

1. The promoter is Banco Santander, S.A. whose registered office is at 9-12 Paseo de Pereda, 39004, Santander, Spain ('the Promoter') and the prize draw is run by Equiniti Financial Services Limited as provider of the Santander Nominee Service and Global Nominee.
2. Entrants agree to be bound by these Terms and Conditions and any other requirements set out in any material relating to this prize draw.
3. The prize draw will run from Monday 2 March 2020 to the voting deadline of 12 noon on Monday 30 March 2020.
4. The prize draw is free to enter for individual shareholders who hold their entitlement to Santander shares as CREST Depository Interests (CDIs) in either the Santander Nominee Service or the Global Nominee, who are resident in the United Kingdom, and who choose to enter the prize draw when submitting a voting instruction in respect of Santander CDIs that is received by the voting deadline. Voting instructions can be given either online or by post.
5. Anyone materially connected to the administration of the prize draw will be excluded from participating.
6. Each shareholder who submits a voting instruction in respect of their shareholding that is received by the voting deadline, and who chooses to enter the prize draw when voting will receive one entry into the prize draw.
7. If more than one voting instruction is submitted for a single shareholding, only one entry will be counted for the prize draw.
8. Voting instructions not submitted in accordance with these Terms and Conditions, or which are delayed, duplicated, incomplete, illegible, or lost through technical problems will be excluded from the prize draw. No responsibility is accepted for such instructions.
9. The Promoter accepts no responsibility for voting instructions lost, damaged or delayed in transit.
10. Each shareholder can win a maximum of one prize if successfully selected at random from all eligible entries. Where shares are held in joint names, the prize will be sent to the first named shareholder on the shareholding.
11. The 10 prize draw winners will be randomly selected from all eligible entries after the closing date and after all votes have been counted and registered, and the draw process will be overseen by an independent person on Thursday 2 April 2020.
12. The prizes are non-transferable and non-exchangeable and no cash or other alternatives to the prizes will be offered.
13. A notification letter with claim instructions will be sent to all winners by Thursday 9 April 2020. The winners will need to claim their prizes by Thursday 7 May 2020. Unclaimed prizes will not be reallocated.
14. The decision of the Promoter is final and no correspondence will be entered into.
15. Provided the winners accept their prizes in a timely manner, all prizes will be dispatched for delivery by Monday 11 May 2020. Prizes will only be delivered to a UK address, and the Promoter accepts no responsibility for the delivery of the prizes once dispatched.
16. The Promoter will be responsible for all costs of sending out the prizes to the winners.
17. The names of the prize winners will be made available for a period of two months after Thursday 9 April 2020 on request to those sending a stamped, self-addressed envelope marked 'Santander AGM 2020 Prize Draw Results' to Equiniti Financial Services Limited, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom. The winners' information must be provided to the Advertising Standards Authority on request in the event of a dispute.
18. The Promoter reserves the right, in its sole discretion, to disqualify any shareholder that corrupts or affects the administration, security, fairness, integrity or proper conduct of this prize draw.
19. The Promoter reserves the right, at its sole discretion, to amend or cancel the prize draw at any stage if deemed necessary to do so. This includes (but is not limited to) a right for the Promoter to change the type of prize which is offered.
20. To the fullest extent permitted by law, the Promoter accepts no liability for loss, injury or damage of any kind arising from or in connection with the prize draw or receipt or misuse of any prize.
21. Apple and iPad are trademarks of Apple Inc. This promotion is not conducted in association with or endorsed by Apple Inc.
22. Any question concerning the legal interpretation of the terms and conditions will be based on the laws of England and Wales, and the Courts of England and Wales will have jurisdiction.
23. By entering the prize draw, you consent to the use of your personal data by Equiniti Financial Services Limited for the purposes of administration of the prize draw. To read the latest version of Equiniti Financial Services Limited's Privacy Notice and understand more about how it safeguards your data, please visit [privacy.equiniti.com](https://www.equiniti.com/privacy)

**To withdraw your consent from being included in this prize draw incentive please contact Equiniti Financial Services Limited by:**

**Email****[santandershareholders@equiniti.com](mailto:santandershareholders@equiniti.com)**

Please provide your Santander Nominee Service Shareholder Reference and/or your Global Nominee Account Reference Number which can be found on your dividend or statement documentation

**Telephone****0371 384 2000\*** from the United Kingdom  
**+44 121 415 7188** from outside the United Kingdom**Post**Equiniti Financial Services Limited,  
Aspect House, Spencer Road, Lancing,  
West Sussex, BN99 6DA United Kingdom.

\*Lines open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays in England and Wales)

The term shareholding and shareholder describes the way you hold CREST Depository Interests (CDIs) within the Santander Nominee Service or the Global Nominee.

The Santander Nominee Service is sponsored by Santander, and the Santander Nominee Service and Global Nominee are operated by Equiniti Financial Services Limited. Equiniti Financial Services Limited is part of the Equiniti Group. Their registered offices are Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom. Equiniti Financial Services Limited is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales No. 6208699. FCA No. 468631.

Banco Santander, S.A. is authorised and regulated by the Bank of Spain and is regulated by the Financial Conduct Authority for the conduct of investment business in the United Kingdom under its European Economic Area Inward Branch Registration, Firm Reference Number 136261. Banco Santander S.A. - Registered Address: Paseo de Pereda 9-12, 39004 SANTANDER - Santander Mercantile Registry, Sheet 286, Fol. 64, Book 5 of Societies, 1st inscription. C.I.F A-39000013.