

Frequently Asked Questions (FAQs)

These are the answers to some of the most common questions we are asked about shares in Banco Santander.

1. I held shares in Alliance & Leicester, what has happened to these shares?
On 10 October 2008, Alliance & Leicester became part of the Santander Group. As a result shares in Alliance & Leicester plc were cancelled and shareholders became entitled to one New Banco Santander share for every three Alliance & Leicester shares they owned. Please click here (www.santandershareholder.co.uk) for more information
2. What has happened to the shares I held in the ShareSafe nominee?
On 10 October 2008, Alliance & Leicester became part of the Santander Group. As a result shares in Alliance & Leicester plc were cancelled and shareholders became entitled to one New Banco Santander share for every three Alliance & Leicester shares they owned. Alliance & Leicester shares held in the ShareSafe nominee were converted into new Banco Santander shares and are now held in the Santander UK Nominee Service. For information please click here (www.santandershareholder.co.uk).
3. I can't find my Alliance & Leicester share certificate, what should I do?
On 10 October 2008, Alliance & Leicester became part of the Santander Group. As a result shares in Alliance & Leicester plc were cancelled and shareholders became entitled to one New Banco Santander share for every three Alliance & Leicester shares they owned. If you held a share certificated your shares are now held in the Santander Nominee Service. Please click here (www.santandershareholder.co.uk) for more information
4. When is the AGM going to be held and when should I receive the AGM documents?
For information on the Santander AGM please click here (www.santandershareholder.co.uk)
5. My partner or relative has passed away what should I do about their shareholding?
Please click here (www.santandershareholder.co.uk) for information
6. How can I sell my Santander shares / buy more Santander shares?
Please click here (www.santandershareholder.co.uk) for information
7. How do I transfer my Santander shares to someone else?
Please click here (www.santandershareholder.co.uk) for information
8. Was I entitled to receive an allocation of free shares arising from the conversion of the former Alliance & Leicester Building Society to Alliance & Leicester plc in 1997?
Please call Capita Registrars on 0844 561 7656. All 0844 calls are charged at 5p per minute plus network extras, calls may be recorded for training and security purposes.