

Santander: United Kingdom

Fourth Quarter 2008

London, 5th February 2009

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Note: The results information contained in this presentation has been prepared according to Spanish accounting criteria and regulation in a manner applicable to all subsidiaries of the Santander Group and as a result it may differ from the one disclosed locally by Abbey.

Agenda

■ Market Environment

■ FY 2008

- Business Update
- Results

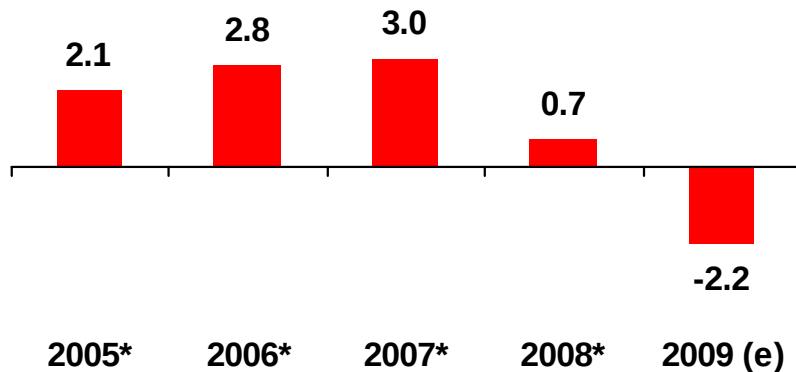
NOTE: Unless otherwise stated:

- P&L includes Bradford & Bingley (B&B) but excludes Alliance & Leicester (A&L)
- Balance sheet and flows include B&B but exclude A&L

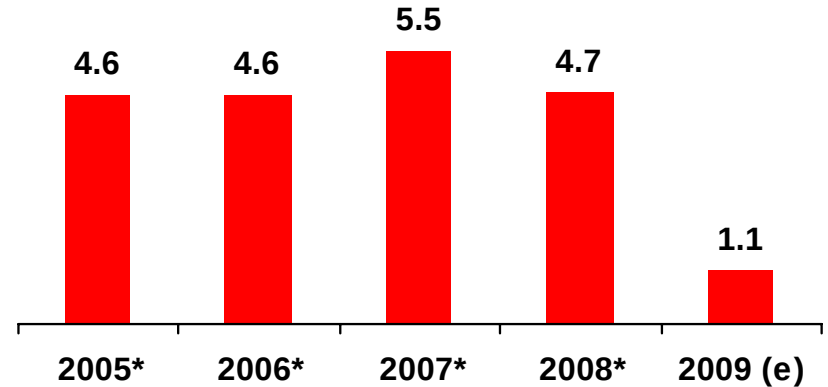
Market Environment

GDP is expected to fall in 2009 with CPI inflation averaging below 1%

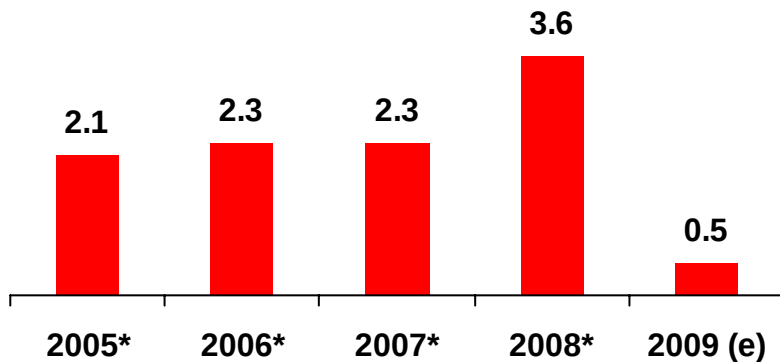
Annual GDP Growth (%, annual average)



