

General Terms and Conditions

Effective from 28 October 2024

Please read and keep for future reference

Contents

Introduction	3	Section B	
		- Using Our Online Banking Service	21
Definitions	4	Section C	
		- Call Accounts Specific Conditions	21
Section A	7	Section D	
- General Terms and Conditions	7	- Instant Access Savings Accounts Specific Conditions	21
A1 Opening and operating Your Account	7	Section E	
A2 Closing Your Account	8	- Fixed Deposit Contracts Specific Conditions	22
A3 Telephone Banking service	9	Section F	
A4 Deposits	10	- Notice Accounts, including Premium Notice Accounts, Specific Conditions	23
A5 Withdrawals	11		
A6 Interest	14		
A7 Fees and Charges	15		
A8 Data Protection and Disclosure Information	16		
A9 Currency Conversion	18		
A10 Statements	18		
A11 General	19		

Introduction

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

These General Terms and Conditions set out the rights and obligations of You (the Customer) and Santander Financial Services plc, for all Accounts held with Santander Financial Services plc. These General Terms and Conditions and the signed and completed application form and the Mandate contained therein which together are referred to as these Terms and Conditions together with any additional conditions that apply to any products and/or services that You have with Us constitute the entire contract between You and Santander Financial Services plc.

These Terms and Conditions should be read carefully before signing the application form. These Terms and Conditions may be varied by Us – please see clause A11.4 and apply to all Our Accounts that We may offer from time to time. When We refer to Your Account this means the relevant term or condition applies to all Your Accounts. Where a term or condition only applies to one of Your Accounts, We make this clear. In some places these Terms and Conditions refer to details, for example Our interest rates and charges, which We provide separately from these Terms and Conditions. You can print a copy of these Terms and Conditions and view the interest rates and charges for Your Account by visiting Our Website [santanderinternational.co.uk](https://www.santanderinternational.co.uk).

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 Santander International Account or Your Santander International fixed deposit contract operated and maintained by Us in Your name.

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

'Account Terms' means these General Terms and Conditions.

'Additional Services' means any additional services We agree to provide.

'Advice' means a written confirmation of a Foreign Exchange transaction or fixed deposit instruction.

'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.

'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.

'Authenticated User' refers to a customer or authorised Third Party who has accessed either the Telephone Banking or Online Banking Service by entering their valid security details or security information.

'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.

'BIC' means the Bank Identifier Code.

'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.

'Business Hours' means between 9am and 5pm (UK time) on a Business Day, except on Wednesdays when Our Business Hours are 9.30am to 5pm.

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

'Certified Copy' means a copy of the document We require as certified by those We deem appropriate. Please refer to Our 'Documents You need to provide' leaflet for more information.

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

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

'Commencement Date' means the first Business Day of a Fixed Deposit Contract.

'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 Due Diligence' ('CDD') refers to appropriately certified documents that verify Your identity and Registered Address.

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

'Day Count' means the common convention that defines the way We calculate accrued interest. These are actual/365 days per year for Sterling and actual/360 days per year for US dollars and Euro.

'Dispute' means You are in disagreement with another Account holder regarding Your Account.

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

'EEA' means the European Economic Area.

'Embargo' means a relevant government order that restricts specified commercial activities with a country.

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

'Exchange of Information' ('Eol') 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.

'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.

'Inactive' means an Account which has not had any transactions in the last two years.

'Individual' means each individual person operating an Account with Santander International.

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

'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 Telephone Banking and 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.

'One Time Passcode' ('OTP') sent from the Bank to the customer's mobile phone number, for the purpose of registering for Our Online Banking Service for the first time and for new payments made through the service.

'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 personal and Account information, as well as the ability to request transactions and amendments to Your Account.

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

'Payment Account' means an Account 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.

'Provision of Services Letter' means correspondence We send to You confirming the interest rates, minimums and maximums, tariffs or non-standard charges which apply to Your Account and which may vary from time to time.

'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 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 Telephone Banking Service or Online Banking Service.

'Settlement Date' means for payments in foreign currency, the date on which the currency will be delivered to the beneficiary's bank. This is usually the date on which funds are made available to the beneficiary, although the bank sending the payment cannot control this.

'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.

