

Section 2 - Please read the Guidance Notes before completing this section

Only complete this section if you, or any joint holder(s)/legal representative(s), are non-UK citizens and/or hold dual citizenship. All holders must complete this section. (e.g. if one holder is solely a UK citizen but another holder is a non-UK citizen, both holders must complete below).

Holder 1 (1) Full name: _____

(2) Signature: _____ (3) Date of birth

D	D	M	M	Y	Y	Y	Y
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(4) Country Please provide the information from your National Client Identifier for Country 1

Country 1 _____ **(5) Primary:** _____

Country 2 _____ You must place a 'X' in the box if you do not hold this

(6) Secondary: _____

Country 3 _____ You must place a 'X' in the box if you do not hold this

Holder 2 (1) Full name: _____

(2) Signature: _____ (3) Date of birth

D	D	M	M	Y	Y	Y	Y
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(4) Country Please provide the information from your National Client Identifier for Country 1

Country 1 _____ **(5) Primary:** _____

Country 2 _____ You must place a 'X' in the box if you do not hold this

(6) Secondary: _____

Country 3 _____ You must place a 'X' in the box if you do not hold this

Holder 3 (1) Full name: _____

(2) Signature: _____ (3) Date of birth

D	D	M	M	Y	Y	Y	Y
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(4) Country Please provide the information from your National Client Identifier for Country 1

Country 1 _____ **(5) Primary:** _____

Country 2 _____ You must place a 'X' in the box if you do not hold this

(6) Secondary: _____

Country 3 _____ You must place a 'X' in the box if you do not hold this

Holder 4 (1) Full name: _____

(2) Signature: _____ (3) Date of birth

D	D	M	M	Y	Y	Y	Y
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(4) Country Please provide the information from your National Client Identifier for Country 1

Country 1 _____ **(5) Primary:** _____

Country 2 _____ You must place a 'X' in the box if you do not hold this

(6) Secondary: _____

Country 3 _____ You must place a 'X' in the box if you do not hold this

Legal representative (1) Full name: _____

(2) Signature: _____ (3) Date of birth

D	D	M	M	Y	Y	Y	Y
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(4) Country Please provide the information from your National Client Identifier for Country 1

Country 1 _____ **(5) Primary:** _____

Country 2 _____ You must place a 'X' in the box if you do not hold this

(6) Secondary: _____

Country 3 _____ You must place a 'X' in the box if you do not hold this

Please provide a daytime telephone number (in the event of a query): _____

Guidance Notes

Below are guidance notes that you will need to correctly complete the dealing form. Please read carefully as any incorrect forms will be returned without being actioned.

Legal representative(s) (Power of Attorney, etc.) acting on behalf of the registered holder(s), must sign the form. They must provide the details of the registered holder(s) for whom they are acting and also provide their own details in the additional Legal representative box provided.

We require

- (1) Full name
- (2) Signature
- (3) date of birth (DD/MM/YYYY)

We also require information in respect of your nationality or nationalities.

- **(4) Country** - You must state the country of your nationality. If you hold more than one nationality you must list the countries (up to 3) **in the order they appear on the accompanying National Client Identifier Guide.**
Example: if you hold dual nationality with Croatia and the Czech Republic, you must list the Czech Republic first as this appears first on the National Client Identifier Guide.
- **(5) Primary** - You must state the details from the Primary National Client Identifier for your first listed country shown on the accompanying National Client Identifier Guide. If there is a Primary and Secondary National Client Identifier listed for your country you must always supply the Primary National Client Identifier if you have it. If you do not hold this, you must place an X in the box to confirm.
Example below: Please add your National Identification Number (Rodné číslo).
- **(6) Secondary** - If your first listed country has a Secondary National Client Identifier listed, **and you do not hold the Primary National Client Identifier**, you should provide the details from the Secondary National Client Identifier. If you do not hold this you must place an X in the box to confirm.
Example below: If you do not hold a National Identification Number (Rodné číslo) but have a National Passport Number, please add your National Passport Number to the form.

Country (4)	Primary National Client Identifier (5)	Secondary National Client Identifier (6)
Czech Republic	National Identification Number (Rodné číslo)	National Passport Number

You must provide details for Country 1 only. If you have dual nationality, please DO NOT provide any details for any other country if you do not hold the National Client Identifiers for Country 1. If you do not have a Primary or Secondary National Client Identifier for Country 1, please make sure you place an X in both boxes to confirm.

If you are a citizen of **Estonia, Iceland, Italy, Malta, Poland, or Spain** and you cannot provide any of the National Client Identifiers requested, trading rules prevent Equiniti from accepting your instructions to trade. This means that your instruction will be returned without being actioned.

