



Flat 11  
267 Eversholt Street  
London  
NW1 1BA



#### Get in touch with us

[eonnex.com/contact](https://eonnex.com/contact)

[hi@eonnex.com](mailto:hi@eonnex.com)

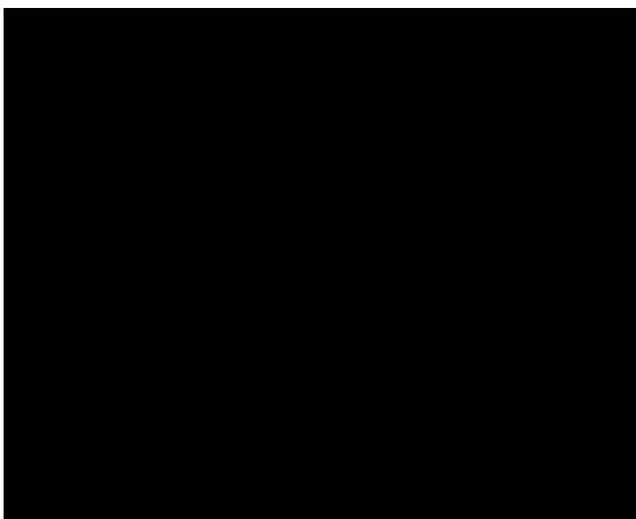
#### Your account number:

A-3E880D46

## Your energy account

for Flat 11, 267 Eversholt Street, London, NW1 1BA.

25th June 2022 - 9th Feb. 2023



#### Your estimated annual cost

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual bills will vary depending on your usage and tariff selection. More information about your current tariff can be found overleaf.

#### Could you pay less?

*Remember - it might be worth thinking about switching your tariff or supplier.*

For your electricity (on meter point 1200081825847)

#### Good to know.

You're already on our cheapest tariff for your electricity usage. We'll let you know if this changes.

You pay by monthly Direct Debit, so your payments are up to date. We regularly review how much you're paying to make sure it's the right amount and will let you know if it needs to change.

### Your charges in detail



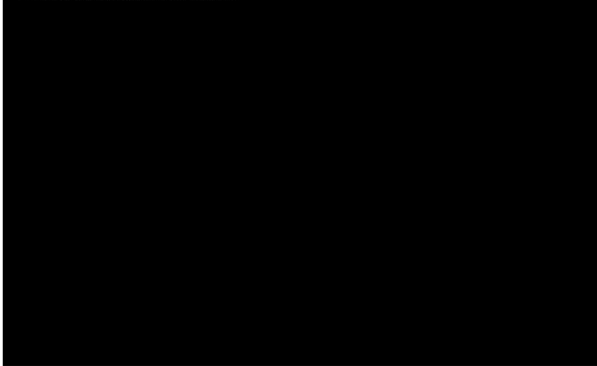
Electricity

Supply number

|               |   |     |     |
|---------------|---|-----|-----|
| S             | 1 | 800 | 902 |
| 1200061825847 |   |     |     |

Supply Address: Flat 11, 267 Eversholt Street, London, NW1 1BA

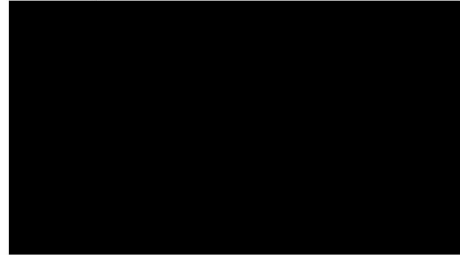
Postcode area alpha identifier: D



### Your electricity tariff

Prices do not include VAT unless otherwise noted.

