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

Talk to us in any Santander branch in the UK

santander.co.uk

Call us on **0330 9 123 123**

Junior ISA (Issue 2)

Key Facts Document (including Specific Conditions, Financial Services Compensation Scheme (FSCS) Information sheet & Exclusions List)

Effective from 3 September 2024

The Financial Conduct Authority is a financial services regulator. It requires us, Santander UK plc, to give you this important information to help you decide whether our Junior ISAs are right for you. You should read this document carefully so that you understand what you are buying and then keep it safe for future reference.

The table below sets out specific conditions for the account. These conditions apply as well as the general terms.

<table>
<tr><th colspan="5">Summary box</th></tr>
<tr><td>Account name</td><td colspan="4">Junior ISA</td></tr>
<tr><td rowspan="3">What is the interest rate?</td><td colspan="4">Interest rate</td></tr>
<tr><td colspan="4">3.20% AER/tax-free (variable)
From 9 December 2024, we're reducing the interest rate to 3.05% AER/tax-free (variable)</td></tr>
<tr><td colspan="4">◦ We work out the interest we'll pay on the account each day.
◦ We pay interest into the account once a year in March.</td></tr>
<tr><td>Can Santander change the interest rate?</td><td colspan="4">Yes, we can change the interest rate on this account as explained in the general terms.</td></tr>
<tr><td rowspan="4">What would the estimated balance be after 12 months based on a £1,000 deposit?</td><td></td><td>Interest rate (AER/tax-free (variable)</td><td>Interest earned</td><td>Balance after 12 months</td></tr>
<tr><td>Interest rate up to 8 December 2024</td><td>3.20%</td><td>£32.00</td><td>£1,032.00</td></tr>
<tr><td>Interest rate from 9 December 2024</td><td>3.05%</td><td>£30.50</td><td>£1,030.50</td></tr>
<tr><td colspan="4">To work out the estimated balance, we've assumed that:
◦ The account is opened and the initial payment into the account is made on 1st March.
◦ No more money is paid in or taken out.
◦ There is no change to the interest rate.
This illustration is only an example and doesn't take into account any individual circumstances.</td></tr>
</table>

The tax-free rate is the rate of interest payable where interest is exempt from income tax.

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.

Summary box (continued)	
How do I open and manage my account?	**Eligibility** This cash Junior ISA can be opened for a child under 18 who's a UK resident. A child can only have one of these accounts in their sole name – joint ISAs aren't allowed. Under UK law, a child can only have up to two Junior ISAs until their 18th birthday – no more than one cash Junior ISA and one stocks and shares Junior ISA. If a cash Junior ISA is already open with us and we receive another application for the same child, we'll reject it and tell the person who applied that a cash Junior ISA is already open for that child. A child can't have a Child Trust Fund at the same time. If they have a Child Trust Fund, it must be transferred in full when applying for the account. **How to open the account** An account can only be opened in branch. If the child is under 16, an adult with parental responsibility (the 'registered contact') must open the account but the money will still belong to the child. If the child is aged 16 or 17, they can open the account themselves or a registered contact can do this. **Managing the account** The account can be managed in branch, over the phone or using Online or Mobile Banking. If the child is under 16, the account must be managed by the registered contact. We'll contact them about the account. Only the registered contact can give us instructions to manage the account. Once the child turns 16, they can choose to manage the account for themselves without needing permission from the registered contact. Once they're managing the account, they'll be the registered contact and can't then ask for another person to manage it instead. If the child is not the registered contact on the account they can't give any instructions to manage the account or receive any communications relating to the account. Until the child manages the account themselves, the registered contact can be changed to another adult with parental responsibility by applying and getting the consent of the current registered contact. **Paying money in** The UK government sets an 'annual allowance' which is the maximum that can be paid into all of a child's Junior ISAs in any tax year, either with us or another provider. This is available on our website. A tax year runs from 6th of April in one year to 5th of April the next. Save up to the Junior ISA allowance into one cash Junior ISA and/or one stocks and shares Junior ISA per tax year. ◦ Minimum balance: None. ◦ Maximum balance: £2,000,000 – but payments can only be made up to the child's Junior ISA allowance each tax year. If payments are made into the cash Junior ISA which would exceed the annual Junior ISA allowance, we can refuse the payment and the reason for the refusal disclosed. If a child already has a cash Junior ISA, the full balance must be transferred at account opening. At any time, money can be paid in electronically and some or all of a stocks and shares Junior ISA can be transferred. If a transfer in request of a Child Trust Fund or a Junior ISA is made, the child and the registered contact on both accounts must be the same. Any money paid into this account will be treated as a gift to the child and it can't be repaid. UK government rules allow someone to make contributions to an ISA on top of their annual ISA allowance when their spouse or civil partner dies. This is called an Additional Permitted Subscription - this cannot be paid into a Junior ISA.

