

TRUSTEES OF NEW HORIZONS
RETIREMENT BENEFIT SCHEME
UNEX TOWER, 5TH FLOOR STATION STREET
STRATFORD
LONDON
E15 1DA



360



For all Business Banking enquiries, please call
0800 731 6666

To help us maintain and improve our
customer service we may monitor or record
your calls.

For the hard of hearing and/or speech
impaired, Text Relay service available
18001 0800 731 6666



Online Banking service and information
available at santander.co.uk



Santander, Customer Service Centre, Bootle,
Merseyside, L30 4GB

Your account summary for 3 February 2022 to 2 March 2022

Account name: TRUSTEES OF NEW HORIZONS	
Account number: 40908557 Sort Code 090127	
BIC: ABBYGB3EXXX IBAN: GB47ABBY09012740908557	
Statement number: 003/2022	Page 1 of 3
Balance brought forward from 2nd February statement:	£18,806.79
Total credits	£2,556.00
Total debits	-£0.00
Your balance at close of business 2 March 2022	£21,362.79

Credit interest rate: No credit interest is paid on this account.

News and information

Changes to terms and conditions

We're changing some of our telephone numbers from freephone to basic rate numbers (where local charges will apply) by 30 June 2022.

For some key services, we're keeping freephone numbers. This includes numbers to report your card lost or stolen, report fraud, contact our financial support and complaints teams as well as sign to video

More information is included in this statement

Keeping your money safe

Make sure we always have the right telephone number so we can help protect you. If you use your card online you'll notice more frequent verification checks, so you'll need to make sure your mobile number is up to date.

For more details, search for 'strong customer authentication' at santander.co.uk

Important information is continued on the reverse of this page.

Please retain statement for future reference. To query any item contact the office shown above. VAT Registration number 466 2647 24

Continued on reverse

Important messages

Making a complaint: We're sorry if we haven't provided you with the service you expect. By telling us about it we can put things right for you and make improvements. We want to sort things out for you as soon as we can. The easiest and quickest way is by talking to us about your concerns. Please call our dedicated complaints team on **0800 171 2171**.

Important information about Unarranged Overdrafts: If you go overdrawn without an Arranged Overdraft in place, or if you exceed your Arranged Overdraft, you may go into an Unarranged Overdraft however, you won't incur any charges or interest for this. The table below provides details of the Unarranged Overdraft rates and fees.

	Unarranged Overdraft rates and fees		
	Interest rate	Paid item fee	Unpaid item fee
1 2 3 Business Current Account	No interest	No fee	No fee
Business Current Account	No interest	No fee	No fee
Business Everyday Current Account	No interest	No fee	No fee
Treasurer's Current Account	No interest	No fee	No fee

Interest rates and paid item fee charges were removed from 6 April 2020 and unpaid item fee charges were removed from 10 December 2019.

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Date	Description	Credits	Debits	Balance
	Previous statement balance			18,806.79
03rd Feb	BANK GIRO CREDIT REF GLENNY LLP, VAT PAYMENT	2,556.00		21,362.79
03rd Feb	Current statement balance			21,362.79



IMPORTANT INFORMATION

Please read and keep for future reference

We're making changes to the terms and conditions of your account

We're updating our General Terms and Conditions and Key Facts Documents for business current and savings accounts.

We're letting you know early, so you have plenty of time to understand the changes or contact us if you have any questions. Unless we state otherwise the changes apply from **30 June 2022**.



Changes to our telephone numbers

We're changing some of our telephone numbers from freephone to basic rate numbers. This will mean local charges will apply. The key telephone numbers changing (as included in your terms and conditions) are shown below and details of all our numbers are available at santander.co.uk/business.

Reason for call	Current number	New number from 30 June 2022
Customer services and general enquires Including bond maturity	0800 731 6666 Text Relay: 18001 0800 731 6666 0800 023 2016	0330 123 9860 Text Relay: 18001 0330 123 9860
Lost and stolen cards Reporting fraud/ unauthorised transactions Data Subject Access Request SignVideo	0800 731 6666 Text Relay: 18001 0800 731 6666	0330 123 9860 or 0800 011 3414 Text Relay: 18001 0330 123 9860
Complaints	0800 731 6666 or 0800 171 2171 Text Relay: 18001 0800 731 6666	0330 123 9860 or 0800 171 2171 Text Relay: 18001 0330 123 9860
For a Bond maturity option form	0800 056 3252	0330 678 2571
Help with digital cards relating to mobile payments	0800 068 6698	0330 678 2698
Business Banking account openings	0800 068 7010 0800 085 1791 0800 731 6666 Text Relay: 18001 0800 731 6666	0330 678 2456 or 0330 123 9860 Text Relay: 18001 0330 123 9860
Online Banking/Mobile Banking enquiries	0800 169 6677	0330 123 9806
Application support	0800 313 4481	0330 678 2581
Further information on the credit reference agencies and fraud prevention agencies we use	0800 328 1328 0800 328 3280	0330 123 9860
To request a document in alternative formats (large print, braille, audio CD)	0800 085 0881	0330 123 9860
To opt out of marketing and market research	0800 218 2345	0330 678 1783
Santander switchboard	0800 389 7000	0330 9 123 123
Help with cahoot accounts	0800 587 1111	0330 678 2811
Corporate and Commercial Banking	0800 085 2090	0333 207 2229

For some key services, we're keeping freephone numbers. That includes numbers to report your card lost or stolen, report fraud, contact our financial support and complaints teams as well as sign to video.

Other changes to our terms and conditions

1. CHAPS

We're clarifying our cut-off times for sending money within the UK by CHAPS. You can find these in the Key Facts Documents and under Condition 16 in section 2A of our General Terms and Conditions.

We usually send money on the same Working Day if we receive your payment request before the cut-off time. If you're sending money within the UK by CHAPS, the cut-off times are:

Cut-off time (contact centre)	Cut-off time (online)
1pm	3pm

Changes for business savings account customers only

2. Savings statements

Statements for your savings account are issued annually in September. You'll no longer be able to change the date on which you receive these statements. We're updating our Key Facts Document to reflect that.

Changes for Treasurer's Current and Savings Account customers only

3. Treasurer's Current and Savings Account

We're making it clear in our Key Facts Document that a Treasurer's Current Account and a Treasurer's Savings Account can be opened and operated with a minimum of two and maximum of three authorised signatories. Any one signatory can approve any transaction.

Changes for Business Everyday Current Account customers only (this product is no longer on sale)

4. Your monthly billing period

Your monthly billing period currently resets on either the first or second day of each calendar month. If your billing period currently resets on the second day of each calendar month, from **31 May 2022**, it will reset each month on the day following the date you originally opened your Current Account.

Why are we making this change?

Changes to phone numbers: We're making this change to our way of doing business because the costs of providing freephone numbers are rising and more customers are contacting us digitally.

Other changes: We're making these changes to our General Terms and Conditions and Key Facts Documents to define or clarify our existing terms and conditions and to reflect how our processes work in practice.

Do you need to do anything?

Please read this carefully to make sure you understand the changes and how they might affect you. These changes, including to our telephone numbers, will apply from 30 June 2022. Some changes will apply earlier, we've explained when in this letter.

There are no changes to how you manage your account but, if you need to call us (and depending on what it's about) you may need to use one of the new numbers above. Don't worry, the numbers will also be on our website where you can also use our Chat service to contact us. If you feel your account is no longer right for you, you can close it without additional charge (subject to your product Terms and Conditions).

Thank you for banking with Santander.