**Please keep this document safe – you might need it again in the future**

Santander

Speak to your Business Banking Manager

santander.co.uk/business

Call us on **0330 123 9860**

# 1 Year Fixed Rate Business Bond

## Key Facts Document (including Specific Conditions, Financial Services Compensation Scheme (FSCS) Information sheet & Exclusions List)
## Effective from 3 November 2026

The table below sets out specific conditions for your account. These conditions apply as well as the general terms.
The other information in this Key Facts Document does not form part of our agreement with you.

<table>
<tr><th colspan="4">Summary box</th></tr>
<tr><td>Account name</td><td colspan="3">1 Year Fixed Rate Business Bond</td></tr>
<tr><td rowspan="3">What is the interest rate?</td><td>Term</td><td colspan="2">Interest rate</td></tr>
<tr><td>1 Year<br>Maturity date: 1 December 2027</td><td colspan="2">4.00% AER/gross (fixed)</td></tr>
<tr><td colspan="3">AER is based on funds deposited by 1 December 2026. If you deposit money after this date, the interest you get may be less than this.<br>Your bond certificate shows the interest rate and the date of maturity. You'll get this after you've opened the bond.<br>We work out the interest we'll pay on your account each day. We'll pay interest into your bond on the:<br>○ 1st of the month after you have opened the bond and<br>○ maturity date.<br>If the maturity date is a non-working day, we'll hold your money until the next working day.<br>We'll pay interest at 0.80% AER/gross (variable) from the maturity date.</td></tr>
<tr><td>Can Santander change the interest rate?</td><td colspan="3">No, the interest rate is fixed for the term.</td></tr>
<tr><td rowspan="3">What would the estimated balance be after 12 months based on a £10,000 deposit?</td><td>Term</td><td>Interest earned</td><td>Balance at the end of term</td></tr>
<tr><td>1 Year<br>(12 months)</td><td>£400.00</td><td>£10,400.00</td></tr>
<tr><td colspan="3">To work out the estimated balance, we've assumed that:<br>○ The account is opened and the initial payment into the account is made on the 1st day of the month.<br>○ You don't pay in any more money or take any out.<br>This illustration is only an example and doesn't take into account your individual circumstances.</td></tr>
</table>

AER stands for Annual Equivalent Rate and shows what the interest rate would be if we paid interest and added it to your account each year.
The gross rate is the interest rate we pay where no income tax has been deducted.

| Summary box (continued) | |
|---|---|
| How do I open and manage my account? | **Eligibility**<br>You can have this bond if you:<br>○ are a sole trader or your business is a partnership, limited liability partnership or private limited company registered in the UK.<br>○ have a maximum of two directors, owners (shareholders) or partners who are 18 or over and live in the UK.<br>You can only use this for business purposes. It's not for personal use.<br><br>**How to open the account**<br>You can apply for an account by phone.<br><br>**Managing the account**<br>You can manage the bond by post or by using Telephone Banking.<br><br>**Paying money in**<br>○ Minimum balance: £10,000<br>○ Maximum balance: £5 million.<br>Once the bond has been opened, you must pay money in electronically in pounds sterling. This can either be:<br>○ from another business account you have with us, or<br>○ an account you have with another provider. If you pay money from another provider, you must send this by CHAPS (your provider may charge you for this).<br>Once you've paid money in to open the bond, you can't pay in any more. |
| Can I withdraw money? | No. You can't take money out during the term.<br><br>**At the end of the term**<br>You can choose what you want to do with the money in your bond before the term ends. We'll contact you with more details on your options, including your new interest rate, before the term ends.<br>If we don't hear from you, we'll transfer your account to a Business Bond Maturity Account. Your account number will stay the same. |
| Additional information | **Tell us if you change your mind**<br>You can't cancel the bond once it's been opened. But, in exceptional circumstances (for example, if the account administrator dies), we may allow you to close the bond before the end of the term.<br><br>**Tax status**<br>We pay interest without taking off income tax. This is known as 'gross' and the interest rate we give you reflects this. |

**The following information does not form part of our agreement with you**

# How we provide our services

## We don't give advice.

Unless we tell you otherwise, we won't give you financial advice as part of the services we provide you. However, we will give you information to help you make decisions about your finances.

### Put simply

We won't give you advice to help you decide if a product is right for you. We'll give you information to help you make decisions.

## Our regulatory status

We're authorised and regulated by the Prudential Regulation Authority (PRA) and also regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 106054. You can check this on the Financial Services Register by visiting the FCA's website, **fca.org.uk/register**

We're a member of the Financial Services Compensation Scheme (FSCS) – ask for a leaflet in branch for more information.

### Put simply

We're authorised and regulated by the Prudential Regulation Authority and also regulated by the Financial Conduct Authority. We're also a member of the Financial Services Compensation Scheme.

## We keep your information confidential.

We'll keep the information you give us confidential in line with our policies and the regulations we need to follow. On joint applications your information may be shared with the other applicant, and you must have their permission if you provide their information to us. We may share some information about you with other companies in the Santander Group, our service providers and regulators, the courts and the Financial Ombudsman Service for particular purposes.

