

# Santander Connect



## Connect Tariffs and Fees Guide

This guide outlines the costs for using our Santander Connect services.

Santander Connect fees are calculated and applied monthly to your nominated account.

### Keeping you informed

We'll let you know how much each monthly charge will be via the 'view notifications' facility within Santander Connect. Notifications will be available for you to view at least 14 days before the charge is applied to your nominated account.

There are two different types of fees that are associated with using Santander Connect services.

### Connect Service Fee (Connect Plus only)

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

It's important you're familiar with the tariff thresholds shown in the following table as 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. Please also be aware that the full monthly fee will be payable even if an account is added or removed part way through the month.

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+	*

\*Your Relationship Director can advise further.

For more information please contact your local Relationship Director or visit: [santandercb.co.uk](http://santandercb.co.uk)

### Connect User Fee (Connect and Connect Plus)

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.

Please note: User Fees remain payable even if that users' access is locked or suspended. Users need to be deleted fully from your service to avoid a user fee being charged. Please be aware that 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 1 April 2021.

If you have not nominated an account, by default the fees will be applied to the account on Santander Connect you use most frequently. You can change this at any time by phoning our dedicated Help Desk on **0800 085 1580**.

### Security Device Fees

You can log in and authorise transactions in Santander Connect for free using the 'Santander Connect UK' mobile app. Alternatively, if you don't want to use the mobile app you can log in and authorise transactions with a security device. To order a security device please contact our dedicated Help Desk on the number above. The cost per security device is shown below and will be charged at the point of ordering.

Item	Fee
Security Device	£26 per device

