

Think Investments

Winter 2018



Welcome

Think Investments helps you keep in touch with and navigate your way around the world of investments.

This edition of Think Investments is designed to help you understand and get the most from your latest Investment Hub statement. You'll notice we've added a new section this time, with more information about the investment charges you pay.

We take a step by step look at what's explained in your statement, including an explanation of the new section, and where to find some of the key information you may be interested in.

We're very proud to announce we recently won the Moneyfacts Best Stocks and Shares ISA Provider Award for 2018 which is fantastic recognition of how we continually aim to help our customers prosper.

Also, we're delighted to let you know our new Digital Investment Adviser is now available on the Investment Hub. This simple online tool gives you personal investment advice from the comfort of your own home in around 25 minutes.

Read on to find out more details.



Best Stocks & Shares
ISA Provider

The favourable tax treatment of ISAs may change in the future.

A handwritten signature in white ink that reads 'Jeffrey Spence'.

Jeffrey Spence
Director, Santander
ISA Managers Limited



Introducing our Digital Investment Adviser

Our Digital Investment Adviser guides you through straightforward questions and activities to assess your financial position, your goals and whether investing is right for you. You can invest for something specific such as paying for a wedding or buying a house.

During your online advice session, we'll let you know whether your financial goal is achievable. Then you can choose to pay £20 for a personalised report with our recommendation.

To ensure you get the best outcome we'll point you to other options if we identify that a new investment isn't currently right for you. For instance, if you don't have any emergency savings you may be directed to a saving account while if you have outstanding debt it would advise you to repay this first.



To find out more login to your Investment Hub or visit santander.co.uk/uk/investments

The value of investments and any income from them can go down as well as up and you may get back less than the full amount you invest.

Keeping you in control

With Santander you can check your investments online at any time, through our Online Banking service or your Investment Hub account. Your statement, which you can view online too, is another way to help you keep track.

Your statement gives a quarterly snapshot of where your money is invested, how your investments have been performing and, in this edition, a more detailed breakdown of the costs and charges you've paid for those investments.

Once a year from now on you'll get this more detailed breakdown of your total actual costs with your final quarterly statement of the year.

Always being able to see what you're paying in costs helps keep you in control. You'll receive this information from us and other investment companies each year.

The costs are each shown as a percentage and actual figure. Our practical guide article over the page explains where to find them. The costs cover what we charge for our investment service (Service cost), the charges you pay for each fund you invest in (Product cost) and the charge for any advice you might have received from Santander about your investments (Advice cost).

If seeing the extra information makes you think there are more costs than before, that isn't the case. These costs have always been there. It's just that the new format we're using means they should be clearer now.

For example, you'll now see detail like the costs related to buying and selling the underlying investments (such as shares in companies) in a fund. These are known as transactional costs and include things like stamp duty and foreign exchange costs.

Finally, of course it's helpful to understand the costs of holding your investments because they can affect how much you might get back. But remember there are other important factors that influence long-term returns. These include the performance of an investment, the amounts you pay in or take out, and how long you invest for.

Above all, we hope you find your statement and all the information it provides helpful. Turn over for our practical, section by section guide to what it covers and where to find some of the key facts you may be interested in.



Your statement: a practical guide

You can use your statement to find out the things you're most interested in, like how much your investments are worth and how much they are up or down since your last quarterly statement.

It also covers aspects you should be aware of, even if they look a little less interesting at first glance. For example, information from Santander that might affect you, and in this edition information about costs you've paid in the previous year. That's your Service costs (taken twice a year), Product costs, and any Advice costs.

Your statement splits into five sections this time, and we'll go through each in turn.

1 Your Investment Hub summary

Found on the **first page**, your Investment Hub summary tells you what your investments are worth as at 19 November 2018, and how this compares to their value in your last quarterly statement.

Remember, markets move up and down. It's good to be aware of how they've been doing over the quarter when considering how your investments have performed generally.

You should also keep in mind that investments should be held for the medium to long term (typically five years or more) so it's the long term pattern of how the investment markets perform that matters.

Please do remember, that past performance is not a guide to future performance.



CONTACT US
Address: 287 St. Vincent Street
Glasgow
G2 5NB
Tel: 0800 328 1232

NA A Client
1234 Street
Glasgow
G2 5NB
GB 12345

Client name: NA A Client
Account number: SM1234567

Your Investment Hub Statement for 21/08/2018 to 19/11/2018

Please find enclosed your statement which shows the value of your investment(s) on 19/11/2018 and details of all transactions that took place over the period covered by this statement.

