Direction

To: Santander UK PLC (the “firm”)

Ref: 5154435

FRN: 106054

Of: 2 Triton Square
Regent’s Place
London
NW1 3AN

Date: 22 January 2019

Handbook Version as in force at the date of this Direction

Power
1. This direction is given by the FCA under section 138A of the Act.

Duration
2. (1) This direction takes effect on 22 January 2019.
(2) This direction ends on 1 March 2020.

Rule modified
3. The FCA directs that the rule listed below applies to the firm with the modification shown.

4. In the table below, underlining indicates the insertion of new text and striking through indicates deleted text.

<table>
<thead>
<tr>
<th>Rule</th>
<th>Modification</th>
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</thead>
<tbody>
<tr>
<td>DISP 1.10.1</td>
<td>(1) Unless (2) applies, twice a year a firm must provide the FCA with a complete report concerning complaints received from eligible complainants.</td>
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<td></td>
<td>(2) If a firm has permission to carry on only credit-related regulated activities or operating an electronic system in relation to lending and has revenue arising from those activities that is less than or equal to £5,000,000 a year, the firm must provide the FCA with a complete report concerning complaints received from eligible complainants once a year.</td>
</tr>
</tbody>
</table>
(3) The report required by (1) and (2) must be set out in the format in DISP 1 Annex 1R.

(4) Paragraphs (1) and (2) do not apply to a firm:

(a) with only a limited permission unless that firm is a not-for-profit debt advice body that at any point in the last 12 months has held £1 million or more in client money or as the case may be, projects that it will hold £1 million or more in client money in the next 12 months; or

(b) in respect of a complaint it has received relating to a payment protection contract if the complainant did not purchase a payment protection contract from the firm.

**Condition**

5. The rule modification applies to the firm(s) in respect of complaints received and closed by the firm(s) by 31 December 2019.

**Interpretation**

6. Interpretative provisions (including definitions) of the Handbook apply to this direction in the same way they apply to the Handbook.

Isabella Bedi
Waivers Team
Supervision – Retail & Authorisations