement will be sent to the Correspondence Address We hold on record for You.

- A5.6 We may close Your Account(s) at any time and repay the balance to You, together with any interest due. We are not obliged to give You a reason for doing so. If We decide to do this, We will normally give You 30 calendar days written notice, or in the case of an Account with a notice period, 14 days plus the notice period unless there are exceptional circumstances that require Us to close the Account immediately. If We do not receive a response from You within 30 days of Our communication to close the Account, We reserve the right to pay funds to an internal holding account.
- A5.7 We may also close Your Account(s) with Us by transferring Your funds to an internal holding account after We have made reasonable enquiries.
- A5.8 When Your Account is closed, these Terms will continue to apply to Your Account until any other amounts You owe on it have been paid.

## **A6 Deposits**

- A6.1 Once Your Account is open, You may deposit funds into Your Account by electronic transfer from another bank; please refer to Our Electronic Transfer leaflet or Website for details of how to send funds to Us electronically.
- A6.2 Please refer to Our Key Facts Document(s) or call Us for details of charges for which You may be responsible when sending electronic transfers to Your Account.
- A6.3 Funds will be applied to the Account number or IBAN provided. In the absence of an Account number or IBAN being provided or the relevant Account or IBAN being closed, We reserve the right to apply the funds to any Account held by You in the same currency as the funds. We reserve the right to return funds to the remitter if We are unable to identify an appropriate Account to apply Your funds to, or if the remitting bank has failed to include full details of the remitter in line with international banking requirements.
- A6.4 We do not permit withdrawals against uncleared funds.

- A6.5 In order to comply with anti-money laundering, and countering the financing of terrorism laws and regulations We reserve the right to request and obtain further information from You regarding the Source of Funds You have deposited with Us. If You are unable to supply satisfactory evidence or explanations, these funds will be returned to the bank account from which they were received without interest. Any resultant charges, currency or other financial loss will be payable by You.
- A6.6 We reserve the right to refuse any deposit at Our sole discretion. These funds will be returned to the bank account from which they were received without interest. Any resultant charges, currency or other financial loss will be payable by You.
- A6.7 Depending on the type of Your Account We shall accept the following methods of payment into Your Account:
- a) Electronic transfer; or
  - b) Any other way that We agree with You.
- A6.8 We retain the right of rectification if credits to Your Account are made in error, in which instance We reserve the right to automatically debit Your Account. Our right to rectification also extends to debiting Your Account at any time where we believe a credit to Your Account is as a result of fraud or other criminal activity.

## **A7 Withdrawals**

- A7.1 Withdrawal instructions can only be accepted by Us providing they are:
- i) given in writing, by way of original signed letter and in accordance with Your Mandate, or
  - ii) given via Our EAM Online Banking Service (which is governed by Our EAM Online Banking Service Terms & Conditions).
- We, or any third party acting on Our behalf, will not be liable for failing to complete any withdrawal instruction if:
- a) You have not yet fulfilled Our Account opening requirements (see clause A1); or
  - b) You have not signed the instruction in accordance with Your Mandate; or
  - c) You have not authenticated Yourself to use Our EAM Online Banking Service; or
  - d) You do not have sufficient Cleared Funds in Your Account to make the withdrawal; or