Your Investment Hub summary

Product	Value on 21/08/2018	Value on 19/11/2018
University funding for ABC SM1234567	£4,920.55	£4,843.74
Cash Only Account SM1234567	£88.44	£54.41
Stocks and Shares ISA SM1234567	£20,490.13	£20,570.47
Total	£25,499.12	£25,468.62

Please note that past performance is not a guide to future performance.

If you require further information, please call our Customer Helpline on the above number. Please keep all documents (including this letter) safe as you may need to refer to the information in the future.

Your sincerely,

Your Investment Hub summary

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2 Important news

This section highlights information you should be aware of, including any changes to our services, and where to find our quarterly review of how investment markets have been doing.

You'll also find the date when your next Investment Hub Platform Service Fee is being collected, along with a reminder of how it works and how to add cash to your Investment Hub Cash Only Account to cover the fee.

3 Individual account statements

Your Cash Only Account comes first, showing what's been paid in and out over the quarter. We collect our Investment Hub Platform Service Fee from your Cash Only Account, so you need to have enough money in here to cover it. Otherwise, if there isn't enough cash to cover the fee when it is due, we'll sell some of your investments to cover the costs.

Each ISA or Investment Account statement includes individual performance breakdowns, so that you can see how each fund you hold is doing.

Your Cash Only Account

Cash Statement				
Date	Details	Amount paid in	Amount paid out	Cash balance
21/08/2018	balance 21 August 2018			£88.44
01/09/2018	Interest SM1234567 0.01 GBP	£0.01		£88.45
20/09/2018	Regular Deposit	£5.00		£93.45
01/10/2018	Interest SM1234567 0.02 GBP	£0.02		£93.47
20/10/2018	Regular Deposit	£5.00		£98.47
01/11/2018	Interest SM1234567 0.02 GBP	£0.02		£98.49
05/11/2018	Platform Service Fee		£44.08	£54.41
19/11/2018	balance 19 November 2018			£54.41

The transaction date is the date we carried out the activity.
Please see the relevant information section of this document for details of the interest rates which have applied to cash held in the Cash Only Account over the period covered by this statement.

Cash Statement

Date	Details	Amount paid in	Amount paid out	Cash balance
21/08/2018	balance 21 August 2018			£88.44
01/09/2018	Interest SM1234567 0.01 GBP	£0.01		£88.45
20/09/2018	Regular Deposit	£5.00		£93.45
01/10/2018	Interest SM1234567 0.02 GBP	£0.02		£93.47
20/10/2018	Regular Deposit	£5.00		£98.47
01/11/2018	Interest SM1234567 0.02 GBP	£0.02		£98.49
05/11/2018	Platform Service Fee		£44.08	£54.41
19/11/2018	balance 19 November 2018			£54.41

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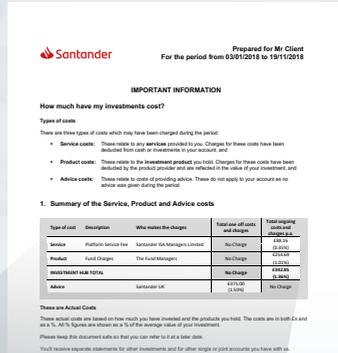
4 Important information

This section helps you have a better understanding of your investments, how they work, and the protection you have under the Financial Services Compensation Scheme.

5 How much have my investments cost?

This is the new part. You'll receive it with your final statement each year from now on. It looks at your total costs and charges paid on your Investment Hub over the past year (or since you took out your investments if they're less than a year old).

This time though, it's covering a period just short of one year – from 3 January 2018 (when the new MiFID 2 rules that cover this came into effect) to 19 November 2018.



1. Summary of the Service, Product and Advice costs

Type of cost	Description	Who makes the charges	Total one off costs and charges	Total ongoing costs and charges p.a.
Service	Platform Service Fee	Santander ISA Managers Limited	No Charge	£88.16 (0.35%)
Product	Fund Charges	The Fund Managers	No Charge	£254.69 (1.01%)
INVESTMENT HUB TOTAL			No Charge	£342.85 (1.36%)
Advice		Santander UK	£375.00 (1.50%)	No Charge

These are Actual Costs

The **Summary of the Service, Product and Advice costs** table is where you'll see at a glance the costs and charges you've paid over the year. They're shown as percentages and in pounds and pence to make things as clear as possible for you.