You can find more on how we use your information, who we share it with and your data protection rights in our Data Protection Statement. You can also check the 'Using My Personal Data' booklet – visit our website or ask us for a copy.

### Put simply

The information you give us is treated confidentially and in line with data protection legislation and our Data Protection Statement. For more information on your data protection rights you can ask for a copy of the 'Using My Personal Data' booklet.

## Making a complaint

If you're unhappy with our service for any reason, please contact us. We'll try to resolve your issue as quickly as we can.

**Message us** by using 'chat' in Online or Mobile Banking

**Call our dedicated complaints team** on 0800 171 2171.

**Write to us** Complaints, Santander UK plc, Sunderland, SR43 4GD.

**Speak to us in person** by visiting any Santander branch.

You can also get further information on our complaints process on our website or in our complaints leaflet. Ask us if you'd like a copy of this.

If you're not happy with how we deal with your complaint, you may be able to refer it to the Financial Ombudsman Service (FOS). To find out more, visit **financial-ombudsman.org.uk**.

# Financial difficulties

We've got lots of help and support on our website **santander.co.uk/business**. You can also search 'if business finances are a struggle' online or on our website.

If you'd prefer to speak to someone independent there's help available, you can contact Business Debtline. They offer free and independent advice over the phone or online. Call Business Debtline on **0800 197 6026** or go to **businessdebtline.org**

# Alternative formats

Santander can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format please visit **santander.co.uk/alternativeformats**. For more information, ask us in branch or give us a call. If you are deaf, have hearing loss or speech loss, please use Relay UK at **relayuk.bt.com**. This is a free service that can help you communicate over the phone. If you're using British Sign Language (BSL) and would like to use video relay, you can learn more at **santander.co.uk** by searching 'accessibility'.

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# Financial Services Compensation Scheme (FSCS) Information Sheet

The Financial Services Compensation Scheme ('FSCS') protects deposits made by most individuals and businesses. Your account statement will confirm whether your deposits with Santander UK plc are eligible for FSCS protection. Details of certain exclusions from the FSCS's protection are set out in the exclusions list after this information sheet.

## Limit of protection

£120,000 per depositor per bank, building society or credit union.

If Santander UK plc goes out of business the eligible deposits with Santander, cahoot, Santander Business and Santander Corporate & Commercial will be added up and the £120,000 will be applied to the total balance. For example, if you hold a savings account with £80,000 and a current account with £50,000, FSCS will pay you £120,000 and you may lose £10,000.

To ensure the FSCS can pay you promptly please ensure that Santander UK plc has your up-to-date contact details including your email address.

## Joint and group accounts

Each eligible account holder is entitled to £120,000 protection in total. For example, if there are two account holders, you will each be entitled to £120,000 protection, giving a total of £240,000.

Eligible deposits in business accounts are treated as if made by a single depositor. This means these types of account will only be protected up to £120,000.

## Temporary high balances

If you have a 'temporary high balance' you may be entitled to more than £120,000 protection for six months from when the amount was first deposited or legally transferred. Temporary high balances are deposits connected with certain events, including:

(a) transactions relating to the purchase and sale of your main home

(b) major life events such as death, your marriage or civil partnership, divorce, retirement, redundancy, disability, or incapacity

(c) compensation for personal injuries or wrongful conviction.

## How the FSCS will pay you

FSCS will typically return deposits within seven business days by cheque or electronic payment into an alternative account. Payments may take longer in exceptional circumstances, for example if there is a temporary high balance, or the deposit is held on behalf of underlying beneficiaries.

## Contact details for further questions about your account

Santander UK plc: **Santander Operations, Sunderland, SR43 4FJ**

For personal accounts: **0330 9 123 123**

For cahoot accounts: **0330 678 2811**

For Business Banking accounts: **0330 678 2456**

For Corporate & Commercial accounts: **0333 207 2229**

## Contact details for more information on FSCS protection

You can find more information on FSCS protection on its website at **www.fscs.org.uk** or by contacting the FSCS using the details below:

Telephone: **0800 678 1100**

Email: **enquiries@FSCS.org.uk**

# FSCS exclusions list

As set out in the Depositor Protection Information Sheet, deposits held by individuals and businesses will be generally eligible for FSCS protection up to the compensation limit. However, some exclusions do apply. Details of the most common exclusions are set out below. For full details of the exclusions please see the Depositor Protection Part of the PRA Rulebook.

A deposit is excluded from protection if it meets any of the following criteria:

(1) The account holder is:

- a credit institution
- a financial institution
- an investment firm
- an insurance undertaking
- a reinsurance undertaking
- a collective investment undertaking
- a pension or retirement fund
- a public authority, other than a small local authority.

Note that:

a) Deposits held on behalf of underlying beneficiaries who are eligible for FSCS protection, are not excluded

b) Personal pension schemes, stakeholder pension schemes or occupational pension schemes for micro, small and medium sized companies are not excluded.

(2) It is not held at a UK establishment of a bank, building society or credit union. Or, in the case of a bank, building society or credit union incorporated in the UK, it is not held at an establishment in Gibraltar.

(3) The deposit is involved in any transactions where there is a link to a criminal conviction for money laundering. For example, it is transferred from an account held by someone who has been convicted of money laundering.

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