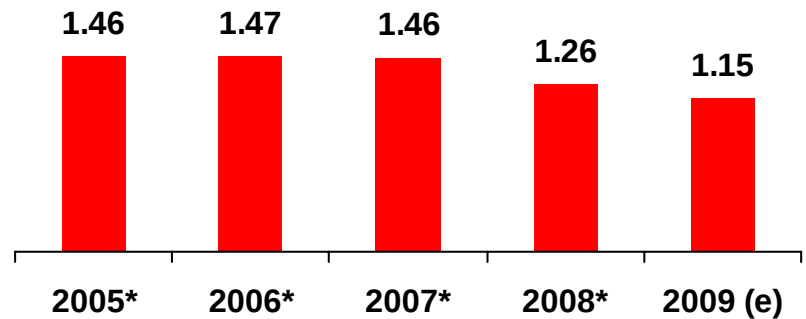
Interest Rates (% annual average)



Annual CPI inflation rate (%, annual average)



GBP : Euro exchange rates (annual average)



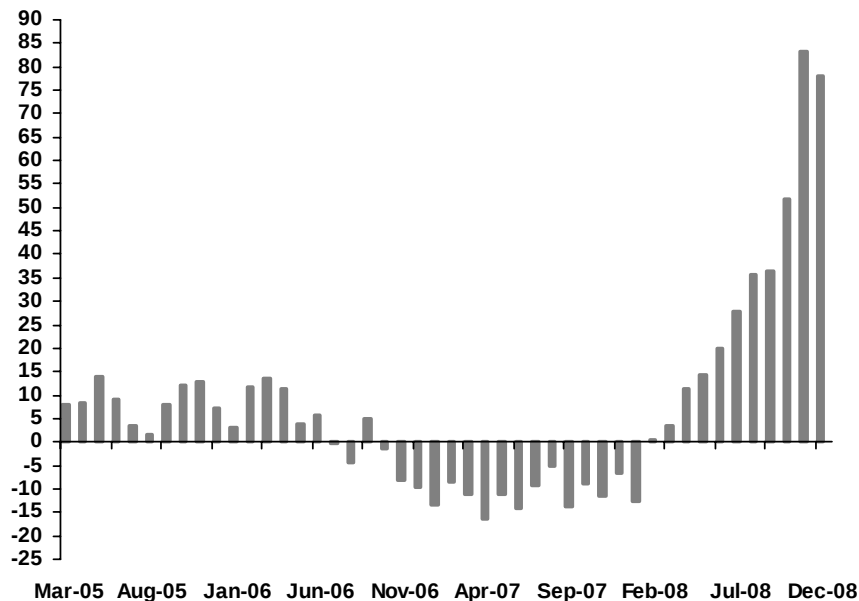
*source - Office for National Statistics & Bank of England

(e) estimated by Abbey

Market Environment

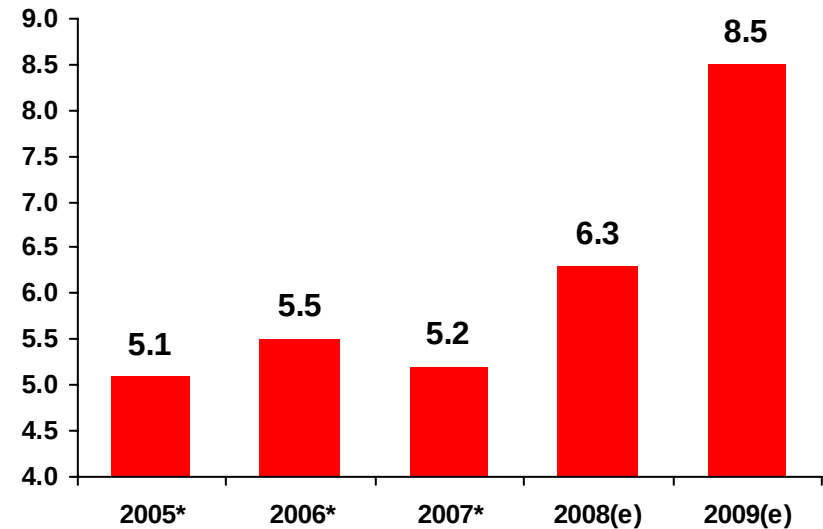
Unemployment is rising and expected to increase further in 2009