'Telephone Banking Service' means once You have been successfully authenticated You may authorise Us to carry out Your telephone instructions including instructions to make payments to third parties and Account closure.

'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 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 Online Banking Service.

'Total Relationship Balance' indicates the overall balance held by a customer.

'UK Base Rate' means The Bank of England's official bank rate, which is set by the Monetary Policy Committee.

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

'US dollars' 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

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

'Written notice' means a written communication to You, using contact details registered with Us at the time We prepare the communication and which We may send electronically through our Online Banking service (if You have registered for that service), or by another messaging system such as email, or by post to the Correspondence Address We hold for You.

'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 – General Terms and Conditions

Section A contains general Terms and Conditions that are applicable to all of Our Accounts and services. For additional clauses that are specific to individual Accounts and services please refer to Section B onwards.

A1 Opening and operating Your Account.

- A1.1 Account acceptance will be at Our sole discretion.
- A1.2 You must complete the application forms and supply all documentation that We request, to meet Our Account opening procedures. In order for Us to meet legal and regulatory requirements and fulfil Our own internal Know Your Customer ('KYC') and Customer Due Diligence ('CDD') obligations, We require You to provide Us with documentary evidence of Your identity, current permanent Registered Address, tax residency and financial information. The Account that You have applied for will not be operational until We are satisfied that Our legal and regulatory obligations have been fulfilled. We reserve the right to refuse any application and to request further documentation at any time or to refuse any application. If an application is refused, We are not obliged to furnish You with a reason for such refusal.
- A1.3 For the initial deposit, electronic transfers are essential. We reserve the right to request additional information to verify the Source of Funds and to refuse any deposit without being obliged to furnish You with a reason for such refusal.
- A1.4 Existing customers may activate the Online Banking Service by calling Us. In order to have Online Banking You are required to also register for Our Telephone Banking Service.
- A1.5 All named Account holders of an Account shall be responsible and liable, for any amounts owing to Us and for any funds, deposits, withdrawals and general up keep of the Account, in line with the Terms and Conditions of Your Account(s).
- A1.6 Any amendment to the current Mandate requires the agreement of all existing named Account holders of the Account and the completion of a new Mandate.
- A1.7 We will hold records of transactional data on Your Account in accordance with the requirements of the applicable Financial Services and Data Protection laws in the Relevant Jurisdiction.
- A1.8 Where You have given Us an address(es); telephone number(s) and/or an email address(es), We assume the right to use these as a means of communication with You.
- A1.9 We may refuse to carry out or allow any transaction or information amendment if We are not reasonably satisfied of the identity or authority of the person requesting the transaction or the lawfulness of the transaction.
- A1.10 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.
- A1.11 Any Accounts opened subsequent to Your initial application are bound by the same Terms and Conditions and any additional Terms and Conditions or amendments that apply to Structured Products, Fixed Deposit Contracts, limited edition Accounts or other specific Account terms. New Accounts can be opened by telephone or in writing without the need for a further application form provided sufficient valid identification documentation for You is held by Us.
- A1.12 We will regularly review the information You hold with Us, to ensure that Our KYC/ CDD information remains up to date. Should Your information need to be updated We will endeavour to contact You to inform You. Should We not receive the information We require from You within the period We specify We reserve the right to Block transactions on Your Account; Your Online Banking Service; and Telephone Banking Service, until the information We require is received.
- A1.13 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 A11.1.

A1.14 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.

A1.15 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.

A1.16 We may restrict Your access to certain services where, for example:

- We reasonably believe that You have not kept Your security credentials or any devices safe;
- We suspect that Your security credentials or devices have been used fraudulently or without your permission;

- We reasonably believe it is appropriate to do so in order to protect Your Account;
- We reasonably suspect that Your Account has been or is likely to be used for an illegal purpose.

If We can, We will explain why We have taken the decision to restrict access however there may be certain instances where We are unable to do so, for example for legal, regulatory or security reasons.

A1.17 You must advise Us as soon as possible in writing, or in person at Our branch, or by telephone, providing You have registered for Our Telephone Banking Service and are successfully authenticated, when You change Your:

- business name
- Registered or Correspondence Address
- phone number
- email address
- trading type
- Country of Registration

Please note for security reasons, You cannot change Your address using the Online Banking Service. If We do not hold correct information We may Block Your Account to protect both You and Us.