- e) a Legal Order has prohibited withdrawals from the Account; or
  - f) Your Account is closed or Blocked; or
  - g) You have not provided Us with complete and correct withdrawal instructions; or
  - h) You have not provided Us with satisfactory details regarding the Source of Funds You have deposited with Us (see clause A6.5); or
  - i) We fail to carry out Your instructions because of industrial action, or the failure of any of Our machines, data processing systems or transmission link, fire, flood, or improper transmissions or handling of payments by a third party or other events outside Our control, despite reasonable precautions by Us; or
  - j) there has been a failure of, or error in any part of, an electronic fund transfer system or any terminal or telecommunication device used in connection with the system; or
  - k) You have committed any fraud or violated any law or regulation.
- A7.2 For reasons of security, We will not accept any withdrawal instructions via email or fax unless Standard Settlement Instructions are held.
- A7.3 We reserve the right to contact You regarding any withdrawal request, in order to perform periodic security checks, and this may delay the processing of the withdrawal. Further, We reserve the right to refuse to carry out any instruction if We are in any doubt regarding its authenticity or in any other circumstances where We consider it necessary or desirable to protect Your or Our interests.
- A7.4 For transfers in Sterling to another bank account within the UK clearing system, You may instruct Us to send Your electronic transfer by CHAPS (for which there is a charge), BACS or Faster Payments. If We receive an instruction that does not specify the method of payment (i.e. CHAPS, BACS or Faster Payments) then We will send Your funds using Faster Payments where the amount is within the Faster Payments limit. If the amount is above the Faster Payments limit it will be sent by CHAPS for which there is a charge. Payments will only be sent by BACS where specifically instructed by You.
- A7.5 We will action on the same Business Day all withdrawal instructions received by 1pm (UK time) to transfer Sterling from a Sterling Account by CHAPS, BACS or Faster Payments. Similar transfer instructions We receive after 1pm (UK time) will be treated as received and actioned on the next Business Day.
- A7.6 Electronic transfer instructions received by 1pm (UK time) that do not involve any currency exchange, will be actioned on the Date of Receipt.
- A7.7 We will treat all withdrawal instructions received by Us after 1pm (UK time), as if received and actioned on the next Business Day. We may refuse to action a withdrawal instruction where there are reasonable circumstances for doing so (see clause A7.3).
- A7.8 Internal transfer instructions received before 3pm (UK time) will be actioned on the day of receipt. Internal transfer instructions received after 3pm (UK time) will be actioned on the next Business Day.
- A7.9 Withdrawals may be made by electronic transfer (SWIFT, CHAPS, BACS or Faster Payments). Such withdrawals are made at Your own risk and We are not liable for any loss, damage or delay, caused by circumstances beyond Our control and which are not directly due to the negligence of Our agents, officers or employees.
- A7.10 We do not provide the following services:
- a) travellers cheques;
  - b) international money orders;
  - c) bankers' drafts;
  - d) hold mail service;
  - e) cash or encashment services.
- A7.11 Subject to normal Business Days, payments will be made for the following value dates:
- a) Sterling payments – Same Day Value
- A7.12 Overdrafts are not permitted. Debit interest on unauthorised overdrafts will be charged at a rate of 10% over the applicable currency Base Rate. Items presented for payment may be refused if insufficient Cleared Funds are held on the day of presentation.

A7.13 We reserve the right to offset against any credit balances You hold with Us in order to pay off any outstanding debts to Us We can do this where You have Accounts which are held in Your name and which are not subject to relevant Client Money Rules, e.g, CASS, which we have acknowledged in writing. We may at any time, and without notice, combine or consolidate all or any of Your Accounts, irrespective of the currency denomination, and/ or transfer any sums standing to the credit of such Accounts towards satisfaction of any liabilities You may have with Us, or any commitments entered into by Us on Your behalf.

A7.14 We can also apply clause A7.13 to pay money You owe on other accounts which You hold with any other member of the Santander group of companies in the UK.

## **A8 Interest**

A8.1 Interest will accrue daily on the cleared balance of Your Account. Sterling interest is calculated on an actual/365 day basis, whereas US Dollar and Euro interest is calculated on an actual/360 day basis – consistent with banking practice in UK, USA and Europe respectively. Interest will be paid from the day We receive Cleared Funds into Your Account up until the day before the funds are withdrawn from the bank. Any negative interest accrued will be calculated on the same basis as credit interest and debited from the Account.

A8.2 Interest will be credited gross (without deduction of taxes) to Your Account.

A8.3 As detailed further in clause A8.8 and clause A10.8, We may be legally obliged to disclose information about You and Your Accounts (including information specifically in relation to interest) to the Tax Authority in the Relevant Jurisdiction who may in turn pass this on to other Tax Authorities in line with international agreements or treaties that may be in force.