The Platform Service Fee (the Service Cost) is what we charge to service your investments. Whether this is over the phone, online or by post, it covers all these costs. That includes supporting you via our Contact Centre, issuing statements and tax reports for your investments and access to our online services through your Investment Hub.

The Product Costs are the charges for the funds you're invested in through the Investment Hub. These charges pay for the fund manager's expertise and cover their costs of running the funds.

If you've paid us for investment advice this year, you'll also see those costs here, this is the Advice Costs. We only include costs for the advice relating to investments in this Hub account (which could be a proportion of the total advice fee paid if you also invested in a different Hub account and/or a different product type). You'll receive a separate statement about your other Santander investments.

The **Breakdown of Product costs** table shows your fund charges split into more detail and shows the change in value for each fund over the year.

You won't see any one-off costs and charges listed as none of the funds available on the Investment Hub charges these costs.

For ongoing costs and charges, we show the total for each fund and how that breaks down into the three different types. Look at the notes under the table for an explanation. You don't have to pay the ongoing costs and charges as a separate amount. They're automatically taken into account when the fund is valued.

2. Breakdown of Product costs

Investment	Value at 03/01/2018	Value at 19/11/2018	Total one-off costs and charges p.a.	Total ongoing charges p.a.	Total cost of funds	Breakdown of Total ongoing charges		
						Ongoing Charge p.a.	Ongoing Transactional costs p.a.	Ongoing Incidental costs p.a.
Fund 1	£6,500.00	£6,821.53	No Charge	£81.26 (1.22%)	£75.94 (1.14%)	£5.31 (0.08%)	£0.00 (0.00%)	£81.26 (1.22%)
Fund 2	£13,500.00	£13,748.94	No Charge	£140.66 (1.03%)	£132.51 (0.97%)	£8.15 (0.06%)	£0.00 (0.00%)	£140.66 (1.03%)
Fund 3	£5,000.00	£4,843.74	No Charge	£32.78 (0.67%)	£31.80 (0.65%)	£0.98 (0.02%)	£0.00 (0.00%)	£32.78 (0.67%)
Total	£25,000.00	£25,414.21	No Charge	£254.69 (1.01%)	£240.25 (0.95%)	£14.44 (0.06%)	£0.00 (0.00%)	£254.69 (1.01%)

- Note 1: These are one-off costs and charges paid from the products. There are no one-off charges for products in the platform.
- Note 2: These are total ongoing costs and charges paid from the products. This includes all of these components.
- Note 3: These are ongoing charges paid from the products. The ongoing charge paid is the ongoing cost after paying fees and expenses associated with the product.
- Note 4: These are ongoing & other costs associated with investment vehicles that the products.
- Note 5: These are other product costs such as performance fees.

3. Impact of the costs on your investment(s)

Value at start of period 03/01/2018	Value at end of period 19/11/2018
£25,000.00	£25,414.21
Total charges excluding advice costs	£342.85
Money in and out	£0.00
Effect of Market Movements	£757.06
VALUE AT END OF PERIOD 19/11/2018	£25,414.21
Value at end of period 19/11/2018 if no charges had been deducted (see note 6)	£25,757.23

2. Breakdown of Product costs

Investment	Value at 03/01/2018	Value at 19/11/2018	Total one-off costs and charges (see note 1)	Total ongoing costs and charges p.a. (see note 2)	Breakdown of Total ongoing charges		
					Ongoing Charge p.a. (see note 3)	Ongoing Transactional costs p.a. (see note 4)	Ongoing Incidental costs p.a. (see note 5)
Fund 1	£6,500.00	£6,821.53	No Charge	£81.26 (1.22%)	£75.94 (1.14%)	£5.31 (0.08%)	£0.00 (0.00%)
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The **Impact of the costs on your investment(s)** table shows you how the costs and charges have affected the value of your investment, taking market movements into account, along with any money you've taken out or put in. We don't include any advice charges in this table as you pay these before your money is invested.

Finally you might notice a discrepancy between the value at end of period here and the value in your statement summary. That's because this part only covers investments, not any cash you hold in any of your Investment Hub accounts. We don't charge the Platform Service Fee on this cash either.

- Note 1: These are one-off costs and charges paid from the products. There are no one-off charges for products in the platform.
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- Note 6: This calculation reflects the effect of market movements on the total charges excluding advice costs during the period.

3. Impact of the costs on your investment(s)

Value at start of period 03/01/2018	£25,000.00
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VALUE AT END OF PERIOD 19/11/2018	£25,414.21
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We hope you found this guide helpful.



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