A1.18 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.

A2 Closing Your Account

A2.1 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, or by notification using Our Telephone Banking Service for Authenticated Users. It may take up to 5 Business Days to close Your Account. For security reasons, You cannot close Your Account using Our Online Banking Service.

A2.2 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.

A2.3 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 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.

A2.4 We reserve the right to close Your Account(s) if, in accordance with Our internal company policy, the Account/Accounts is/are being used for transactions related to cryptocurrencies and/or crypto assets.

A2.5 We may also close Your Account(s) with Us by transferring Your funds to an internal holding account after We have made reasonable enquiries.

A2.6 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.

A3 Telephone Banking Service

A3.1 We provide a Telephone Banking Service, on all Business Days. Please refer to the contact numbers, which can be found at the back of this document for service availability. For Your protection and to help Us improve the quality of Our service, We will record and may monitor Your telephone calls with Us.

A3.2 You must keep Your Security Details secure and not disclose them to anyone else. You will be liable for any transactions where:

- a) You have failed to take adequate precautions to keep Your details secure,
- b) You have authorised the carrying out of the transactions or the access or use of the service, or
- c) You have acted fraudulently.

A3.3 You may authorise Us to carry out Your telephone instructions (including instructions to make payments to third parties and Account closure), providing You use the Telephone Banking Service and You have been successfully authenticated. We reserve the right to carry out any additional identity check(s) in connection with this service.

A3.4 In consideration of the Bank acting in accordance with telephone instructions received from You, or which purport to have been given by You, in conjunction with Your Security Details, You agree to indemnify the Bank and to keep the Bank indemnified against all actions, proceedings, liabilities, claims, damages, costs and expenses in relation to the Bank acting on such instructions and You irrevocably authorise the Bank to debit Your Account in respect of all amounts chargeable to You as a result of receiving and acting on instructions in accordance with this arrangement.

A3.5 We may refuse to carry out any instructions if they involve a transaction exceeding a particular value or if We feel there is a reason to do so, such as a suspected breach of security. We are not obliged to provide You with a reason. We will endeavour to notify You of Our refusal within one Business Day of making Our decision. We will not tell You if the law or relevant regulation prevents Us from doing so.

A3.6 Should a further Account be opened in the same name(s) with identical signing instructions, the same Security Details will be applied to this Account once the Account opening is complete.

A3.7 You may cancel or amend an instruction given to Us using the Telephone Banking Service, providing this notification is received by Us one Business Day before the day the transaction is to be actioned. Thereafter, We will do the best We can to comply with the request, providing We have not already actioned the instruction.

A3.8 Whilst We reserve the right to verify the authenticity of any instructions received We have no further obligation to do so, providing You are an Authenticated User. We have no responsibility in the event that Your Security Details come into the possession or knowledge of unauthorised persons through no fault of Our own.

A3.9 For Your protection and to prevent fraud, if repeated attempts are made to access the Telephone Banking Service using incorrect Security Details, the Telephone Banking Service will be automatically locked after a predefined number of attempts. In this event and for Your security, We will reset Your Security Details only when You have successfully answered Our security questions, which will enable Us to correctly re-validate You as the Account holder.

A4 Deposits

- A4.1 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.
- A4.2 Please refer to Our Charges leaflet which can be found on Our Website or call Us for details of charges for which You may be responsible when sending electronic transfers to Your Account.
- A4.3 We will action all electronic transfers that require a Foreign Exchange transaction received by 3pm (UK time) at the prevailing exchange rate on the day of receipt. Transfer instructions received after 3pm (UK time) will be treated as received and will be actioned on the next Business Day, unless We have received prior notification by Authenticated Telegraphic Advice or Authenticated SWIFT Message before 3pm (UK time) on the date of receipt. Unless We have agreed a specific exchange rate for a transfer instruction received after 3pm, We reserve the right to use the prevailing exchange rate on the next Business Day when the Foreign Exchange transaction is executed.
- Payments involving Foreign Exchange may be Same Day/Next Day or Spot Value depending on the currencies involved.