#### Electricity



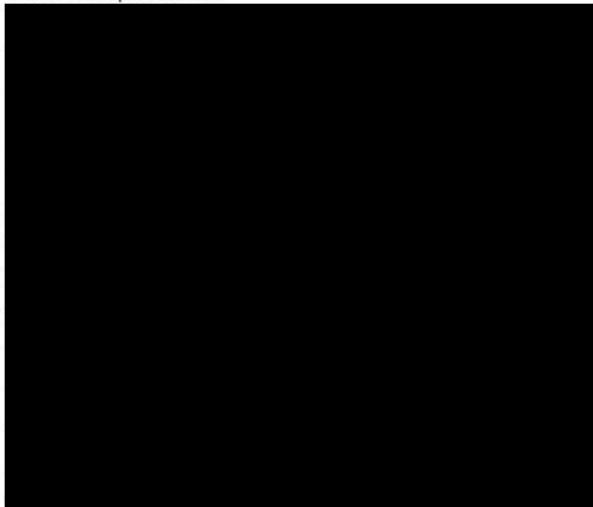
Electricity

Supply number

|               |   |     |     |
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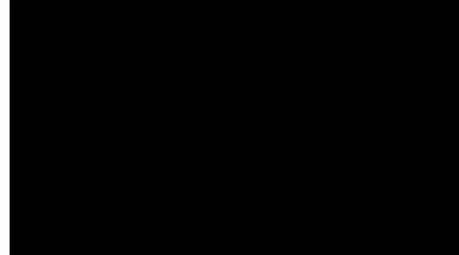
Postcode area alpha identifier: D




### Your electricity tariff

Prices do not include VAT unless otherwise noted.

#### Electricity



**Your charges in detail**

|   |               |   |               |     |     |
|---|---------------|---|---------------|-----|-----|
|  Electricity | Supply number | S | 1             | 800 | 902 |
|   |               |   | 1200061825847 |     |     |

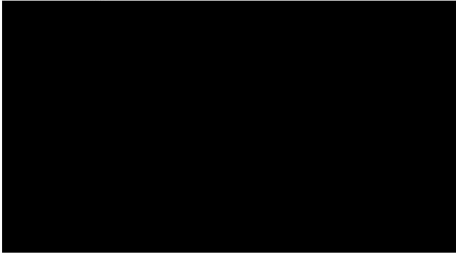
Supply Address: Flat 11, 267 Eversholt Street, London, NW1 1BA  
Postcode area alpha identifier: D



**Your electricity tariff**

Prices do not include VAT unless otherwise noted.

**Electricity**



### Contacting us

Contact us by email or Facebook Messenger and get a response within hours. Of course, if you need to you can also get a hold of us on the phone, or even by post.

**Email:** [hi@eonnnext.com](mailto:hi@eonnnext.com)

**Facebook:** [m.me/eonnnext](https://m.me/eonnnext)

**Phone:** 0808 501 5200

Speech or hearing impaired customers can put 18001 in front of our phone number to use text relay at no extra cost.

**Trading office:** Trinity House, 2 Burton Street, Nottingham, NG1 4BX

Please don't hesitate to contact us if you've any questions, comments, or complaints.

### Advice and complaints

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or contact the Citizens Advice consumer service on 0808 223 1133.

If you live in Scotland, go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland on 0808 196 8660.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. Calls are free and they're open Mon to Fri, 9am-5pm.

If you feel that our service has not met your expectations, please get in touch so we can put things right:

**First:** Contact our team.

**Then:** If an adviser is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

**Finally:** If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Ombudsman Service: Energy on 0330 440 1624 or [www.ombudsman-services.org/sectors/energy](https://www.ombudsman-services.org/sectors/energy). This is a free and independent service whose decisions we must abide by.

### How much did you use?

Your average electricity usage during this bill period was 8.25 kWh/day.

Looking for energy saving tips? Head over to [eonnnext.com/energy-efficiency](https://eonnnext.com/energy-efficiency) to see the tried-and-trusted tips that work for us.

