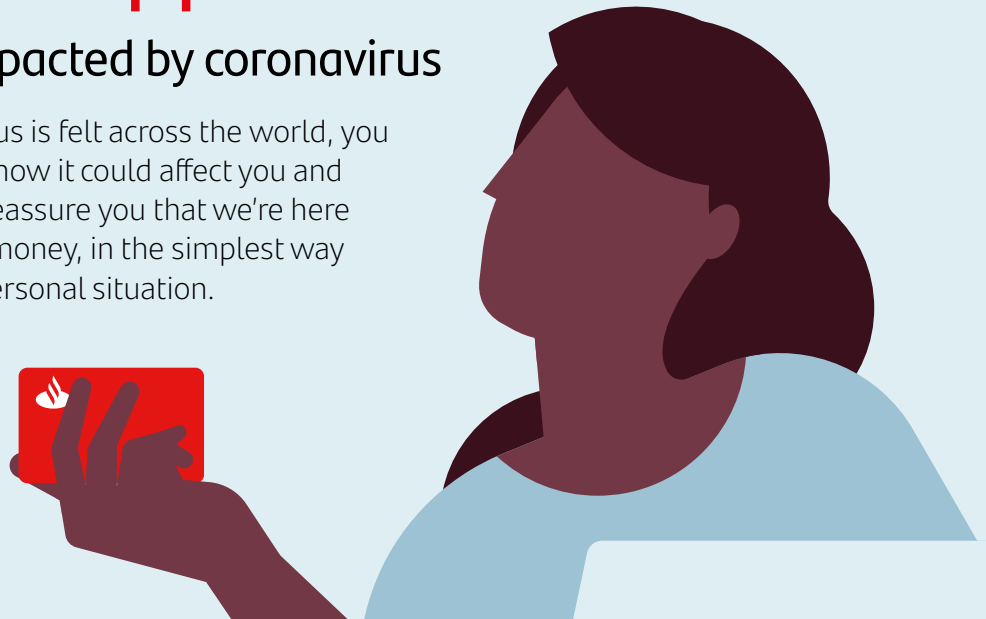


Help and Support

for customers impacted by coronavirus

As the impact of coronavirus is felt across the world, you may have concerns about how it could affect you and your money. We want to reassure you that we're here to help you manage your money, in the simplest way possible, whatever your personal situation.



Managing your money

If your income has been affected by the disruption from the coronavirus, we have options to help you. These include:

- No fees for missed payments
- Emergency cash backed loans secured against fixed term accounts

If you're worried about your financial situation because of coronavirus, please **contact us**.



Managing your mortgage

If you're worried about paying your mortgage because of coronavirus, please contact our dedicated mortgage support team on **+44(0)1624 644900** to discuss the options available to you.



Travel and holiday disruption

We may be able to help with the following:

- If you used your Gold Visa debit card and your travel has subsequently been disrupted*
- If you are abroad when plans change and require emergency funds
- If you're having difficulty using your Gold Visa debit card

Please **contact us** so that we can help you.

*Please note that the terms and conditions of some airlines state that they will only offer a credit note or voucher for flights that are cancelled. If the airline is complying with the terms and conditions agreed to when the flights were purchased, this does not represent a disputed transaction. In these instances, where flights were paid for using a Santander International Gold Visa debit card, it is not possible for us to issue a refund.



Stay fraud safe

Unfortunately, fraudsters may try to take advantage of the current situation, so make sure you're on the lookout for anything suspicious, including messages about coronavirus claiming to be from your bank. Remember, we'll never ask you for your full PIN or password or ask you to move money from your accounts.

Accessing your account

If you're unable to visit our branch or an ATM to withdraw cash, there are a number of ways you can stay in control of your finances from home.



Online Banking

- Online Banking gives you instant 24/7 access to your Santander International accounts from anywhere in the world. Wherever you are, whatever time it is, as long as you have an internet connection, you can log on and manage your accounts.
- Online Banking is the simplest way for you to check your balance, make payments and much more from your smartphone, computer, tablet or other device. [Click here to find out more and register.](#)



Contact us

If you're experiencing any problems with managing your money, we're here to help. Please contact us.

To find out more



Call us on **08000 84 28 88** if calling from a UK landline or mobile, or **+44 (0)1624 641 888** (Isle of Man branch) or **+44 (0)1534 885 000** (Jersey branch) if calling from overseas. Monday to Friday 9am to 5pm (UK time), except Wednesdays when we open slightly later at 9.30am.



Email us at: **info@santanderinternational.co.uk**

To help keep your account(s) secure, please do not send sensitive information about you or your account(s) via email



Visit us at **santanderinternational.co.uk**

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