You also agree that We may:

- o provide any documentation or information to a Tax Authority (local or overseas); or
- o take any other action that a Tax Authority may require,

whether in accordance with the provisions of any law, legislation or regulation of the Relevant Jurisdiction or any foreign country to which We are subject or as assumed by Us voluntarily, contractually or otherwise by reason of Our financial, commercial, business or other interests in or related to the jurisdiction of the relevant Tax Authority or otherwise.

A8.4 Interest will be paid as per Your instruction on the completed Application Form and unless otherwise instructed by You, will be added to the Account on which it is earned.

A8.5 We may change the interest rates on Your Account at any time, with the exception of Fixed Deposit Contracts (see Section E). We may change Our interest rates for any valid reason, some examples of which may be:

- a) to keep Our business competitive as a whole, taking account of actual or expected changes in market conditions; or
- b) to reflect actual or expected changes on money market interest rates; or
- c) to ensure Our business is run prudently; or
- d) to reflect general banking or investment practice; or
- e) to enable Us to harmonise Our banking arrangements; or
- f) to reflect changes in technology or in the cost of providing a service to You including direct costs We are required to pay others, or to take account of inflation; or
- g) to reflect any legal or regulatory requirements or guidance or any decision or recommendation by a court or regulator.

A8.6 If We make a change to Our interest rates, We will give You written notice at the earliest opportunity. In the case of an Account with a notice period, we will give you the notice period required for withdrawals on Your Account. This does not apply to Fixed Deposit Contracts where the interest rate applied to the Account will remain the same for the duration of the contract.

A8.7 We will pay credit interest or deduct negative interest at the rates published, which are available on request from Our offices, address details of which You can find at the back of this document and on Our Website.

**A8.8** Provision of Information

A8.8.1. We may be legally obliged to disclose information about You, any underlying Controlling Persons and Your Account to the relevant Tax Authority in the United Kingdom who may in turn pass this on to other Tax Authorities in line with international agreements or treaties that may be in force. You agree that We may provide any documentation or information to the relevant Tax Authority that they may be obliged to share with an overseas Tax Authority in accordance with the provisions of any law, legislation or regulation of the United Kingdom including the identity of any Controlling Persons.

A8.8.2. You will agree to provide Us with personal information including any personal information in relation to any Controlling Persons declarations or certifications that We are required to retain by law within 30 days of Us making a request to You to enable Us to determine whether Your Account details will need to be reported to the relevant Tax Authority or another overseas Tax Authority in line with clause A8.8.1 above.

A8.8.3. In line with clause A8.8.1 above, You agree to inform Us promptly, in writing, if there are changes that would affect any certifications that have been given previously in relation to:

- o the nature of Your business
- o the ownership of Your business
- o any underlying Controlling Person or
- o the tax residence of any underlying Controlling Person of which You become aware.

A8.8.4. We will not be liable to You for any loss You suffer if We disclose information in accordance with Our legal obligations.

A8.9 You are responsible for disclosing the interest earned on Your Account to the relevant Tax Authorities of the countries where You may be liable to pay tax.

A8.10 We may be required by law, regulation or agreement to impose a withholding or retention tax on interest payable to You and/or to Exchange of Information in other circumstances.

**A9 Fees and Charges**

A9.1 Services will be charged as detailed in Our Key Facts Documents, which are available on request. We may make a change or introduce any day-to-day charge at any time for any valid reason, some examples of which may be:

- a) to keep Our business competitive as a whole, taking account of actual or expected changes in market conditions; or
- b) to ensure Our business is run prudently; or
- c) to reflect general banking or investment practice; or
- d) to enable Us to harmonise Our banking or charging arrangements; or
- e) to reflect changes in technology or in the cost of providing a service to You including direct costs We are required to pay others, or to take account of inflation; or
- f) to reflect any legal or regulatory requirements or guidance or any decision or recommendation by a court or regulator.