A4.4 Funds will be applied to the Account number or IBAN, quoted. In the absence of an Account number or IBAN being quoted or the quoted 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. In the absence of an Account held by You in the same currency as the funds, We reserve the right to convert the funds and credit the proceeds to an Account held in Your name in a different currency without prior notification. 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.

A4.5 We do not permit withdrawals against uncleared funds.

A4.6 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.

A4.7 We reserve the right to refuse any deposit at Our sole discretion. For example, if We reasonably believe doing so might cause Us to breach a legal requirement or expose Us to action from any government, regulator or law enforcement agency, or We believe there is fraudulent or criminal activity on the Account.

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.

A4.8 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.

A4.9 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. What We will do depends on how the deposit was made, where it came from and how long it has been in Your Account:

- o We will take back any money that has been paid into Your Account due to a system error of a bank or that We pay into Your Account by mistake
- o We will return any money paid into a closed or suspended account to the paying bank
- o We can remove money without asking You if we suspect it was paid in by fraud or other criminal activity

If a financial institution located within the UK, Channel Islands or Isle of Man tells Us a payment into Your Account was not meant for You, We will tell You and clause 4.11.1 below will apply. If You tell Us the payment was not a mistake, We have to share all relevant transaction information with the paying financial institution if it asks Us. This includes Your name and address so that the payer can contact You directly.

4.11.1 How a mistaken payment into Your Account is treated depends on the type of payment and the length of time it has been in Your Account:

- o If the deposit is a UK, Channel Islands or Isle of Man payment and is not CHAPS, then We will limit access to the money for 15 Business Days and tell You We have done so if the money has been in Your Account for 2 months or less. This gives You time to show Us it was meant for You before We return it to the paying bank. If the deposit has been in Your Account for more than 2 months, We will contact You before limiting access to the money or returning it to the paying bank
- o If the deposit was a CHAPS, international or non-Sterling payment, then We will not take the payment out of Your Account and return it to the paying bank unless You agree.

We may also deduct enough money to cover any agent or intermediary bank charges. We will do this even if it puts Your Account into unauthorised overdraft.

A5 Withdrawals

A5.1 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 Online Banking Service (which is governed by Our Online Banking Service Terms and Conditions, please refer to Section B) or by the Telephone Banking Service and You have been authenticated by that service.

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 A1.3); or
- b) You have not signed the instruction in accordance with Your Mandate; or
- c) You have not authenticated Yourself to use Our Online Banking Service; or
- d) You have not authenticated Yourself to use Our Telephone Banking Service; or
- e) You do not have sufficient cleared funds in Your Account to make the withdrawal; or
- f) a Legal Order has prohibited withdrawals from the Account; or
- g) Your Account is closed or Blocked; or
- h) You have not provided Us with complete and correct withdrawal instructions; or
- i) You have not provided Us with satisfactory details regarding the source of any funds You have deposited with Us (see clause A4.6); or
- j) Your withdrawal request does not enable Us to meet Our legal and regulatory requirements; or
- k) 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

- l) 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
 - m) You have committed any fraud or violated any law or regulation; or
 - n) You ask Us to make a payment in a currency or via a method that We do not support.
- A5.2 For reasons of security We will not accept any withdrawal instructions via email or fax unless Standard Settlement Instructions are held.
- A5.3 We reserve the right to contact You regarding any withdrawal request, in order to perform security and regulatory checks, and this may delay the processing of the withdrawal. Further, there may be a delay outside of Our control whilst any third party involved in the transmission of the payment conducts checks to meet their legal and regulatory requirements. We reserve the right to refuse to carry out any instruction if We are in any doubt regarding its authenticity, the instruction is not clear or is incomplete, a restriction on the Account prevents Us from doing so (for example a daily payment limit), We become aware of a dispute between Account holders or in any other circumstances where We consider it necessary or desirable to protect Your or Our interests, including meeting Our legal or regulatory requirements, or any code or other duty that apply from time to time.
- A5.4 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.
- A5.5 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) may be treated as received and actioned on the next Business Day.
- A5.6 Electronic payment instructions received by 1pm (UK time) that **do not** involve any currency exchange, will be actioned on the date of receipt. Electronic instructions received after 1pm may be treated as having been received the next Business Day. Value dates are determined by the currency and/or destination. Please refer to clause A5.11 for further details.
- A5.7 We may refuse to effect a withdrawal instruction where there are reasonable circumstances for doing so (see clause A5.3).
- A5.8 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. Value dates will depend on the currency/currencies involved. Please refer to clause A5.11.
- A5.9 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.
- A5.10 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.
- A5.11 Subject to normal Business Days, payments that do not involve Foreign Exchange will be made for the following value dates:
- a) Same Day Value:
 - Sterling payments to the UK;
 - Euro payments to the EEA;
 - US dollar payments to the US