Monthly change in claimant count unemployment (000)



Source – Office for National Statistics

Unemployment rate (Q4 average, %)



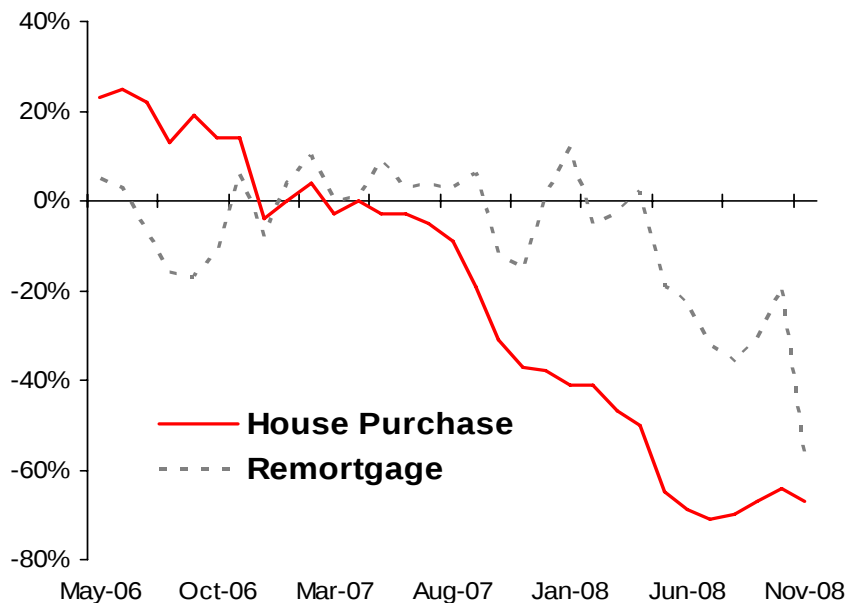
*end year, ILO definition

(e) estimated by Abbey

Market Environment

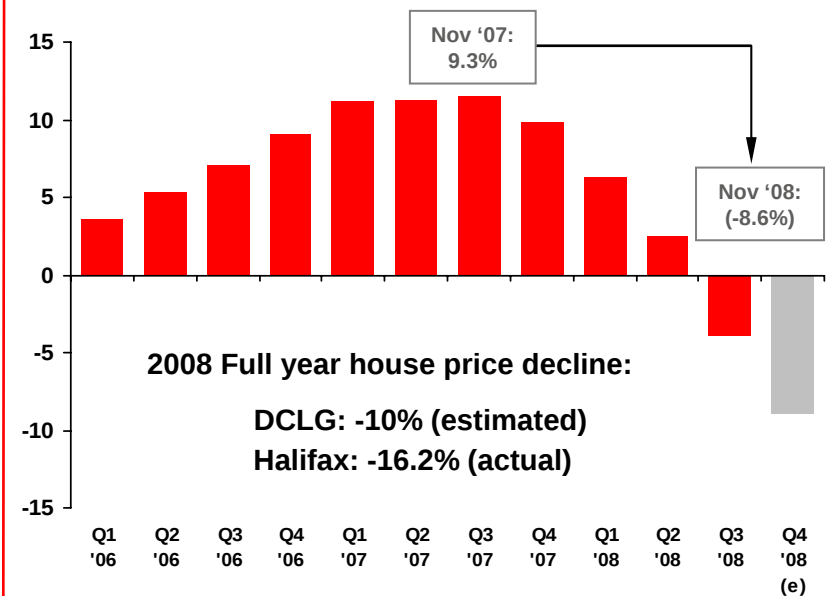
The level of mortgage approvals has fallen sharply in the last year. Lower house purchase activity is resulting in falling house prices.