A9.2 If We introduce a new day-to-day charge, or increase any day-to-day charge, We will give You written notice. If We make a change, or changes, which are to Your disadvantage, We will give You 30 days prior written notice of the change. For any other changes which are not to Your disadvantage, We will provide notice in writing within 30 days following the change.

A9.3 We may also make charges for services related to Your Account (non day-to-day charges). We will tell You of Our charges on receipt of Your request; either before or when We provide the service to You.

A9.4 We reserve the right to pass on all charges incurred by Us from other organisations in carrying out Your instructions.

A9.5 We reserve the right to make a charge if You ask Us to carry out special activities, such as investigations, research, interest calculations, etc. We will advise You of the charge before We carry out Your instructions.

## **A10 Data Protection and Disclosure Information**

- A10.1 We may share Your information with other companies in the Santander group (further details of the Santander group of companies can be found in Our 'Using my personal data' booklet), Our associated companies and with Our service providers and agents, some of whom may be in other countries. We may do this so they can manage Your Account and to help Us develop and improve Our products and services. It may also be necessary to share Your information with other companies in the Santander group in order to comply with legal and regulatory obligations. We will ensure Your information is used in line with Our own strict confidentiality policies (a copy of Our privacy policy is available on request) and as required under data protection legislation in the Relevant Jurisdiction. If We transfer Your data to another country, We will only transfer to countries or in circumstances designated as having or establishing adequate levels of protection in line with data protection legislation in the Relevant Jurisdiction.
- A10.2 All information We collect is collected lawfully and held for specified and lawful purposes in accordance with data protection legislation in the Relevant Jurisdiction. Your privacy is important to Us and We will respect Your personal information and do Our best to ensure that the details We hold are accurate and kept up to date. To ensure this You must inform Us of any changes in Your details or circumstances promptly.
- A10.3 Subject to Our understanding of local advertising regulations of the country of Your Correspondence Address, any information You provide to Us may be used by Us to advise You by post, telephone or other electronic media, any products and services that We think may be of interest to You.  
If You elected to receive this information during the application process or at a later date, and You wish to withdraw Your consent You can do so at any time. You should write to Santander International, 2 Triton Square, Regent's Place, London NW1 3AN. You may also advise Us by telephone.
- A10.4 You have the right of access to certain personal records that We hold about You, as provided under data protection legislation in the Relevant Jurisdiction. If You wish to exercise this right, You should write to Santander International, 2 Triton Square, Regent's Place, London NW1 3AN. You may request a copy of the information We hold about You at any time. This is known as a Subject Access Request.
- A10.5 You can request a copy of Your Statements on a banking or savings account up to 5 years after the date of Your Account closure. The applicable charge for copy Statements prevailing at the time of Your request will apply. We will only provide copy Statements for that period when Your Account was open in the 5 years before Your request. This means that if You request copy Statements 3 years after You closed Your Account, We will provide 2 years of Statements.
- A10.6 We may use the information You provide to search credit reference and/or fraud prevention agencies. We may use information We receive from these agencies about You to manage Your Account, recover debt; prevent and detect fraud, verify identities and meet any legal obligations on Us; including statutory and regulatory reporting.  
Other organisations may become aware of such a search and use this information to prevent and detect fraud, money laundering and other crimes and to assess Your ability to obtain credit.
- A10.7 Santander Financial Services plc, is the controller of Your data, and will use Your data in accordance with the data protection laws in the Relevant Jurisdiction.
- A10.8 You will agree to provide Us with personal information, declarations or certifications that We are required to retain by law within 30 days (or such shorter period as may be required by law), of Us making a request to You to enable Us to determine whether Your Account details will need to be reported to the Tax Authorities in the Relevant Jurisdiction.
- A10.9 You agree to inform Us within 30 days in writing if any of Your personal information changes or there is any change in the circumstances following any certification that You may have provided to Us.
- A10.10 In addition to the information You provide, We may also collect information about any Signatory to an Account from:

- a) other Account holdings with which Signatory(ies) are connected; and
- b) other organisations, including credit reference agencies and fraud prevention agencies; and
- c) the way You use Our products and services, e.g., Account transactions.

