



# Helping you get the most from your credit card

Here's some useful information on credit cards, including tips for managing your account

## Making regular payments to your account

**It's important to manage a credit card carefully to make sure you don't get into financial difficulties or debt. One way to help avoid this is to always pay at least the minimum payment due on your account.**

- Setting up a Direct Debit should give you peace of mind that you won't miss a payment. You can set up a Direct Debit when you apply, in Online Banking or by calling us on **0330 9 123 123**. Choose to repay the minimum payment, the full balance or the same fixed amount each month.

## Making the minimum payment

- The minimum payment you need to make each month will always be shown on your statement. You can choose to get your statement through the post or as an eDocument you can see in Online and Mobile Banking.
- You always need to pay the minimum payment, even if you've taken up a 0% interest offer. We've explained more about this below.
- The minimum payment amount will depend on what the balance is on your statement and any charges due. First, we'll work out the interest and fees you need to pay – this includes any account fees and late payment fees. Then we'll work out 1% of the remaining balance you owe. These two numbers added together will be your minimum repayment. This will be a minimum of £5.
- It'll always take longer to clear your balance and cost you more if you only ever pay the minimum repayment. For large balances this could be a very long time. If you'd like to see how different monthly payments can affect the interest you pay, take a look at the credit card repayment calculator on our website.
- If you don't pay on time, or you miss a minimum payment, we'll charge you late payment fees and interest. This may also affect your credit rating and make it more difficult for you to borrow in future.

## What are 0% interest offers?

**Credit cards can offer 0% interest for a set period of time on:**

- balance transfers
- purchases
- both balance transfers and purchases

When they start from the date your account is opened, we call these 'introductory' offers. We might also offer you special rates or charges at other times while you have the card. We call these 'promotional' offers.

You still need to pay the minimum monthly payment during the 0% interest introductory or promotional period. You can see this on your statement.

## On balance transfers:

- You can transfer balances to a Santander credit card from other credit or store cards. You can't transfer from other Santander or cahoot credit cards, or from any type of loan or current account.
- The smallest balance you can transfer is £100. You can transfer more than one balance. The total amount you can transfer must not be more than 95% of your available credit limit. If the total amount you want to transfer is more than 95% of your available credit limit, we may allow you to transfer part of it.
- We may charge a balance transfer fee. This is a percentage of the balance being transferred. The balance transfer fee is shown on your monthly statement.

## During a 0% interest offer period

<p><b>Balance transfers</b></p>	<ul style="list-style-type: none"> <li>When you first open your card, you might get an introductory offer of 0% interest on balance transfers. This will usually last for a set number of months. You can transfer a balance at any time during the 0% offer period, but the longer you wait, the shorter the 0% period will be. For example, if you have an offer of 0% for 23 months on balance transfers, but you don't transfer a balance until 10 months after you opened your card, you'll only get 13 months at 0% interest. This is because the offer period begins from the date you open your account, but the end date is fixed.</li> <li>If you already have a credit card with us, we may send you 0% balance transfer offers for that card. These will be specific to you.</li> <li>We won't charge interest on any balances transferred from other cards within a 0% interest offer period.</li> <li>You'll need to keep paying the minimum payment each month. You can see this on your statement.</li> <li>A balance transfer fee may apply for each balance you transfer. This is a percentage of the balance being transferred. We'll tell you the fee before you make a balance transfer.</li> <li>If you're taking advantage of a 0% offer for balance transfers, think carefully before using your card for purchases and cash transactions. It's important you understand what happens if you use your card for anything else when you're in a 0% interest offer period. We explain this next.</li> </ul> <p><b>Purchases</b></p> <p>If you pay for something with your card during a 0% balance transfer period, we'll charge you interest on those purchases. <b>This will happen even if you make a repayment to cover the cost of the purchase.</b> The only way to avoid these interest charges is by clearing the balance in full (including the balance transfer) before your next statement.</p> <p><b>Cash transactions</b></p> <p>Interest is charged immediately on cash transactions so it's difficult to avoid interest charges. You would need to clear your full balance (including the balance transfer amount and the cash transaction) as soon as the cash transaction was made.</p> <p>If you're taking advantage of an introductory 0% interest offer for balance transfers, using your card for purchases and cash transactions may not be the best option.</p> <ul style="list-style-type: none"> <li>We'll let you know when your 0% interest offer is about to end. We'll tell you on your statement and by sending you a letter, email or text message.</li> </ul> <p><b>Tip:</b> Look for a credit card that has an introductory 0% interest offer on both balance transfers and purchases, but make sure you know when each offer ends. Sometimes they can be for different lengths of time.</p>
<p><b>Purchases</b></p>	<ul style="list-style-type: none"> <li>When you first open your credit card, you might get an introductory offer of 0% interest on purchases. This will usually last for a set number of months. You can make purchases during the 0% introductory offer period, but the longer you wait, the shorter the 0% period will be. For example, if you have an offer of 0% for 6 months on purchases, but you don't make a purchase until 4 months after you opened your card, you'll only get 2 months at 0% interest. This is because the offer period begins from the date you open your account, but the end date is fixed.</li> <li>If you already have a credit card with us, we may send you 0% purchase offers for that card. These will be specific to you.</li> <li>We won't charge interest on any purchases during a 0% interest offer period.</li> <li>You'll need to keep paying the minimum payment each month. You can see this on your statement.</li> <li>We'll let you know when your 0% interest offer is about to end. We'll tell you on your statement and by sending you a letter, email or text message.</li> </ul>