Summary box (continued)	
Can I withdraw money?	Money can only be taken out after the account has matured on the child's 18th birthday. However, if the child is terminally ill, the registered contact can apply to HMRC to take money out before this. If money is taken out, it'll lose its tax-free status. The cash Junior ISA can be transferred to a Junior ISA with another provider by contacting the new ISA provider. **What happens when the child turns 18** Once the child turns 18, we'll transfer the Junior ISA to an ISA Saver. We'll be in touch with more details, including the new interest rate, before we do this. We'll contact the Registered Contact around 90 days before maturity. We'll contact the child around 14 days before maturity. Once the account becomes an ISA Saver, the child can pay in or take money out or transfer it to another ISA with us or another ISA provider. Before any payments can be made to the cash ISA, personal identification will need to be provided and a cash ISA declaration will need to be completed. If the child lacks the mental capacity to manage their account when they turn 18, before we allow instructions on the account, we'll need to see either a: ◦ power of attorney (once they're 18), or ◦ financial deputyship order (for children aged 16 and over). A parent or a close friend or relative can apply for a financial deputyship order. This will allow them to manage the child's adult ISA or take out money on their behalf once they turn 18.
Additional information	**Tell us if you change your mind** The account can be cancelled at any time during the 'cancellation period' – we won't charge for it. This is 14 days, starting the day after we confirmed the account is open. If the account is closed during the cancellation period, we'll return the money together with any interest we owe. We'll do this as soon as we can (and within 30 days from when we're told). If money was transferred from another Junior ISA provider and the account is cancelled, that provider may not accept the return of the money. If that happens, the account can be kept open or the money can be transferred in full to another Junior ISA provider by contacting them to arrange the transfer. **Closing the account** The account must remain open until the child turns 18. It can't be closed before this unless the child dies or HMRC have accepted a terminal illness claim and all money has been removed from the cash Junior ISA. **Tax status** A Junior ISA allows the child to earn interest on their savings without paying tax. That means any interest they receive won't contribute towards their Personal Savings Allowance. Junior ISAs are subject to the Individual Savings Account Regulations 1998 and other government rules. If those rules aren't followed, the Junior ISA might become 'void' and tax may need to be paid on interest paid. **Statements and other information** We'll send a statement once a year in March. We'll send a certificate after the account is opened.

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. 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**. Use our free financial health check to get tips to help you manage your money. Search 'If finances are a struggle' online or on our website.