A10.11 We may give details of Your Account or Your name and address and other information about You to anyone else if:

- a) We are required to do so, by the law; of the Relevant Jurisdiction or the law of any other jurisdiction; or
- b) this is necessary to protect Your or Our interests; or
- c) disclosure is made at Your request or with Your consent; or
- d) We consider it necessary or desirable to disclose to any police, judicial, fiscal, regulatory or other public authority in any jurisdiction; or
- e) where We transfer Our rights and obligations under this agreement or intend to do so (see clause A13.3).

A10.12 The Customer hereby acknowledges, and when required by applicable data protection regulation expressly consents, the disclosure of his/her personal data to other Santander group companies, along with any relevant transactions-related information, that allows such companies to comply with:

- i) the group's financial crime compliance internal policies;
- ii) its legal obligations relating to the anti-money laundering and counter terrorism financial regulations; and
- iii) its regulatory reporting to the supervisory authorities.

We are required to disclose Your name and Registered Address on all payment instructions.

A10.13 We will not disclose Your information to anyone outside the Santander group, other than for the purposes described above, unless:

- a) We have Your permission; or
- b) We are required to do so by law; or
- c) We are requested to do so under a specific exemption contained in the data protection legislation in the Relevant Jurisdiction.

## **A11 Statements**

A11.1 A Statement will only be issued if there has been a debit or credit movement on the Account since the last Statement.

A11.2 Statements will only be sent to the Correspondence Address advised by You and will detail all transactions on the Account since the previously issued Statement and will additionally advise the closure of an Account.

A11.3 Additional Statements or copies of Statements are available upon request, subject to any applicable charges (see Our Key Facts Document(s) which is available on request).

A11.4 Online Statements will be available if You are registered for Our EAM Online Banking Service. Once You are registered You can also opt for paperless Statements. If selected, You will no longer receive a Statement through the post. We recommend that You regularly save copies of Your Statements for Your records.

A11.5 If You become aware of any transaction on Your Account that has not been authorised by You, You must notify Us immediately in writing or by calling Us. For this purpose, You must check the Statement, Foreign Exchange or Fixed Deposit Contract Advice We send You and let Us know immediately of any errors. If it is necessary to investigate a transaction on Your Account, You must co-operate with Us and the police, if We need to involve them.

## **A12 Contractual recognition of bail-in measures**

A12.1 To the extent that any of Our obligations to You under these Terms and Conditions are within the scope of any UK Bail-In Power, regardless of any other term of these Terms and Conditions, or any other agreements, arrangements or understandings between You and Us, You agree to be bound by, and consent to the effect of, the exercise of any UK Bail-in Power by the Bank of England or any other person or authority with the ability to exercise a UK Bail-in Power in relation to Our obligations to You under these Terms and Conditions. This clause shall not apply to the extent that You are an Exempt Person or to the extent that any liability owed to You by Us is an Excluded Liability. In this clause:

- o 'Excluded Liability' means a liability issued, entered into or arising on or before 31 December 2015;

- o 'Exempt Person' means a micro, small or medium-sized enterprise as defined with regard to the annual turnover criterion referred to in article 2(1) of the Annex to Commission recommendation;
- o 2003/361/EC and so, as at 1 January 2016, means any enterprise which has an annual turnover of €50 million or less; and
- o 'UK Bail-in Power' means any write-down, cancellation, conversion, transfer, modification or suspension power existing from time to time under, and exercised in compliance with, any laws, regulations, rules or requirements in effect in the United Kingdom, giving effect to Directive 2014/59/EU, as amended from time to time, including, but not limited to, the Bank Recovery and Resolution (No 2) Order 2014 (SI 2014/3348) and the Banking Act 2009, both as amended from time to time, and the instruments, rules and standards created thereunder, pursuant to which:
  - (i) any obligation of Santander Financial Services plc or any other entity, can be reduced, cancelled, modified or converted into shares, other securities or other obligations of Santander Financial Services plc or any other entity (or suspended for a temporary period): and
  - (ii) any right in a contract governing an obligation of Santander Financial Services plc may be deemed to have been exercised.