Online Copy



## Everyday Current Account

FLAT 11  
267 EVERS Holt STREET  
LONDON  
NW1 1BA

%%SSC



Telephone Banking, enquiries or lost or stolen cards 0330 9 123 123, open 24 hours a day 7 days a week.

To help us maintain and improve our customer service we may monitor or record your calls.

For the hard of hearing and/or speech impaired, Text Relay service available 18001 0330 9 123 123



Online Banking service and information available at [www.santander.co.uk](http://www.santander.co.uk)



Santander, 9 Nelson Street, Bradford, West Yorkshire, BD1 5AN.

### Your account summary for 18th Jul 2022 to 16th Aug 2022

## News and information

#### Changes to the way we communicate to you

If you're currently using our Mobile Banking app or Online Banking to manage your accounts, we'll email you to let you know more about going paper-free. More information is provided alongside this statement. Take a look.

#### Changes to 1|2|3, Select & Private current accounts

On 20 June 2022 we made changes to 1|2|3, Select & Private in-credit interest rates. They've now increased from 0.50% to 0.75% on balances of up to £20,000. All other features and benefits remain the same, including the £4 monthly account fee.

#### Changes in branch opening hours

We've changed our branch opening hours:  
Monday to Friday, 9.30am–3.00pm  
Saturday, 9.30am–12.30pm (those branches that currently closed on a Saturday will continue to do so).

#### Self-service pay at pump petrol payments is changing

The way you pay at self-service fuel pumps is changing. Petrol stations with self-service fuel pumps are likely to now check that you have the funds to pay for your fuel before you fill up. For more information, take a look at: [santander.co.uk/personal/support/payment-support/petrol-payments](http://santander.co.uk/personal/support/payment-support/petrol-payments)





We've included some documents with this statement to help you to understand how you've been using your account over the last 12 months.

We've also provided some information below about the annual cost of your account, making sure your account is still right for you and the services available to help you manage your money.

#### Annual cost of your account

With this statement you'll find your **Statement of Fees** which summarises the fees you've incurred in the past 12 months. You can find a full list of our fees and charges in our General Terms & Conditions for Current and Savings Accounts and in your account Key Features and Fee Information documents.

#### Ways to manage your account

We offer a range of tools and services to help you keep track of your account. These include:

- Online and Mobile Banking – You can safely manage your current account balance through Online Banking and the Santander Mobile Banking app.
- Free text and email account alerts – signing up for account alerts means that you'll receive relevant messages to your phone and/or email address which will tell you about activity on your account.
- Time to manage your account – You can avoid overdraft charges by paying in money to your account on the day you went overdrawn, as long as the payment is received before the cut-off time on that day. If you have an Arranged Overdraft on your current account and you go beyond your limit, you won't be charged any interest on the portion of your balance which is above your limit but arranged interest will still apply to the portion of your balance within your limit.

For more information on ways to manage your account, visit [santander.co.uk/personal/support/ways-to-bank](https://santander.co.uk/personal/support/ways-to-bank)

#### Making sure your account is still right for you

It's important to review your account to make sure that it continues to meet your needs. If you feel that your account isn't right for you, we have other current accounts which may be more suitable for you.

Details of all our accounts can be found at [santander.co.uk/currentaccounts](https://santander.co.uk/currentaccounts). Alternatively, please visit your local Santander branch or call us on **0330 9 123 123** and we'll be happy to help.

#### Switching your account

If you decide you'd like to move your account, the Current Account Switch Service lets you switch your current account from one bank or building society to another in a simple, reliable and stress-free way. It will only take seven working days. The service is free to use, and you can choose your switch date.

More information about the Current Account Switch Service is available on [currentaccountswitch.co.uk](https://currentaccountswitch.co.uk)



#### Open Banking

You are able to give certain permitted companies (third party providers or TPPs) access to some of your accounts so that they can provide you with services. This is known as Open Banking and offers features such as:

- **Account aggregation:** you can see your accounts with different providers all in one place in a mobile app or online.
- **Payment initiation:** online payments can be made on your behalf, as an alternative to using your debit or credit card.