Equiniti and your personal data

To understand more about how Equiniti uses and safeguards your data, please refer to the Privacy Notice:

- Online at <https://privacy.equiniti.com> where you will find general information about your rights and how Equiniti safeguards your data;
- By telephone UK: 0333 207 5962* International: +44 121 415 0196

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

National Client Identifier Guide

Country (4)	Primary National Client Identifier (5)	Secondary National Client Identifier (6)
Austria	No further information is required	-
Belgium	Belgian National Number (Numéro de registre national – (Rijksregisternummer)	-
Bulgaria	Bulgarian Personal Number	-
Cyprus	National Passport Number	-
Czech Republic	National identification number (Rodné číslo)	National Passport Number
Germany	No further information is required	-
Denmark	Personal Identity Code	-
Estonia	Estonian Personal Identification Code (Isikukood)	-
Spain	Tax identification number (Código de identificación fiscal)	-
Finland	Personal Identity Code	-
France	No further information is required	-
United Kingdom	National Insurance Number	-
Greece	10 DSS digit Investor share	-
Croatia	Personal Identification Number (Osobni identifikacijski broj)	-
Hungary	No further information is required	-
Ireland	No further information is required	-
Iceland	Personal Identity Code	-
Italy	Fiscal code (Codice fiscale)	-
Liechtenstein	National Passport Number	National Identity Card Number
Lithuania	Personal code (Asmens kodas)	National Passport Number
Luxembourg	No further information is required	-
Latvia	Personal code (Personas kods)	-
Malta	National Identification Number	National Passport Number
Netherlands	National Passport Number	National identity card number
Norway	11 digit Personal ID (Foedselsnummer)	-
Poland	National Identification Number (PESEL)	Tax Number (Numer identyfikacji podatkowej)
Portugal	Tax number (Número de Identificação Fiscal)	National Passport Number
Romania	National Identification Number (cod Numeric Personal)	National Passport Number
Sweden	Personal Identity Number	-
Slovenia	Personal Identification Number (EMŠO: Enotna Matična Številka Občana)	-
Slovakia	Personal number (Rodné číslo)	National Passport Number
All Other Countries* (Including Crown Dependencies and British Overseas Territories)	National Passport Number	-

*If you are listing 2 or more countries that fall into 'All Other Countries' please visit www.nationalitycalculator.co.uk which will advise you on the correct order you must list them on the form. Alternatively, you can call our Helpline on 0371 384 2030. Lines are open Monday to Friday 8.30 am to 5.30 pm (excluding public holidays in England and Wales).

Santander Share Purchase Service

Risk warning: The value of shares and any income from them, can go down as well as up and you may get back less than you invested. Past performance is not an indicator of future results. It is entirely your decision whether or not to conduct a transaction using this service.

Equiniti have updated their Privacy Notice to clearly explain how they protect your data and how your enhanced rights apply. Please read 'Equiniti and your personal data' section on the Guidance Notes page enclosed for further details.

Terms and Conditions

These terms and conditions should be read in conjunction with the terms and conditions of the Santander Nominee Service previously provided to you.

Definitions

'We, our, us' means Equiniti Financial Services Limited

'You, yours' means the person(s) named on the share dealing form

1. This service enables you to buy Banco Santander SA ordinary shares ('shares') to be held as Crest Depository Interests (CDIs) in the name of Santander Nominee Service by post. We provide this dealing service on an execution only basis. In other words, we will carry out your instructions but we do not give any kind of investment or tax advice, nor advise you on the merits of any particular transaction. In particular, we will not assess the suitability and appropriateness of transactions conducted for you or services provided to you under these terms and conditions and you are not subject to the Financial Conduct Authority (FCA) Rules on assessing appropriateness. If you are in any doubt about using this dealing service, you should consult a professional adviser.
2. You agree that this dealing service is provided on an execution-only basis, you have not asked for or received any advice from us and it is your decision alone to accept this dealing service as suitable for your requirements.
3. This dealing service is provided by Equiniti Financial Services Limited, which is authorised and regulated by the Financial Conduct Authority of 12 Endeavour Square, London E20 1JN (under reference 468631). The main business of Equiniti Financial Services Limited is investment and general insurance services. Our registered office is in the United Kingdom at Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA. Registered in England and Wales, number 6208699. In these terms and conditions, FCA and FCA Rules mean respectively, the Financial Conduct Authority and the rules made by the FCA, amended from time to time
4. Please read carefully through these terms and conditions. They describe the basis on which we will provide the service, and will come into effect as soon as we have received your instructions and accepted you as a customer.
5. The decision to buy shares is your responsibility. This service can only be used by those with a registered address in the United Kingdom or European Economic Area (EEA). Instructions to deal shares from any other country will not be actioned.
6. This agreement is only for the benefit of you and us. It will not give any benefits to, nor be enforceable by, any third party.
7. Once you have sent us your form, you will not be able to cancel your instructions. We cannot take orders over the phone. **A share price may change significantly between the time you decide to deal and the time we actually deal your shares.**
8. You must be 18 or over to use this dealing service. We reserve the right to refuse to accept a dealing instruction. If your instruction is incomplete or includes a mistake, we may try to contact you for clarification. If we are unable to do so, we will return your instruction without carrying it out. We will not be liable for any loss you suffer as a result of this clause.
9. Equiniti Financial Services Limited reserves the right to terminate or extend the service.