### A13 General

- A13.1 We are required to hold sufficient information about You and to confirm Your identity. If, upon review, We need additional information or proof of Your identity We will contact You to obtain it. To protect both You and Us, any failure to provide this information when requested may lead to Your Account being Blocked until We receive the requested information. We may also close Your Account should You fail to respond in a timely manner.
- A13.2 We do not provide financial or tax advice nor do We accept any responsibility for information or financial or tax advice that has been given to You by a third party concerning Our Accounts, products or services.

- A13.3 We may transfer all or any of Our obligations, or any of Our rights in relation to Your Account. We may also transfer any of Our obligations, but only to someone We reasonably consider capable of performing them. References to Us in these Terms and Conditions would then be read as references to the person to whom any relevant right or obligation was transferred. You may not transfer any of Your rights or obligations in relation to Your Account without Our express agreement.
- A13.4 (1) We may change these Terms and Conditions or any details forming part of the contract between You and Us:
  - a) to conform with or anticipate any changes in the law of the Relevant Jurisdiction, regulatory requirements or Codes of Practice or recommendations of the regulatory authority in the Relevant Jurisdiction or any other suitable regulator; or
  - b) to provide for the introduction of new or improved systems, methods of operation, services or facilities; or
  - c) to enable Us to harmonise Our banking or charging arrangements; or
  - d) to take account of a ruling by a court, Ombudsman, regulator or similar body; or
  - e) to reflect market conditions; or
  - f) to reflect general banking practice; or
  - g) to make them clearer or more favourable to You; or
  - h) to rectify any mistake that might be discovered in due course.
- (2) We may also change these Terms and Conditions for any other valid reason.
- (3) If We make a change, or changes, which are to Your disadvantage, We will give You 30 days' prior written notice of the change. Under these circumstances, You can ask Us to close Your Account at any time up to 60 days from the date of notification of the change; the closure will be made without charge and any Account Specific Conditions relating to Account closure will apply. If You do not ask to close Your Account within 60 days from the date of notification of the change You will be deemed to have accepted the changes and they will apply automatically.



- (4) For any other changes which are not to Your disadvantage, We will provide notice in writing within 30 days following the change.
- (5) A change to these Terms and Conditions includes removing or adding a Term and/or Condition but does not include a change of interest rates or charges, which are covered by clauses A8 and A9 of these Terms and Conditions for Cash Platforms and Deposit Aggregators.
- A13.5 We reserve the right to cease offering any form of Account without prior notice.
- A13.6 Governing law and jurisdiction
- A13.6.1. English law applies to these Terms and Conditions. You and We agree the courts of England and Wales will have jurisdiction to hear any disputes arising in relation to these Terms and Conditions
- A13.6.2. These Terms and Conditions are available only in English and all communications from Us will be made in English. We will only accept communications and instructions from You in English.
- A13.7 We aim to provide an efficient service of the highest quality. Occasionally however, You may feel that Our standards of service fall below that which You would expect. In such circumstances, We have a procedure designed to deal with any difficulties quickly and effectively.
- If You have a complaint about any of Our products or services, please contact Your Relationship Manager, or visit [www.santanderinternational.co.uk/contact-us/](http://www.santanderinternational.co.uk/contact-us/) for a full list of contact details or to download a copy of Our How to Complain leaflet.
- Alternatively, please contact Us using the details on the back of this document.
- If for any reason You are not happy with Our decision, or it has been over 8 weeks since You first raised Your concerns with Us, You may be able to refer Your complaint to the Financial Ombudsman Service:
- Financial Ombudsman Service  
Tel: 0800 023 4567 or +44 (0) 207 964 0500  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- A13.8 Important information about compensation arrangements.
- A13.8.1. We are covered by the Financial Services Compensation Scheme ('FSCS'). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations.
- A13.8.2. Most depositors, including most individuals and businesses (including medium and large sized businesses and Local Authorities with an annual budget of less than €500k (approximately £360k)), are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit.
- A13.8.3. The current FSCS limit relates to the combined amount in all the eligible depositor's Accounts with the bank, including their share of any joint Account, and not to each separate Account. Business and Corporate Accounts are treated as separate entities so are entitled to claim up to the current FSCS limit. Sole Traders do not have a separate legal status, so their Sole Trader business balances will be added to their personal balances and the total claim may not exceed the current FSCS limit.
- A13.8.4. For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please contact us or refer to the FSCS website [FSCS.org.uk](http://FSCS.org.uk) or call the FSCS on 020 7741 4100 or 0800 678 1100. Please note only compensation related queries should be directed to the FSCS. Santander Financial Services plc is an authorised deposit taker and accepts deposits under the trading name Santander International. Please note that due to the schemes' eligibility criteria not all Santander Financial Services plc business and corporate customers will be covered.