## After the 0% interest offer period ends

<p><b>Balance transfers</b></p>	<ul style="list-style-type: none"> <li>Try and repay the amount of the balance transfer before the 0% interest offer ends. This is because we'll charge interest at your standard purchase rate for any balance left.</li> <li>Your standard interest rate is shown on your monthly statement.</li> <li>If you transfer another balance onto your card, you'll pay a balance transfer fee. We'll charge interest on the balance transfer amount at the standard purchase rate.</li> </ul>
<p><b>Purchases</b></p>	<ul style="list-style-type: none"> <li>Try and repay the amount of your purchases before the 0% interest offer ends. This is because we'll charge interest at your standard purchase rate for any balance left.</li> <li>Your standard interest rate is shown on your monthly statement.</li> <li>After the 0% offer period ends, you'll get up to 56 days interest free on new purchases. You'll benefit from up to 56 days if you buy something the day after your statement date. You then have around 30 days until your next statement arrives, and you have 26 days before a payment is due. You only get up to 56 days interest free if you pay your balance on time and in full each month. If you don't pay your balance in full (including any balance transfers you've made), you'll be charged interest on new purchases. You'll also get charged interest on any remaining purchase balance.</li> </ul>



### Some important features of a credit card you should be aware of

<p><b>How we apply payments to your account</b></p>	<ul style="list-style-type: none"> <li>◦ The payments you make will pay off items that are already on your statement first. After all the transactions on your last statement are paid for, you'll start paying off any more recent transactions. These are the ones you've made since we issued your last statement.</li> <li>◦ Payments are applied to the transactions on your statement that have a higher interest charge before those charged at lower rates or zero interest. For example, a cash withdrawal will be paid off before an introductory 0% interest offer because it has a higher interest rate. <b>But this only happens once the transaction has been applied to your statement.</b></li> </ul>
<p><b>How we charge interest for cash transactions</b></p>	<ul style="list-style-type: none"> <li>◦ Cash transactions include withdrawing money from a cash machine and buying foreign currency. Sometimes we call these 'quasi-cash transactions'.</li> <li>◦ The interest rate on cash transactions is higher than the interest rate on purchases or balance transfers. You can check your monthly statement to see what this is.</li> <li>◦ We charge interest from the date the cash transaction is added to your account – there's no interest-free period on cash transactions. So even if you pay your balance in full on your statement date, you'll still be charged interest on any cash transactions.</li> <li>◦ There may also be a fee for cash transactions.</li> </ul> <p><b>Tip:</b> Think carefully about whether using your credit card for cash transactions is the best option for you.</p> <p><b>Tip:</b> To avoid any interest charges from cash transactions, you need to pay off the whole balance and any outstanding interest as soon as the cash transaction is made. That includes any transactions you've made since your last statement.</p>
<p><b>Clearing your balance in full</b></p>	<ul style="list-style-type: none"> <li>◦ If you clear your balance in full, you may find you're still charged interest in the next month.</li> <li>◦ This is for the time between your statement being issued and your payment reaching your account. As interest is calculated daily, it's charged throughout this period and could appear on the next month's statement.</li> </ul> <p><b>Tip:</b> Even if you think you've cleared your balance, make sure you check your next statement in case you've been charged interest. This is likely to be a small amount, but you still need to pay it.</p>