10. Share dealings

10.1. When we buy shares for you, we will take all sufficient steps to obtain the best possible result for you, taking into account price, costs, speed, likelihood of execution and settlement, size, nature and other relevant considerations. The best possible result will be determined in terms of the total

consideration, representing the price of the shares and the costs relating to execution, including all of the expenses incurred or to be incurred by you that are directly related to the execution of your order. To ensure that we secure the best possible result for you, we will have regard to our Order Execution Policy. Your order will also be executed promptly, fairly and expeditiously relative to other client orders. Otherwise comparable client orders will be executed in accordance with the time of their receipt by us.

- 10.2. Without prejudice to the commitments we have made in 10.1 **dealing dates and the respective closing dates are detailed on the Share Purchase Form or are available on request by calling the Shareholder Helpline.** We may sometimes combine your order to deal shares with other customers' orders, and this may work to your advantage or disadvantage in relation to a particular order, compared with the price you would have obtained if your order had been dealt with on its own. We may buy the shares in a combined order in several transactions and on separate days. If this produces transactions at different prices, we will average them out so that all the customers concerned benefit from the same average price. If it means dealing in shares on different days, it will delay completion of the transaction accordingly. Where the transaction results in you being entitled to a fraction of a penny, we will round down where the consideration is less than 0.5p and round up when 0.5p or higher. When we aggregate your order with those of other customers and apply any rounding, any additional funds required will be provided by Equiniti. If, following the rounding a small residual balance remains, you consent to us releasing any such amount to a registered charity of our choice, for or on your behalf. Accordingly, you agree that we will not remit that amount to you, nor hold it as client money for you, and you shall not have a proprietary claim over such amount. You will not be able to use this dealing service to place a limit order. If the relevant execution venue is closed, we will hold over your transaction until the day it next opens for business.
- 10.3. Very occasionally, due to market conditions, we may not be able to execute an order for you within a reasonable time. In such a case, we may contact you to explain that we will not be executing your order. Alternatively, if the approved entity used by us to execute the order recommends that it be given more time to complete it, we may allow this.
- 10.4. Orders will be transmitted by us to one of our approved entities for execution. There are currently more than ten approved entities and all of them have been selected by us because they have demonstrated that they have policies and procedures that enable them to deliver the best possible result for you, given the types of orders and the market conditions involved. In particular, these entities will treat price and costs (total consideration) as the most important factors when dealing with or executing orders, although they may also take into account other factors such as speed, likelihood of execution and settlement, size or any other relevant consideration. These approved entities will normally execute orders on a regulated market but may choose to use other execution venues (including off-exchange dealers) where this is advantageous. We will monitor the performance of these entities and periodically review our internal arrangements and policies for dealing with orders with a view to achieving the best possible result for you. Further information about these internal arrangements and policies (including a full list of our approved entities) is available on request.