## Section C – Call Accounts Specific Conditions

- C1.1 Cheque books or cards are not available on Call Accounts.
- C1.2 Standing Orders or direct debits are not permitted on Call Accounts.
- C1.3 You can make immediate withdrawals of Cleared Funds from Your Call Account up to the Available Balance via Our EAM Online Banking Service or in writing. The funds will be transferred to an Account of Your choice.
- C1.4 There are no restrictions to the number of withdrawals or minimum withdrawal amount on Call Accounts.
- C1.5 We will calculate interest daily on the cleared balance in the Account. The frequency of interest payments is dependent on the type of Call Account held. Please call Us for further details.

## Section D – Fixed Deposit Contracts Specific Conditions

- D1.1 Cheque books or cards are not available on Fixed Deposit Contracts.
- D1.2 Standing Orders or direct debits are not permitted on Fixed Deposit Contracts.
- D1.3 Once a contract has been fixed, You cannot add additional funds to that contract, although You may be able to open another contract providing the Minimum Balance requirement is met.
- D1.4 Once a contract has been fixed You cannot withdraw any of the funds until maturity.
- D1.5 To be eligible for a Fixed Deposit Contract You must meet the Minimum Balance requirement and also maintain a Call Account with Us in the same name(s) and currency for the duration of Your Fixed Deposit Contract, and meet the Minimum Balance requirements of that Account.
- D1.6 The interest rate payable is fixed on the Business Day that Your deposit is processed and will apply for the duration of the contract. This may mean that the interest rate that You receive is different to the interest rate that was published when You completed Your Application Form. New Fixed Deposit Contract requests received by Us before 12 noon (UK time) with available Cleared Funds will commence on the day of receipt. All requests received after 12 noon (UK time) will be treated as being received the next Business Day. We will send You an Advice that confirms the details of Your Fixed Deposit Contract when it commences.
- D1.7 Instructions to renew a Fixed Deposit Contract on its Maturity Date, must be received by Us before 12 noon (UK time) on the Maturity Date. If We receive Your instructions after this time, Your maturing funds will be placed in a new Fixed Deposit Contract at the interest rate available on the date of Your new Fixed Deposit Contract.
- D1.8 If We do not receive instructions for Your maturing funds on the Maturity Date the principal and interest will be repaid to Your associated Call Account under advice to You and pending Your further instructions.
- D1.9 Interest on a 2, 3 or 5 Year Fixed Deposit Contract can either be paid annually or on the Maturity Date. For annual interest it is paid on the Anniversary Date and on the Maturity Date. Interest payments other than on the Maturity Date cannot be added to capital and must be paid into the Call Account held with Us in Your name(s). For interest on maturity the capital and interest will be paid on the Maturity Date to Your Call Account.
- D1.10 Interest will be credited gross (without deduction of taxes) to Your associated Call Account.
- D1.11 Matured funds can be accessed on the Maturity Date.
- D1.12 Withdrawals and early closure before the Maturity Date are not possible in the case of insolvency or winding up, unless compelled to do so by law.