Annual growth in the number of approvals
(%, sa)



Source – Bank of England

Annual house price growth (%)



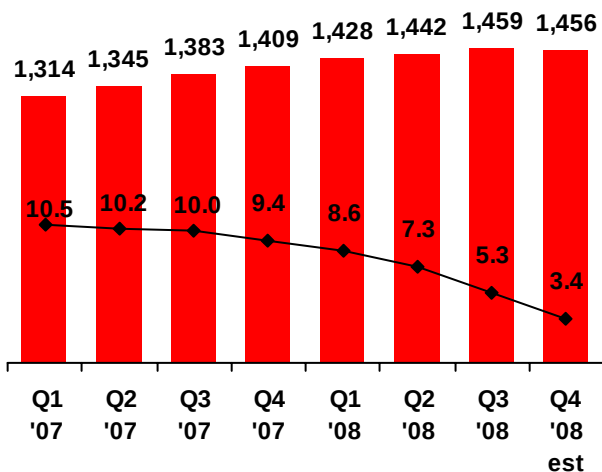
Source – Department for Communities and Local Government.

Market Environment

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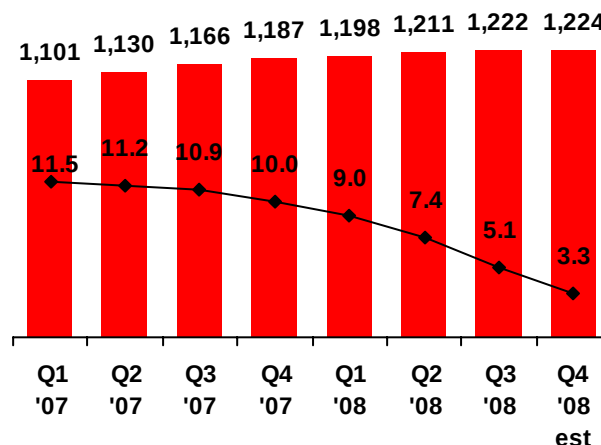
The growth of household borrowing has slowed sharply since the middle of 2007 and is now below 4%

Total lending to individuals*



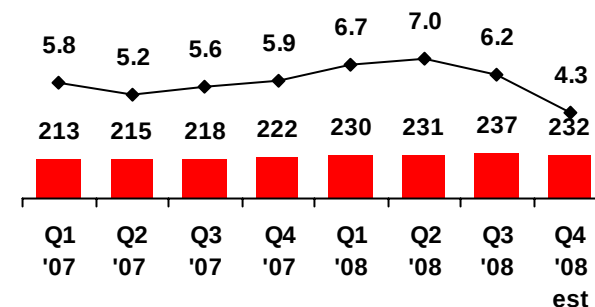
Source – Bank of England.

Mortgage lending market stock*



◆ - annual growth rates (%)

Consumer credit market stock*

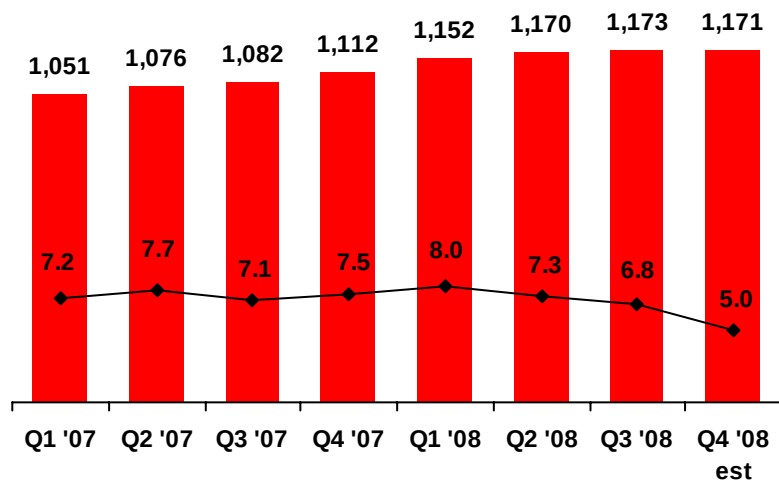


*Please note:

- Growth rates are calculated using the Bank of England's methodology - this expresses period net lending as a percentage of the prior period stock.