b) Same Day/Next Day Value:

Sterling, Euro and US dollar payments not covered by a). Contact us for further details.

c) Spot Value:

All other international payments.

Payments involving Foreign Exchange may be Same Day/Next Day or Spot Value depending on the currencies involved.

Domestic Sterling payments will ordinarily arrive in the beneficiary's account by the end of the next Business Day. Most international payments will arrive at the beneficiary bank within 2 to 5 business days. In some instances however, it may take longer depending on the country and any checks required.

A5.12 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.

A5.13 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.

A5.14 We can also apply Condition A5.13 to pay money You owe on other accounts which You hold with any other member of the Santander group of companies in the UK.

A5.15 To stop payment of any item, We recommend You contact Us immediately by telephone, followed by signed confirmation in writing. We will not act upon any such instruction if the item has already been debited to the Account or We have given a commitment that payment will be made.

If You are asking Us to stop a payment because You have given the wrong instructions and the payment has already been made, We will attempt to recall the payment on Your behalf. We may charge You for Our time, even if Our efforts to recall the payment are not successful. We will not be liable for any delays or losses that may result.

A5.16 We reserve the right to charge for processing withdrawals (see Our Charges leaflet), which can be found on Our Website or provided on request.

A5.17 When making international funds transfers You should be aware that other banks and/ or agents may levy additional charges. We have no control over such charges and they remain Your responsibility.

A5.18 If a payment is returned, We will credit Your Account with any monies received. This may be less than the amount You originally sent, due to fees deducted by the beneficiary or intermediary banks and/or the result of any currency conversion.

A5.19 If We have made a payment late or made an error then:

- 5.19.1 If We have made a mistake when processing Your withdrawal instruction, We will restore Your Account to how it would otherwise have been:
- o If We have sent the payment to the wrong account, We will refund You
 - o If We have sent too much, We will refund the difference.

You must tell Us as soon as You can, and within 13 months of the payment, unless Your Account's annual turnover exceeds £6.5m, in which case You must tell Us within 2 months.

We will make any refunds as soon as possible once We are aware of Our error, but no later than within 3 business days.

We will not refund You or pay any interest and charges if We can show that the beneficiary bank received the payment on time.

5.19.2 We will not be liable for any loss of interest or any costs incurred if We were unable to make the payment, or made the payment late due to abnormal or unforeseen circumstances beyond Our control, or as a result of delays attributable to necessary checks conducted in the ordinary course of processing, or to comply with Our legal and regulatory obligations.

5.19.3 In any other circumstance, Our liability depends on the type of customer You are and the type of loss. We will be liable for a direct loss (such as costs) but We will not be liable for an indirect or consequential loss, such as lost business, data or losses resulting from third party claims, even if they were foreseeable. Where there is a direct loss of profit then We will be liable for personal, small business and small charity customers but not larger corporate business customers.

5.19.4 If We refund You but subsequently find that You were not entitled to the refund, We will debit Your Account to correct the position, which may result in an unauthorised overdraft.

A5.20 If You have been tricked into sending money by a fraudster or have knowingly given access to Your Account to a third party (for example an employee, adviser, family member or friend) and You share Your security credentials, including any passwords or passcodes and/or give access to Your device, We may treat the payment as if You have authorised it and may refuse to refund You for any transactions initiated prior to You notifying Us. We will always consider all the circumstances before reaching Our decision.

A6 Interest

A6.1 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.

A6.2 Interest will be credited gross (without deduction of taxes) to Your Account.

A6.3 As detailed further in clause A6.8 and clause A8.8 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.

A6.4 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.

