

BALANCE CANCELLATION COVER

Balance Cancellation Cover is introduced to you by Ryanair Ltd ("Ryanair") and is arranged by Santander Cards UK Limited. Balance Cancellation Cover is underwritten by Financial Insurance Company Limited (in relation to the disability and unemployment) and by Financial Assurance Company Limited (in relation to life cover).

Use this information to decide if our services are right for you.

WHO REGULATES US?

The Financial Services Authority is the industry watchdog that regulates financial services.

Ryanair is an appointed representative of Santander Cards UK Limited. Its registered office address is at Dublin Airport, Co Dublin, Ireland. (Registered in Ireland number 249885). Its FSA registration number is 470891.

Santander Cards UK Limited, trading as Santander Cards, has its registered office at 2 Triton Square, Regent's Place, London NW1 3AN. (Registered in England and Wales number 1456283). Santander Cards UK Limited is authorised and regulated by the Financial Services Authority. Its FSA registration number is 204572.

You can check the details on the Financial Services Authority's Register by visiting the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

You can contact Santander Cards UK Limited on insurancequeries@santandercards.co.uk.

WHICH COMPANIES DO WE DEAL WITH?

In relation to Balance Cancellation Cover for this Account, Ryanair and Santander Cards UK Limited are contractually obliged to deal only with Financial Insurance Company Limited and Financial Assurance Company Limited.

WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

Other than the premium, you do not need to pay any fee to us for arranging Balance Cancellation Cover.

Balance Cancellation Cover costs 1p per £1 of your monthly statement balance including Insurance Premium Tax.

For example, if you have an outstanding balance of £400 in a month, you would pay £4 that month and if you keep your monthly balance at this level you would pay £48 over a year. In addition, interest may be charged on the premium at the current retail purchase rate if you do not pay off your statement balance in full every month.

DEMANDS AND NEEDS STATEMENT

Your Insurance Requirements

The Financial Services Authority requires us to provide you with this statement of your demands and needs. You have applied for a card with Santander Cards UK Limited and you would like to take out insurance to protect your financial obligations under the credit agreement relating to your card account. The package of insurance benefits offered under Balance Cancellation Cover depends on your age and employment status. These benefits are described in the Policy Summary.

Briefly they are:

Customer Status	Applicable Cover		
	Life	Disability	Unemployment
Aged 18-64 years and working in the UK in paid employment on a permanent basis or on a fixed term contract for at least 16 hours a week including self-employed.	You	You	You

Aged 18-64 years, not working but your partner is aged 18-64 years and working in the UK in paid employment on a permanent basis or on a fixed term contract for at least 16 hours a week including self-employed.	You & your partner	Your partner	Your partner
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You should carefully consider the relevant benefits and exclusions described in the Policy Summary. If you proceed with your purchase of Balance Cancellation Cover it should be on the basis that you consider that these accurately reflect your insurance requirements.

You are responsible for deciding whether Balance Cancellation Cover meets your demands and needs. It is important that you read your Balance Cancellation Cover Policy Summary and Policy Document before the end of the initial 30 day cancellation period to check that it is suitable for those demands and needs. Please note that we are not providing you with advice on Balance Cancellation Cover and we are not recommending it to you.

COMPLAINTS

We set ourselves high standards.

If you are not satisfied with the service of Santander Cards UK Limited, please write to Complaints Department, Santander Cards, Capital House 2, Leeds, LS27 0JG or call us on 0800 915 2275. (Calls may be recorded and monitored for quality and security purposes). If your complaint cannot be settled in this way, you may be entitled to refer the matter to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Phone: 0845 080 1800. If you complain it will not affect your legal rights.

COMPENSATION

Santander Cards UK Limited, Financial Insurance Company Limited and Financial Assurance Company Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our financial obligations. This depends on the type of business and the circumstances of the claim. In respect of our obligations to arrange your Balance Cancellation Cover, until December 31 2009, FSCS will pay 100% of the first £2,000 of any loss you suffer as a result of our failure to meet these obligations and 90% of the remainder of your claim without any upper limit and from 1st January 2010 the FSCS will pay 90% of the claim, without any upper limit. You can get more information about compensation scheme arrangements from the FSCS at www.fscs.org.uk or by phoning 0207 892 7300.

MISCELLANEOUS

It is possible to choose the law applicable to your Balance Cancellation Cover policy. English Law will apply unless you ask for another law and Financial Insurance Company Limited and Financial Assurance Company Limited agree to this before you start the cover.

If you have special needs and would like a large text or taped version of this information please phone the Disability Helpline on 0870 400 4768 or Disability Textphone on 0870 400 4769. (Calls may be recorded for training and quality purposes. Daytime calls cost up to 8p plus 6p per minute from BT lines Mon-Fri. Mobile and other providers' charges may vary).