## What are the benefits of using a credit card?

### Flexibility and convenience

- Credit cards allow you to buy items now and spread the cost. They can be handy for large purchases or emergencies.
- Our credit cards are accepted at millions of locations worldwide – so if you're going abroad, it's more convenient and safer than carrying cash.

### Improve your credit rating

- Using a credit card regularly and managing it responsibly could help improve your credit rating. For example, by paying the balance in full each month.

### Security and fraud

- Your security is our priority. We'll monitor your account and raise the alarm if we spot any odd transactions or activity.
- By giving us your mobile phone number, we can contact you quickly by text or phone, wherever you are.

### Shopping online

- When you shop online, you may sometimes be asked to take an extra step to confirm that it's you making the payment. We'll do this either through our Mobile Banking app or by sending you a One Time Passcode (OTP). In the mobile app, you'll be asked to authorise the payment using biometric security (usually Fingerprint or Face ID) or with your Security Number. If you don't have the app, we'll send an OTP to your registered contact number. Remember, you should never share an OTP with another person, not even with a Santander employee. To protect yourself when shopping online, we recommend you use secure online stores. Look out for the padlock symbol and a web address beginning with 'https://' - the 's' stands for 'secure'.

### Additional protection

- Using a credit card for purchases gives you certain rights if things go wrong.

#### Section 75 of the Consumer Credit Act

- This applies if you use your Santander credit card for a single purchase of between £100 and £30,000, and something goes wrong with those goods. The Consumer Credit Act requires us to help you get your money back.
- The goods or services must have been purchased by the main cardholder on the account within the last 6 years.

#### Chargeback

- This isn't a legal right (unlike Section 75 above), but we can sometimes help you get a refund if you bought the goods with your credit card.
- There are no minimum or maximum limits to the refund with a chargeback claim.

For help with both Section 75 and chargeback, you can call us on **0330 9 123 123**.

## What are the risks of using a credit card?

### Missing a payment

- If you miss payments on your credit card, this may have a negative impact on your credit rating. It could also affect your ability to get credit in the future.

**Tip:** Set up a Direct Debit for at least the minimum payment. Then you don't have to worry about missing a payment.

- Each time you miss payments, pay late or go over your credit limit, we'll charge you a £12 fee. You could also be charged interest.

**Tip:** Using Mobile Banking and setting up free email and text alerts can help you avoid this. You'll be able to stay on top of your account, even when you're on the move.

You can set up alerts for when:

- your monthly payment is due
- a transaction for a high amount is made
- the balance from your last statement is available

We'll automatically set up an alert to tell you when you're near your credit limit.

### Interest charges

- If you're not in a 0% interest offer period, or you don't clear your balance in full each month, we'll charge you interest.
- Credit card interest rates can be higher than other types of borrowing. Credit cards can be expensive if interest charges build up.

### A credit card is a legal agreement

- It's important to know what could happen if you miss multiple repayments on your credit card. In the very worst case, you might have legal action brought against you. Or we may pass your debt to a debt management company.

**Please contact us as soon as possible if you're struggling to keep up with your payments.**

### Think of other borrowing options

- You must make sure that a credit card is right for your circumstances. Credit cards aren't suitable for long-term borrowing.
- We offer a range of other borrowing options. For more information, visit [santander.co.uk](https://www.santander.co.uk)

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