



# Santander Connect

## Tariffs and Fees

We calculate your Santander Connect fees monthly and apply them to your nominated account.

You can see how much each monthly charge will be using 'view notifications' in Santander Connect. You'll be able to see the notifications at least 14 days before the charge is applied to your nominated account.

## Connect User Fee (Connect and Connect Plus)

There are two different types of fees for Santander Connect.

- The first three users registered for Santander Connect are free.
- Additional users registered for Santander Connect are charged at the price below. A fee is payable for all users on Santander Connect Plus. We encourage all our customers to closely manage the number of users they have registered to use the service.
- User fees are still payable if users' access is locked or suspended. Users need to be deleted fully from your service to avoid a user fee being charged.
- The full monthly user fee will be charged even if a user is registered or de-registered part way through that month.

The price per user depends on which service you use:

Number of Santander Connect users	Price per user	
	Santander Connect service	Santander Connect Plus service
1-3	Free	£2.50 per month
3+	£5 per month	

All prices correct as at 28 May 2024.

## Connect Service Fee (Connect Plus only)

It's important you're familiar with the tariff thresholds shown in the following table. This is because the cost is variable and depends upon the number of accounts you have registered. Adding or removing accounts could mean you pay more or less.

The full monthly fee will be payable, even if an account is added or removed part way through the month.

Connect has five different tariffs based on the number of accounts you have registered for the service.

Tariff	Number of accounts registered in service	Price (per month)
Tariff A	1 to 5	£25
Tariff B	6 to 14	£50
Tariff C	15 to 49	£100
Tariff D	50 to 99	£200
Tariff E	100+	*

\*Our relationship team can give you more information on this tariff.

If you haven't nominated an account we'll take the fees from the account on Santander Connect you use most frequently. You can change this at any time by phoning our dedicated Help Desk on **0333 207 2317**.

## Security Device Fees

You can log in and authorise transactions in Santander Connect for free using the 'Santander Connect UK' mobile app. If you don't want to use the mobile app you can log in and authorise transactions with a security device. (Order one from our help desk on the number above.) The cost per device is shown below and will be charged at the point of ordering.

Item	Fee
Security Device	£37 per device

For more information please speak to your local relationship team or visit: [santander.co.uk/corporate](https://santander.co.uk/corporate)