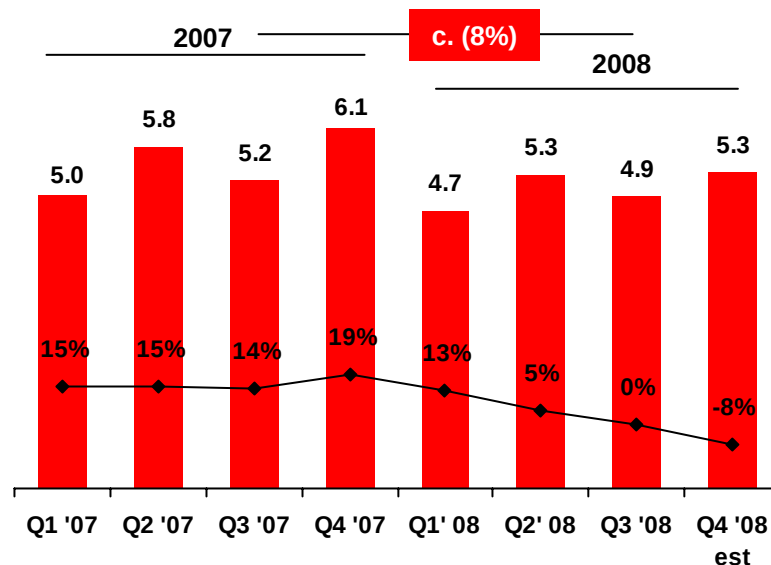
Annual growth in retail deposits has started to slow

Retail deposits (incl. current accounts)



Source – Bank of England.

Bancassurance Investment new business market*



Source – estimated by Abbey based on data from Investment Managers Association / ABI / Structuredretailproducts.com.

◆ annual growth rates (%)

Santander's UK Retail Franchise

Santander is the third largest Retail deposit taker in the UK

	Abbey	B&B	A&L	Combined 31/12/08
Customer deposits (£bn)	73.5	20.9	24.7	119.1
Residential Mortgages ⁽¹⁾ (£bn)	115.5	n/a	37.7	153.2
UPLs ⁽²⁾ (£bn)	2.3	n/a	3.4	5.7
Total Retail Lending (£m)	122.1	n/a	41.2	163.3

Estimated market shares: ⁽³⁾				
Mortgage stock	9.9%	n/a	3.1%	13.0%
Deposits / Savings stock	6.0%	1.8%	2.2%	10.0%
Bank account stock	8.2%	n/a	3.8%	12.0%
UPL's stock	3.5%	n/a	5.2%	8.7%

Branches ⁽⁴⁾	710	338	254	1,302
Branch market share	5.6%	2.7%	2.0%	10.3%
ATMs	2,040	61	2,358	4,459
ATM market share	3.0%	0.1%	3.3%	6.4%

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Becoming a fully fledged commercial bank

Abbey reports another year of strong results

- growth in PAT of over 20%
- increased lending to UK, whilst maintaining prudent risk appetite and capitalising on attractive margins
- excellent deposit inflows, demonstrating confidence in Santander / Abbey and improved performance
- revenue growth accelerating to over 17% – well ahead of last year and significantly outperforming peers
- double digit operating jaws for the fourth consecutive year and achieved the 2008 targeted cost:income ratio of 45%

Focus on retail deposit flows

- customer deposit growth of 16% compared to customer asset growth of 10%, with a further reduction in SGBM portfolios to maintain Abbey's short-term funding requirement
- strong commercial net deposit inflows in both A&L and B&B since acquisition – reversing trends in the earlier part of the year
- £20bn of B&B deposits improves the commercial funding ratio to 75%

