

# Coronavirus – prepare and prevent for peace of mind

We understand these are uncertain times, rest assured we're committed at Santander to provide you with the support you need. We're working hard to ensure we look after all our customers. However, in this difficult time, it may be harder to reach us over the phone.

## Alternative ways to get support or contact us



**For tips and information to help you manage your money visit us online**

**Personal customers:** [santander.co.uk/personal/coronavirus](https://santander.co.uk/personal/coronavirus)

**Business customers:** [santander.co.uk/business/coronavirus](https://santander.co.uk/business/coronavirus)

**Corporate customers:** [santandercb.co.uk/coronavirus](https://santandercb.co.uk/coronavirus)



**Contact us via our online chat and social media**

Our online chat is available to answer your queries on [santander.co.uk](https://santander.co.uk), selecting 'Chat with us' on the right of your page, or on our mobile app. Alternatively, our team are ready to help you on Facebook or Twitter.



If you're a Santander Business customer, you can **speak to your local Relationship Manager**. Or if you're a Santander corporate customer, you can **speak to your local Relationship Director**.

## If you have been financially impacted by coronavirus we're here to help you.

### Support for our personal customers:

- **Mortgage payment holiday:** You can apply online for a payment holiday for up to three months. Check eligibility and find out more at [santander.co.uk](https://santander.co.uk).
- **Extra borrowing:** We may be able to increase your overdraft or credit card limit, especially if you hold your main bank account with us.
- **Access to savings:** We can help you access your money held in Santander fixed rate bonds and fixed rate ISAs before the end of the fixed term, free of charge.
- **Hold on repossessions:** We have suspended all possession orders for a three-month period.

### Support for our business customers:

Our aim is to find the right support that suits your individual business needs. This include access to capital repayment holidays and additional liquidity across overdrafts, working capital, trade finance and loan facilities. We're also participating in the Government's Coronavirus Business Interruption Loan scheme. Find out about what options are available to you at [santander.co.uk/business](https://santander.co.uk/business) or [santandercb.co.uk](https://santandercb.co.uk)

**We're continuing to explore further options to help our customers, look out for updates on our website and social media for the latest information.**



**Stay alert!** Fraudsters may try to take advantage of the current situation, so keep an eye out. Remember, we will never ask for your PIN or password.