TPPs can only access your information and provide these types of services if you're registered for Online Banking and you give them your consent.



## Important changes to how you receive your statements and documents

We recognise that many of our customers are now using our Mobile Banking app or Online Banking to manage their accounts.

If you're one of these customers, we may email you soon to let you know that we will be converting any **current accounts and saving accounts** you hold to 'paper-free', this will mean that we'll no longer be sending paper statements or other documents where they can be sent digitally.

### What does this mean for me?

If you're currently using our Mobile Banking app or Online Banking to manage your accounts, we'll email you to let you know more about going paper-free and explain how you can continue receiving paper for some or all accounts if you want to.

Once you're paper-free, where it's possible, you'll receive documents, statements, and letters online and not by post. This includes changes to your account terms and arrears notices. You can then view, print, or save them securely online or in our Mobile Banking app.

### Going paper-free has a number of benefits for you:

- Peace of mind that all your documents are securely stored
- Ability to look back for a period of up to 7 years
- Handy email notifications when new documents are available
- Documents can be downloaded and/or printed as and when you need them
- Convenient access wherever you are

**There are over 7 million paper-free Santander customers**, but we want to do more to have a positive impact on the world we live in. By reducing the paper we send to customers who're regularly using our Mobile Banking app and Online Banking we can reduce the 109 million envelopes and 218 million pieces of paper a year we send out. **That's equivalent to 32,700 trees.**

### What happens next?

If you're currently using our Mobile Banking app or Online Banking to manage your accounts and these changes apply to you, we'll send you an email confirming that you've been converted to paper-free. If you're happy to start receiving digital communications, you don't need to do anything. The email will explain everything about paper-free

Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London, NW1 3AN, United Kingdom. Registered Number 2294747. Registered in England and Wales. [www.santander.co.uk](http://www.santander.co.uk). Telephone 0330 9 123 123. Calls may be recorded or monitored. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 106054. You can check this on the Financial Services Register by visiting the FCA website [www.fca.org.uk/register](http://www.fca.org.uk/register). Santander and the flame logo are registered trademarks.

# Financial Services Compensation Scheme (FSCS) Information Sheet



Protected

Basic information about the protection of your eligible deposits

|   |   |
|---|---|
| Eligible deposits in Santander UK plc are protected by:             | the Financial Services Compensation Scheme ('FSCS') <sup>1</sup>  |
| Limit of protection:  | £85,000 per depositor per bank <sup>2</sup><br><br>The following trading names are part of your bank:<br>cahoot, Santander Corporate & Commercial, and Santander Corporate & Investment Banking trading names.                                  |
| If you have more eligible deposits at the same bank:                | All your eligible deposits at the same bank are 'aggregated' and the total is subject to the limit of £85,000. <sup>2</sup>   |
| If you have a joint account with other person(s):                   | The limit of £85,000 applies to each depositor separately. <sup>3</sup>   |
| Reimbursement period in case of bank failure:                       | 20 working days <sup>4</sup>  |
| Currency of reimbursement:  | Pound sterling (GBP, £)   |
| To contact Santander UK plc for enquiries relating to your account: | For all Retail accounts: <b>0330 9 123 123</b><br><br>For all Santander Corporate and Commercial accounts: <b>0333 207 2229</b><br><br>For Business Banking accounts: <b>0330 678 2456</b><br><br>For all cahoot accounts: <b>0330 678 2811</b> |
| To contact the FSCS for further information on compensation:        | Financial Services Compensation Scheme<br>PO Box 300<br>Mitcheldean GL17 1DY<br><br>Tel: <b>0800 678 1100</b> or <b>020 7741 4100</b><br><br>Email: <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>  |
| More information:   | <a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>   |

## Additional information

### <sup>1</sup> Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

### <sup>2</sup> General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Santander UK plc also trades under cahoot, Santander Corporate & Commercial, and Santander Corporate & Investment Banking trading names.

