

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](https://santander.co.uk)



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

## Your account summary for 3 July 2021 to 2 August 2021

Account name: TRUSTEES OF NEW HORIZONS  
Account number: 40908557 Sort Code 090127  
BIC: ABBYGB3EXXX IBAN: GB47ABBY09012740908557  
Statement number: 008/2021

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|  |                   |
|--|-------------------|
| Balance brought forward from 2nd July statement:       | £3,698.65         |
| Total credits  | £15,000.00        |
| Total debits   | -£0.00            |
| <b>Your balance at close of business 2 August 2021</b> | <b>£18,698.65</b> |

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

## News and information

### We're making changes to arranged overdraft interest rates from 10 November 2021

If you don't have an arranged overdraft these  
changes won't affect you right now but could if  
you apply for an arranged overdraft in the future.  
Please take time to read and understand the  
enclosed 'We're making changes to arranged  
overdraft interest rates'.

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

Account name: TRUSTEES OF NEW HORIZONS  
Account number: **40908557** (Sort code 09 01 27)  
Statement number: 008/2021 Page number: 2 of 3

### 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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Account name: TRUSTEES OF NEW HORIZONS  
Account number: **40908557** (Sort Code 09 01 27)  
Statement number: 008/2021 Page number: 3 of 3

| Date     | Description                                 | Credits   | Debits | Balance   |
|----------|---|-----------|--------|-----------|
|          | Previous statement balance                  |           |        | 3,698.65  |
| 15th Jul | BANK GIRO CREDIT REF GLENNY LLP, GLENNY LLP | 15,000.00 |        | 18,698.65 |
| 15th Jul | Current statement balance                   |           |        | 18,698.65 |





## IMPORTANT INFORMATION

Please read and keep for future reference

# We're making changes to arranged overdraft interest rates

If you don't have an arranged overdraft these changes won't affect you right now but could if you apply for an arranged overdraft in the future.

We previously told you that your arranged overdraft interest rate was going to increase from 6 April 2020. To support businesses through the disruption caused by coronavirus we delayed these changes.

The planned changes to your arranged overdraft interest rate will now take effect from **10 November 2021**. Your arranged overdraft annual fee will remain the same. We'll continue to not charge unarranged overdraft interest charges, unpaid item fees or paid items fees which we removed on or before 6 April 2020. You can find full details of fees and charges in your Key Facts Document.

## Summary of changes

| Account name  | Arranged overdraft interest rate before 10 November 2021 | Arranged overdraft interest rate from 10 November 2021 |
|---|--|--|
| 11213 Business Current Account and Business Current Account | 5.10% EAR (variable)*                                    | 10.00% EAR (variable)                                  |
| Business Everyday Current Account (no longer on sale)       | 6.00% EAR (variable)**                                   | 25.00% EAR (variable)                                  |

\*Bank of England Base rate plus 5.00%

\*\*Bank of England Base rate plus 5.90%

You'll be able to see the arranged overdraft interest you've been charged on your statements and on Online and Mobile Banking, and we'll continue to let you know at least 14 days before we debit your monthly charges and interest.

## Checking your account is still right for you

If you have a Business Everyday Current Account and regularly use an arranged overdraft, you may find that one of our other accounts could work better for your business. You can find details of all our accounts at [santander.co.uk/business](https://santander.co.uk/business).

## We offer a range of services, tools and other borrowing options to help you prevent or minimise charges

- These services include Online and Mobile Banking as well as free overdraft text and/or email alerts. You can choose to receive these alerts to notify you before your account is charged so that you have plenty of time to pay money in. You can also set up additional alerts to advise you when your balance has fallen below a set limit.
- You can also reduce or cancel your arranged overdraft facility at any time. If you cancel your arranged overdraft you must repay the money that you have borrowed before the cancellation can be completed. You must also pay all the fees and interest applicable to your overdraft at that time.
- Overdrafts are only suitable for short-term borrowing. If you feel that an arranged overdraft is no longer right for you, visit [santander.co.uk/business](https://santander.co.uk/business) to see our available lending options.

There are some 'frequently asked questions' below. You can also find more information on [santander.co.uk/business/support/current-accounts/changes-to-overdrafts](https://santander.co.uk/business/support/current-accounts/changes-to-overdrafts)

## What to do next

You should consider what these changes mean for you. These changes take effect on **10 November 2021** so you have time to consider whether your account is still right for your business.

- If you still want your account but don't want an arranged overdraft, we can remove it for you after you've paid back any outstanding overdraft balance and charges, if applicable.
- If you keep using your account, we'll automatically make these changes and assume you accept them.
- If you feel your account is no longer right for your business, you can either transfer it to another Santander account or close your account at any time without additional cost before or after the changes become effective. Details of all our accounts and information about how to transfer account can be found at [santander.co.uk/business](https://santander.co.uk/business).

The updated Key Facts Documents are effective from **10 November 2021** and will also be available on our website and in our branches from **10 November 2021**.

## We're here to help

If you have any questions, please get in touch. You can use our Chat service which is on every page of our website – look out for the red tab on the right-hand side. It's also available through Online and Mobile Banking. If you would like to speak to us directly please contact us on **0800 731 6666**. We may record and monitor calls to help us with training.

You may also be interested in our business support programme Survive and Revive or alternative sources of finance for your business. You can find out more about these on our website [santander.co.uk/business](https://santander.co.uk/business).

## Frequently asked questions

**Why are you increasing arranged overdraft interest rates?** In response to the FCA's review of the overdraft market, in January 2020 we communicated that we'd remove all unarranged overdraft interest charges, unpaid item fees, paid item fees and that we were increasing our arranged overdraft interest rate. However, to support businesses through the disruption caused by coronavirus we delayed the changes to our arranged overdraft interest rates. We're now providing two months' notice that the planned changes will take effect from **10 November 2021**.

**When does the new arranged overdraft interest rate apply?** From **10 November 2021**. You will see this on your statements and through Online or Mobile Banking.

**When do I need an overdraft?** An overdraft is intended for borrowing small amounts of money over a short period of time. You can find more information on overdrafts and alternative lending options at [santander.co.uk/business](https://santander.co.uk/business)

**What's an arranged overdraft?** An arranged overdraft is one you've agreed with us in advance. You'll be able to borrow up to an approved limit.

