

## Overview

We operate solely in the United Kingdom, **focusing on residential mortgage** lending and providing a full suite of **banking products and services** to personal, business and corporate customers

**Our purpose** is to **help people and businesses prosper**

**Our aim** is to be the **best open financial services platform** by acting **responsibly** and earning the **lasting loyalty** of our people, customer, shareholders and communities

**Our culture** ensures everything we do is **simple, personal and fair**

- Supporting our customers with a range of products and initiatives
- Continued investment in our network with ongoing branch refurbishment and new Work Cafés
- Resilient balance sheet with strong capital, liquidity & funding
- Prudent approach to risk delivering good returns
- Benefit from being part of a global banking group

### Established UK market position

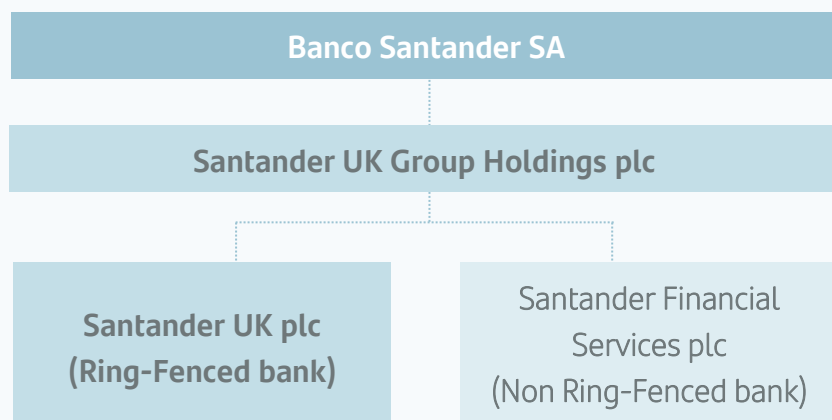
**14 million**  
active UK customers

**444 branches**  
across the UK

**£203.7bn**  
in customer lending

**£193.3bn**  
in customer deposits

### Our corporate structure



### Financial highlights

**£391m**

Profit before tax  
(Q1-23: £547m)

**2.07%**

Banking NIM  
(Q1-23: 2.21%)

**57%**

Cost-to-income ratio  
(Q1-23: 47%)

**107%**

Loan-to-deposit ratio  
(Dec-23: 108%)

**15.2%**

CET1 Capital ratio  
(Dec-23: 15.2%)

**5.1%**

UK leverage ratio  
(Dec-23: 5.1%)

### Consistent delivery & strong capital position

Key metrics	2021	2022	2023	Q1-24
Banking NIM (%)	1.92	2.06	2.20	2.07
CIR (%)	56	47	48	57
Cost of risk (bps)	(11)	15	10	8
RoTE (%)	11.2	12.0	14.4	10.3
CET1 capital ratio (%)	15.9	15.2	15.2	15.2
Leverage ratio (%)	5.2	5.2	5.1	5.1
LCR <sup>1</sup> (%)	166	163	162	166
Stage 3 ratio (%)	1.43	1.24	1.49	1.57

### Our credit ratings

Instrument	Issuer <sup>2</sup>	S&P	Fitch	Moody's
Covered Bond	OpCo	AAA	AAA	Aaa
Senior Unsecured	OpCo	A	A+	A1
Senior Unsecured	HoldCo	BBB	A	Baa1
Tier 2	HoldCo	BB+	BBB+	Baa2
AT1	HoldCo	BB-	BBB-	Ba1

### Our sustainability and responsible banking strategy

#### Environment

Fighting climate change & supporting the green transition

#### Social

Building a more inclusive society

#### Governance

Doing business the right way

## Contact details

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[santander.co.uk/about-santander/investor-relations](https://santander.co.uk/about-santander/investor-relations)

## Important information for readers

Santander UK Group Holdings plc (the Company) and its subsidiaries (collectively Santander UK or the Santander UK group) operate primarily in the UK, and are part of Banco Santander (comprising Banco Santander SA and its subsidiaries). Santander UK plc is regulated by the UK Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA) and certain other companies within the Santander UK group are regulated by the FCA.

The information contained in this factsheet is unaudited and does not constitute statutory accounts within the meaning of section 434 of the Companies Act 2006 or interim financial statements in accordance with International Accounting Standard 34 'Interim Financial Reporting'. This factsheet provides a summary of the unaudited business and financial trends for the three months ended 31 March 2024 for Santander UK.

## Footnotes:

1. Liquidity metrics now reported for Santander UK Group Holdings plc, from 1 January 2022 following adoption of CRR2 regulation
2. Opco is Santander UK plc. HoldCo is Santander UK Group Holdings plc