If you'd prefer to speak to someone independent there's help available. We've partnered with PayPlan. They offer free and independent advice over the phone or online. PayPlan can help cut your costs and reduce the amount you're paying out. They can complete a benefits check to make sure you get what you're entitled to. Call PayPlan on **0800 280 2816** or go to **payplan.com**

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'

Our rights under our agreement with you

The general terms and conditions set out our relationship with you and explain how your account will operate. Under those terms, we have a number of rights that you should be aware of. These include:

- Refusing or delaying payments
  - We can refuse to make a payment from your account or to accept a payment into your account for various reasons. These are set out in the general terms and conditions and include a number of reasons related to concerns about possible scams, fraud or the security of your account.
  - We can also delay payments while we investigate. This could mean you're late in paying someone you need to pay.
  - If we remain concerned, we may refuse to make the payment even if you have checked it and confirmed you want it to go ahead.
- Blocking access to your account
  - We can block access to your account for various reasons, including if we have concerns about security or fraud. We can also block access if you don't give us information we need from you.
  - We may retain money in your account and not pay it to you in some situations. We'll only do this if another person claims that the money belongs to them or you don't address any concerns we have about the origin of the money.
  - We can block a third party provider from accessing your account if we think they don't have consent or are acting fraudulently.
- Taking money out of your account
  - We can take money out of your account in a number of situations set out in the general terms and conditions.
  - We can do this if we paid you the money by mistake or if we think you received the money from someone else by mistake and we're asked to return it.
  - We can also do it if we paid you a refund and then find out you weren't entitled to it.
  - We can take money from your account to repay amounts you owe us or another Santander company.
- Changing or ending the agreement
  - We can change the interest rate (unless it's fixed), fees or other terms at any time by giving you notice. The reasons when we can do this are set out in the general terms and conditions.
  - We can end this agreement immediately for various reasons set out in the general terms and conditions, including if you break the agreement, are abusive to our staff or misuse your account.
  - We may ask you to repay any overdraft you have immediately at any time but we'll usually give you notice.

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Financial Services Compensation Scheme (FSCS) Information Sheet

Protected

Basic information about the protection of your eligible deposits

Eligible deposits in Santander UK plc are protected by:	the Financial Services Compensation Scheme ('FSCS')[1]
Limit of protection:	£85,000 per depositor per bank[2] The following trading names are part of your bank: cahoot, Santander Business and Santander Corporate & Commercial trading names.
If you have more eligible deposits at the same bank:	All your eligible deposits at the same bank are 'aggregated' and the total is subject to the limit of £85,000.[2]
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately.[3]
Reimbursement period in case of bank failure:	20 working days[4]
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Santander UK plc for enquiries relating to your account:	For all Retail accounts: **0330 9 123 123** For all Santander Corporate and Commercial accounts: **0333 207 2229** For Business Banking accounts: **0330 678 2456** For all cahoot accounts: **0330 678 2811**
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme PO Box 300 Mitcheldean GL17 1DY Tel: **0800 678 1100** or **020 7741 4100** Email: ICT@fscs.org.uk
More information:	**http://www.fscs.org.uk**

Additional information

[1] Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

[2] General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Santander UK plc also trades under cahoot, Santander Business and Santander Corporate & Commercial trading names.

In some cases eligible deposits which are categorised as 'temporary high balances' are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

(a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;

(b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;

(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under **http://www.fscs.org.uk**

[3] Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

[4] Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under **http://www.fscs.org.uk**.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

FSCS EXCLUSIONS LIST

A deposit is excluded from protection if:

(1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.

(2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.

(3) It is a deposit made by a depositor which is one of the following:

- credit institution
- financial institution
- investment firm
- insurance undertaking
- reinsurance undertaking
- collective investment undertaking
- pension or retirement fund[1]
- public authority, other than a small local authority.

(4) It is a deposit of a credit union to which the credit union itself is entitled.

(5) It is a deposit which can only be proven by a financial instrument[2] (unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).

(6) It is a deposit of a collective investment scheme which qualifies as a small company.[3]

(7) It is a deposit of an overseas financial services institution which qualifies as a small company.[4]

(8) It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company[5] – refer to the FSCS for further information on this category.

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

For further information about exclusions, refer to the FSCS website at **www.FSCS.org.uk**

[1] Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

[2] As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule

[3] Under the Companies Act 1985 or Companies Act 2006

[4] See footnote 3

[5] See footnote 3

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