

Charges



If you have any queries regarding our Charges please contact us on 08000 84 28 88 or +44 (0)1534 885 000 or +44 (0)1624 641 888 9am to 5pm UK time, Monday to Friday (except Wednesday when we open slightly later at 9.30am). Calls are recorded and may be monitored.

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

| Payments out (all accounts) | | | |
|--|--------------|--------------|---------------|
| Charge description | GBP £ | EUR € | USD \$ |
| Electronic transfer to another bank by Faster Payments or BACS | FREE | FREE | FREE |
| Electronic transfer to another bank by CHAPS Other banks may be involved in sending your money to the designated account and may deduct charges from amounts remitted or received | | | |
| Instructions made using Telephone Banking, in person or by written instruction (CHAPS payments are not available through the Online Banking Service) | £30 | €45 | \$60 |
| Electronic transfer to another bank by SWIFT Other banks may be involved in sending your money to the designated account and may deduct charges from amounts remitted or received | | | |
| Instruction made using the Online Banking Service | £20 | €30 | \$40 |
| Instruction made using Telephone Banking, in person or by written instruction | £30 | €45 | \$60 |
| Tracer charge for electronic outward payments | £20 | €30 | \$40 |
| Amendment charge for electronic outward payments | £25 | €37.50 | \$50 |

| Payments in (all accounts) | | | |
|--|--------------|--------------|---------------|
| Charge description | GBP £ | EUR € | USD \$ |
| Electronic transfer from another bank We will not charge you for receiving electronic transfers, but in some cases the remitting bank, or our correspondent banking partners may deduct charges from the amount remitted | FREE | FREE | FREE |

| Other charges (all accounts) | | | |
|--|--------------|--------------|---------------|
| Charge description | GBP £ | EUR € | USD \$ |
| Additional statements per statement sheet | £5 | €7.50 | \$10 |
| Auditor's Report | £35 | €52.50 | \$70 |
| Sterling deposit cheque returned unpaid | £20 | €30 | \$40 |
| Certificate of Interest per Certificate per tax year | £25 | €37.50 | \$50 |

| Bespoke charges (all accounts) | | | |
|---|--|---------------------------------|---------------------------------|
| Charge description | GBP £ | EUR € | USD \$ |
| Document Translations | Appropriate translator's charge | Appropriate translator's charge | Appropriate translator's charge |
| Special activities: For example but not limited to, investigations, research, interest calculations, retrieving documents and any other ad hoc request. Minimum half an hour | £25 per hour | €37.50 per hour | \$50 per hour |
| Where the request requires that a manager carries out the activity | £50 per hour | €75 per hour | \$100 per hour |
| Charge incurred from another financial institution | Unless the charge incurred is as a result of our error, the full charge incurred is passed onto the customer | | |

| Additional charges (Gold Bank Account) | | | |
|---|---|---|---|
| Charge description | GBP £ | EUR € | USD \$ |
| Monthly fee | Nil | Nil | Nil |
| Visa cash withdrawal in the same currency as your debit card Whilst we do not charge for this service, you may incur foreign bank charges | No charge made by Santander International | No charge made by Santander International | No charge made by Santander International |
| Visa cash withdrawal or purchases in a different currency to your debit card We will charge a foreign exchange commission which will not exceed 3% | not more than 3% | not more than 3% | not more than 3% |
| Unpaid Standing Order/Direct Debit This charge applies when there are insufficient funds in an account to cover the value of a Standing Order or Direct Debit | £30 | €45 | \$60 |
| Stopped cheque | £15 | n/a | n/a |
| Returned cheque by Santander International | £30 | n/a | n/a |
| For your security chequebooks and Visa cards sent to an address we consider at 'high risk' for mail interception will be delivered by courier and the cost debited from your account. No exceptions can be made and we cannot send chequebooks or Visa cards to a third party address | Appropriate courier charges | Appropriate courier charges | Appropriate courier charges |

Please note:

Our Terms and Conditions allow charges to be added or amended by posting a notice on our website unless the change is to your disadvantage in which case we will give you 30 days' prior notice in writing.

Current fees and charges can be found on our website www.santanderinternational.co.uk

Charges correct as at 30 September 2019.