## Section E – Notice Accounts, including Premium Notice Accounts, Specific Conditions

- E1.1 Cheque books or cards are not available on Notice Accounts.
- E1.2 Standing Orders or direct debits are not permitted on Notice Accounts.
- E1.3 The frequency of interest payments is dependent on the type of Notice Account held. Please call Us for further details.
- E1.4 You may only make withdrawals, including closure, providing the required Notice Period of the Account is given. If insufficient notice for a withdrawal request is given, We will withhold the funds until the full Notice Period is completed.
- E1.5 The Notice Period starts from the Date of Receipt of Your notification for the amount specified. The funds continue to earn interest in the Account up to the date of withdrawal.
- E1.6 You are solely responsible for placing notice of withdrawal, on an Account, as required. Under no circumstance will the Bank automatically apply notice on an Account.
- E1.7 Notice may be given in writing by signed.
- E1.8 Notice to close an Account is taken on the balance in the Account at the time notice is placed. Additional funds may not be added after this time unless the closure request is withdrawn.
- E1.9 The amount covered by an existing notice instruction may be reduced or cancelled at any time prior to the date of withdrawal, without incurring a penalty. This may be given in writing by signed letter.
- E1.10 If You wish to pay the funds from a Notice Account, to be transferred to a different financial institution You must provide Us with a separate instruction to the notice instruction. If We do not receive an instruction to pay away the funds from Your Notice Account before the Notice Period expires, the notice will lapse.
- E1.11 You are not permitted to increase the amount advised in a notice instruction during the Notice Period. If You wish to withdraw additional funds You are required to give a new notice instruction for the extra sum required.
- E1.12 Confirmation of the notice and the expiry date of the Notice Period will be sent to You in writing. There is no period of grace following the expiry date of the Notice Period for a withdrawal to be made.
- E1.13 The Notice Period will be waived if You are transferring funds to another Account with Us, which has an equivalent or greater Notice Period. This is unless the Account to which funds are being transferred specifically excludes this facility.
- E1.14 If transferring funds to an Account with a lesser Notice Period, You only need to give the differential in the Notice Periods.
- E1.15 We do not accept instructions or requests to place deposits on constant notice, rolling notice, or to close an Account and transfer funds to a new identical Account in order to benefit from interest capitalisation.

## To find out more

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08000 84 28 88 if calling from a UK landline or mobile,  
or +44 (0)1534 885 000 if calling from overseas.  
Monday to Friday 9am to 5pm (UK time), except Wednesdays when we open at 9.30am.



Santander International  
2 Triton Square, Regent's Place,  
London NW1 3AN



**Write to us at:**  
External Asset Manager Servicing  
Santander International  
13-15 Charing Cross,  
St Helier, Jersey JE2 3RP,  
Channel Islands



[santanderinternational.co.uk](http://santanderinternational.co.uk)



[EAMSC@santanderinternational.co.uk](mailto:EAMSC@santanderinternational.co.uk)

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Santander International is able to provide this document in large print, Braille and audio CD. If you would like to receive this document in one of these formats, please contact us.

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Santander International is the trading name of Santander Financial Services plc.

Santander Financial Services plc is incorporated in England and Wales with number 2338548 and its registered office is 2 Triton Square, Regent's Place, London NW1 3AN, United Kingdom. [www.santanderinternational.co.uk](http://www.santanderinternational.co.uk) Santander Financial Services plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Santander Financial Services plc's Financial Services Register number is 146003. You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register).

All accounts opened with Santander Financial Services plc have situs in the UK and are therefore covered by the Financial Services Compensation Scheme established under the UK Financial Services and Markets Act 2000. The FSCS protects customers including individuals, companies and small local authorities for up to £85,000 across accounts with us. This amount is for each customer, meaning two individual customers with a joint account have protection of £170,000. Full details of the Scheme and banking groups covered are available on the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk). Santander and the flame logo are registered trademarks. Calls to Santander International are recorded and may be monitored for security and training purposes.