Santander



You asked, we listened

We've been continuing our work to give you access to our underwriters whenever you need them. It’s part of our pledges to you.



Isn’t it annoying when you miss a call and you have no number to call back on? We’re changing that.

We’ve made staying connected with the underwriter handling your case even simpler. If an underwriter calls and you're unable to answer, you'll be given a direct callback number so you can return their call.

You'll also receive a MATS message if your case is assigned to an underwriter, including their direct contact number, making it easier to discuss the application and get updates.

This might sound like a simple change, but it will:
o give you easier access to an underwriter
o help reduce time to offer
o enhance the support you get through the application process
o give you a smoother, more efficient journey.

It's a win-win.



And this is just one of many improvements we've made as part of our 'direct access to underwriters' pledge in 2026. We've shared the highlights in our latest news article.

Read the article

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