A6.5 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.
- A6.6 If We make a change to Our interest rates We will put a notice on Our Website and We will give You personal written notice of any reduction in rates at the earliest opportunity. 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.
- A6.7 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.
- A6.8 Provision of Information
- 6.8.1 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.
- 6.8.2 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 sub clause 6.8.1 above.
- 6.8.3 In line with condition 6.8.1 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.
- 6.8.4 We will not be liable to You for any loss You suffer if We disclose information in accordance with Our legal obligations.
- A6.9 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.
- A6.10 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.
- A7 Fees and Charges**
- A7.1 Services will be charged as detailed in Our Charges leaflet, which is available on Our Website or 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.
- A7.2 If We introduce a new day-to-day charge, or increase any day-to-day charge We will put a notice on Our Website. 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 within 30 days following the change, and will either provide notice in writing or on Our Website.
- A7.3 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.
- A7.4 We reserve the right to pass on all charges incurred by Us from other organisations in carrying out Your instructions.
- A7.5 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.

A8 Data Protection and Disclosure Information

- A8.1 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 Our Website) 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.
- A8.2 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.
- A8.3 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.

- A8.4 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.
- A8.5 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.
- A8.6 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.
- A8.7 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.
- A8.8 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.
- A8.9 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.
- A8.10 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.
- A8.11 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 A11.3).
- A8.12 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.
- A8.13 We are required to disclose Your name and Residential Address on all payment instructions.
- A8.14 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.

A9 Currency Conversion

- A9.1 Cleared funds may be converted upon request to any other currency for external payments.
- A9.2 Funds may be received by Us in any currency and, unless otherwise advised, We will convert the funds to the currency in which Your Account is held at the prevailing exchange rate.
- A9.3 Details of Cut-off Times and exchange rates can be found on Our Website or are available on request.
- A9.4 We will action all electronic deposits that require a currency exchange received by 3pm (UK time) at the prevailing exchange rate on the Business Day of receipt. Transfer instructions received after 3pm (UK time) will be treated as received and actioned on the next Business Day, unless We have received prior notification by Authenticated Telegraphic Advice or Authenticated SWIFT message before 3pm (UK time) on the date of receipt.
- A9.5 We will action all electronic withdrawal instructions which require a currency exchange received by 1pm (UK time) at the prevailing exchange rate on the Business Day of receipt. Electronic transfer instructions that require a currency exchange received after 1pm (UK time) will be treated as received and actioned on the next Business Day at the prevailing exchange rate.
- A9.6 Where internal transfer instructions that require a currency exchange are received before 3pm (UK time), the currency exchange will be carried out at the prevailing exchange rate.
- Internal transfer instructions that require a currency exchange received after 3pm (UK time) will be treated as received and actioned on the next Business Day at the prevailing exchange rate.
- A9.7 Value dates will depend on the currency/ currencies involved. Funds will not necessarily reach the beneficiary account on the Value Date. Please refer to clause A5.11.

Same Day, Next Day and Spot Value for a cross-currency transfer will be at the prevailing exchange rate determined by Santander International. This may not be a rate published on any publicly available financial platform at the time of the transfer and will not be confirmed ahead of the instruction being committed through Our Online Banking service.

To confirm the Same Day, Next Day or Spot Value for a cross-currency transfer ahead of committing any instruction, please contact Us to undertake this via Our Telephone Banking service.

A10 Statements

- A10.1 A Statement will only be issued if there has been a debit or credit movement on the Account since the last Statement.
- A10.2 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.
- A10.3 Additional Statements or copies of Statements are available upon request, subject to a charge (see Our Charges leaflet which is available on Our Website).
- A10.4 Online Statements will be available if You are registered for Our 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.
- A10.5 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.

A11 General

- A11.1 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.
- A11.2 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.
- A11.3 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.
- A11.4 (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 within 30 days following the change, and will either provide notice in writing or on Our Website.
- (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 A6 and A7 of these General Terms and Conditions.
- A11.5 We reserve the right to cease offering any form of Account without prior notice.
- A11.6 Governing law and jurisdiction
- 11.6.1 English law applies to this Agreement (unless Your Specific Terms and Conditions say otherwise). You and We agree the courts of England and Wales will have jurisdiction to hear any disputes arising in relation to this agreement
- 11.6.2 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.
- A11.7 These Terms and Conditions are standard for all Accounts. Specific Accounts or products may have additional Specific Conditions, and will be applicable in addition to these Terms and Conditions. If Account Specific Conditions conflict with these Terms and Conditions, the Account Specific Conditions will apply.