In some cases eligible deposits which are categorised as 'temporary high balances' are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>





## Rates and fees information

| Type of account   | Fee for maintaining the account | Arranged overdraft interest rate   |
|---|---------------------------------|--|
| 11213 Current Account                                   | £4 per month                    | Representative<br>39.94% APR/EAR (variable)  |
| 11213 Lite Current Account                              | £2 per month                    |  |
| Everyday Current Account                                | N/A                             |  |
| 11213 Student and 11213 Postgraduate                    | N/A                             | Fee not charged  |
| 11213 Graduate Account                                  | N/A                             | Year 1 interest not charged.<br>Year 2 £0-£1,000 interest not charged<br>£1,000.01 and over, an interest rate of<br>39.94% EAR (variable) which gives<br>a representative rate of 5.97% APR<br>(variable). |
| Instant Plus Account                                    | N/A                             | Fee not charged  |
| International Student and Essentials<br>Current Account | N/A                             | Service not available  |
| Basic Account, Basic Cash and<br>Basic Banking          | N/A                             | Service not available  |
| Choice Current Account                                  | £10 per month                   | Representative<br>33.55% APR/29.94% EAR (variable)   |
| Select and Private Current Account                      | £4 per month                    | Below £500, interest not charged.<br>£500.01 and over, an interest rate of<br>39.94% EAR (variable) which gives<br>a representative rate of 27.06% APR<br>(variable).                                      |
| Zero Current Account                                    | N/A                             | Representative<br>18.90% APR/EAR (variable)  |
| Further education account                               | N/A                             | Representative<br>9.90% APR/EAR (variable)   |

When you try to make a payment that would take you into an Unarranged Overdraft, we make the decision whether to allow or reject the payment based on your individual circumstances. If we allow a payment, it will take you into an Unarranged Overdraft. We don't charge fees for allowing or refusing a payment due to lack of funds.

APR stands for Annual Percentage Rate and shows the overall cost of credit as an annual rate of charge, taking into account the interest, charges, and any other costs involved in getting credit. It doesn't include any other fees and charges.

EAR stands for Effective Annual Rate and represents the yearly cost of an Arranged or Unarranged Overdraft, which takes account of how often we charge interest to the account, and does not include any other fees or charges. Arranged and Unarranged Overdrafts depend on your circumstances and you must repay the amount you owe when we ask in line with our General Terms and Conditions.

Online Copy



## Everyday Current Account

FLAT 11  
267 EVERS Holt STREET  
LONDON  
NW1 1BA

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Telephone Banking, enquiries or lost or stolen cards 0330 9 123 123, open 24 hours a day 7 days a week.

To help us maintain and improve our customer service we may monitor or record your calls.

For the hard of hearing and/or speech impaired, Text Relay service available 18001 0330 9 123 123



Online Banking service and information available at [www.santander.co.uk](http://www.santander.co.uk)



Santander, 9 Nelson Street, Bradford, West Yorkshire, BD1 5AN.

### Your account summary for 17th Feb 2023 to 16th Mar 2023

## News and information

### Changes to 1|2|3, Select & Private current accounts

On 7 February we made changes to 1|2|3, Select & Private In-credit interest rates. They've now increased from 1.75% to 2.00% on balances of up to £20,000. All other features and benefits remain the same, including the £4 monthly account fee.

### Keeping your money safe

Make sure we always have the right telephone number so we can help protect you. If you use your card online you will notice more frequent verification checks, so you'll need to make sure your mobile number is up to date. For more details, search for 'strong customer authentication' at [santander.co.uk](http://santander.co.uk)

### Fraud and scams

Getting to know the techniques that criminals use can help protect yourself and your money.

Find out more about these at [santander.co.uk](http://santander.co.uk) and then use the search option to find "Spotting fraud and scams"