11. Any instructions received after a closing date will be carried forward and included in the following month's purchase.
12. If a cheque in payment for your share purchase is invalid for any reason, or is returned unpaid by your bank, you authorise us, without further instruction from you, to sell the relevant shares for you and claim any expenses or shortfall arising from the sale. Any gains realised from correcting any such circumstances or other erroneous trade (which may include purchasing shares at the prevailing market price without instruction from you) will be retained by us.
13. This service is provided free of commission and purchases of Santander CDIs are not subject to Stamp Duty Reserve Tax.
14. Equiniti Financial Services Limited will not be liable for any consequential loss however caused, or loss in respect of timing of the transaction, unless it results from the fraud, wilful default or negligence of the Provider, its employees or agents. This does not exclude or restrict any obligation owed to you as a customer under FCA rules or under the Financial Services and Markets Act 2000.
15. Equiniti Financial Services Limited will not be responsible for any losses, costs, damages or expenses sustained or incurred by you by reason of industrial action or any cause beyond its control.
16. Equiniti Financial Services Limited will not accept responsibility for any document before it is received or after it has been despatched by us. All documents will be sent to you by post to your registered address at your own risk.
17. Following the execution of the purchase instruction from you, we will, by close of the business the following day, issue you with a trade confirmation which sets out key details of the trade such as where and when the trade was placed, the price obtained and the intended settlement date. The settlement date is the date we have agreed with the relevant seller of your stock in the market, i.e. the stockbroker, to complete the transaction. On this settlement date the transfer of your cash to and from the stockbroker may pass through a commercial settlement system (e.g. CREST) under what is defined in the market as 'delivery versus payment'. You should be aware that during this 'delivery versus payment' window any cash entitlement being paid to or received from the stockbroker will not be protected by us as client money, as defined under the FCA's rules. This process is normally completed during the same business day but will be no later than three business days. Whilst we will notify you of the intended settlement date on our trade confirmation, it is possible that actual settlement may not occur due to circumstances outside of our control, e.g. if the stockbroker is unable to deliver the shares to us to satisfy your instruction. On settlement, our customer records will be updated to confirm your entitlement to the stock. However, these entitlements may not be released to you or made available to you the cash amount you have provided has not yet cleared through the banking system. In circumstances where we do not receive, on or shortly after settlement date, the cleared funds to release your entitlement then we will write to you notifying you that if this is not received by a defined date then we will arrange to sell the relevant amount of stock. In such cases you will be responsible for any costs we incur in reversing your transaction and we will have the right to retain any gains that may be made. On receipt of the stock, any amount insufficient to purchase one share will be retained and we will pay this to a charity of our choice. Where the transaction results in you being entitled to a fraction of a penny, you consent to us releasing any such amount to a registered charity of our choice, for or on your behalf. Accordingly, you agree that we will not remit that amount to you, nor hold it as client money for you and you shall have no proprietary claim over such amount.
18. Cheques will be cashed within 24 hours of receipt, as required under FCA regulations. You will not earn interest on the cash balances we hold on your behalf. We will keep any interest earned or any equivalent fee that the bank in question pays us. All cash balances will be held by us as client money under the FCA Rules and as follows:
 - we will deposit the cash with a suitable authorised bank, or other financial institution, that is either regulated with in the UK to hold Client money or is regulated in another EEA country to hold deposits and permissions extend to offering these services within the UK;
 - the bank will hold the cash on our behalf in an account separate to any account used to hold money belonging to us in our own right and pooled with client money of other customers. Equiniti is committed to holding its client money with banks which are well capitalised as this better spreads the risk of any default by these institutions which could impact our customers;
 - we will not, however, be responsible for any acts or omissions of the bank;
 - if the bank becomes insolvent, we will have a claim on behalf of our clients against the bank. If, however, the bank cannot repay all of its creditors, any shortfall may have to be shared pro rata between them;
 - you will not be paid interest on cash balances. We will also keep any interest earned or any equivalent fee that the bank in question pays us;
 - if, for any reason, a payment we send to you under these terms and conditions does not reach you, we will continue to hold the cash as client money. However, if after a period of six years, no activity has been recorded on your account and provided we have taken reasonable steps to trace you (as outlined in the FCA's Client Asset rule book), to return these monies to you, we may cease to treat the money as client money having donated it to a charity of our choice. We will still honour any valid claims made against monies previously released to charity once the validity of the claim has been established.
 - if we are holding cash we may withdraw the cash and apply it towards paying any fees, charges, and other sums due to us;
 - if in the course of settling a transaction, the movement of funds as part of the transaction which may be through a commercial settlement system on a "delivery versus payment" basis and for a period of time (normally less than 1 business day, but not exceeding three business days) will not be treated as client money.
 - The FCA has given us permission to deposit some of our client monies with banks under unbreakable term deposit arrangements of up to 95 days. In the unlikely event of any issues experienced by us or any of our banks which requires a return of any client money to you, you should be aware there may be a delay in the funds being distributed to you as a result of these extended deposit terms being applied. This change does not in any way affect your ability to withdraw funds from your account or undertake any transaction under normal conditions.
19. In accordance with the Money Laundering Regulations we may require verification of your identity. We may conduct searches of databases and other credit data in order to do this or we may need to ask you to provide proof of your identity. This may lead to a delay in carrying out your instruction or in your instruction being rejected. Equiniti Financial Services Limited will not be liable for any loss which may result from this.
20. We receive fees from Santander, who sponsor the dealing service so that shareholders can benefit from purchasing shares without paying dealing fees. The fees are negotiated regularly with the company, with the actual charge made to the company reflecting the size, complexity and value of a particular scheme and our overall relationship with the company. More information about these fees is available on request.
21. Generic clauses relating to tax, conflicts of interest, FCA customer type, complaints procedures and governing law can be found in the Santander Nominee Service terms and conditions that you have already received, and duplicate copies of which may be obtained by calling 0371 384 2000 or can be downloaded at www.santandershareview.com

**This document applies to the Santander Free Share Purchase Service.
Please keep these terms and conditions for your records.**