A11.8 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/ 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

A11.9 Important information about compensation arrangements. 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.

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. For joint Accounts each Account holder is treated as having a claim in respect of their share so, for a joint Account held by two eligible depositors, the maximum amount that could be claimed would be the current FSCS limit each.

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.

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 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 B – Using Our Online Banking Service

- B1 This section relates to online banking. Please refer to the Terms and Conditions of the Online Banking Service, which also apply and may be found on Our Website.
- B1.1 To access the Online Banking Service You must have signed up for Our Telephone Banking Service. You will need to accept the conditions of use and use Your Security Details.
- B1.2 We may apply a limit on the amount You can withdraw online or ask You to contact Us for transactions that require additional authorisation. Please refer to clause A5 for further details.
- B1.3 If You do not use the Online Banking Service for at least 12 months We may treat this as Your indication that You no longer require the service and may remove Your Account(s) from the Online Banking Service.
- B1.4 We make no warranty that the Online Banking Service will be available, although We will endeavour to restore the service as soon as possible if there is a failure. When the Online Banking Service is not available, You may call Us to conduct Your transactions provided You are an Authenticated User.
- B1.5 We may, at Our sole discretion, refuse to effect any transactions or amendments.

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 Telephone Banking Service or 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 see Our Website or call Us for further details.

Section D – Instant Access Savings Accounts Specific Conditions

- D1.1 Cheque books or cards are not available on Instant Access Savings Accounts.
- D1.2 Standing Orders or Direct Debits are not permitted on Instant Access Savings Accounts.
- D1.3 You do not need to give Us notice to withdraw funds from Instant Access Savings Accounts.
- D1.4 There are no restrictions to the number of withdrawals or minimum withdrawal amount on Instant Access Savings Accounts.
- D1.5 The frequency of interest payments is dependent on the type of Instant Access Savings Account held. Please see Our Website or call Us for further details.

Section E – Fixed Deposit Contracts Specific Conditions

- E1.1 Cheque books or cards are not available on Fixed Deposit Contracts.
- E1.2 Standing Orders or Direct Debits are not permitted on Fixed Deposit Contracts.
- E1.3 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.
- E1.4 Once a contract has been fixed You cannot withdraw any of the funds until maturity.
- E1.5 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.
- E1.6 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.
- E1.7 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.
- E1.8 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.
- E1.9 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.
- E1.10 Interest will be credited gross (without deduction of taxes) to Your associated Call Account.
- E1.11 Matured funds can be accessed on the Maturity Date.
- E1.12 Withdrawals before the Maturity Date are not permitted. Early closure before the Maturity Date is not permitted.

Section F – Notice Accounts, including Premium Notice Accounts, Specific Conditions

- F1.1 Cheque books or cards are not available on Notice Accounts.
- F1.2 Standing Orders or Direct Debits are not permitted on Notice Accounts.
- F1.3 The frequency of interest payments is dependent on the type of Notice Account held. Please see Our Website or call Us for further details.
- F1.4 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.
- On an exceptional basis and at Our discretion, We may allow withdrawals, including closure, without the required Notice Period of the Account being given. A penalty rate will be applied at Our discretion but will be set at a rate higher than the Account rate of interest for the remainder of the term.
- F1.5 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.
- F1.6 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.
- F1.7 Notice may be given in writing by signed letter or by Authenticated Users of the Telephone Banking Service.
- F1.8 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.
- F1.9 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 or by Authenticated Users of the Telephone Banking Service.
- F1.10 If You wish to pay the funds from a Notice Account, 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.
- F1.11 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.
- F1.12 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.
- F1.13 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.
- F1.14 If transferring funds to an Account with a lesser Notice Period, You only need to give the differential in the Notice Periods.
- F1.15 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.

Find out more



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Monday to Friday 9am to 5pm (UK time), except Wednesdays when we open at 9.30am.



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