Low risk portfolio

- unsecured represents less than 2% of portfolio following continued active reduction
- prime lending only and average LTV of stock at 51% (despite fall in HPI) significantly below CML average, with average new business at c.60% and negligible lending in 'greater than 90%' LTV
- strong coverage of both secured (25%) and unsecured portfolios (over 100%) and arrears / PIPs better than CML average

Becoming a fully fledged commercial bank

Developing the commercial franchise

- opening over half a million new bank accounts, up 33%, with adult bank account openings up over 50%
- investment sales up 34% on last year compared to a wider market decline of c.8%
- credit card sales up over 50% in 2008, following successful launch of new Abbey card
- continue to expand corporate banking business and, following the acquisition of A&L by Santander, have accelerated the project to build a full (SME) operation

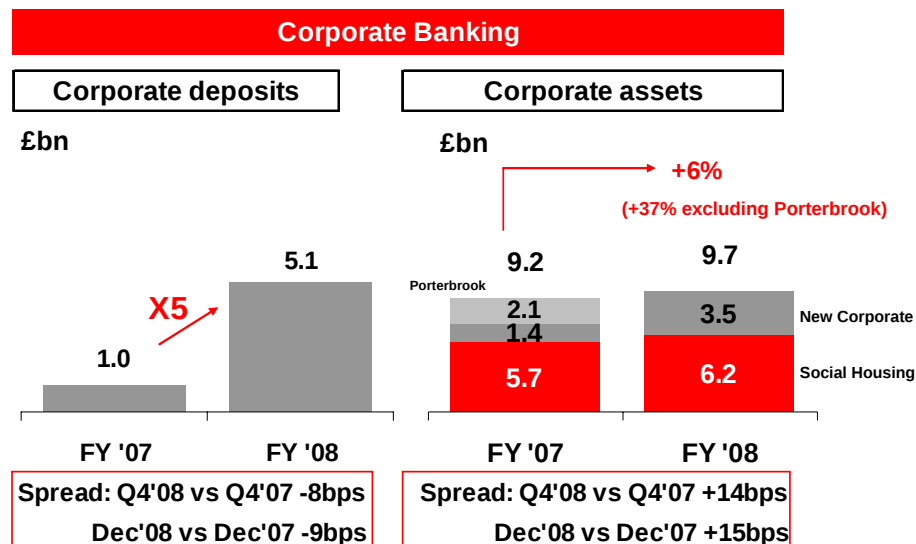
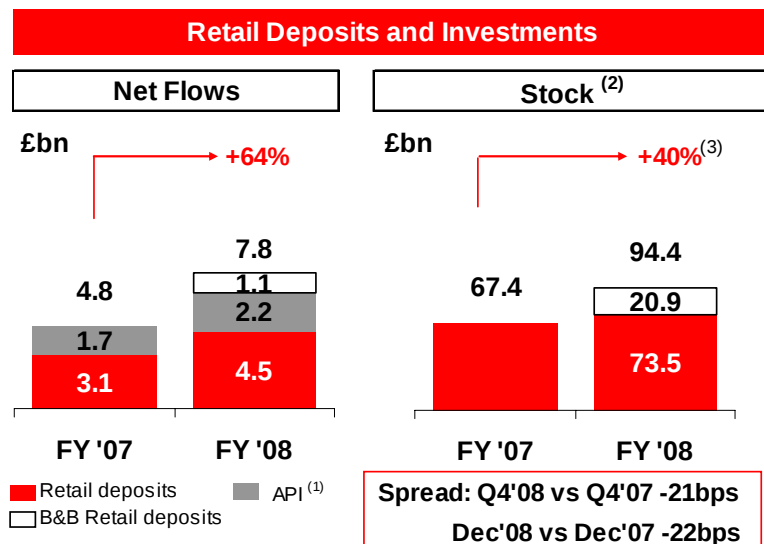
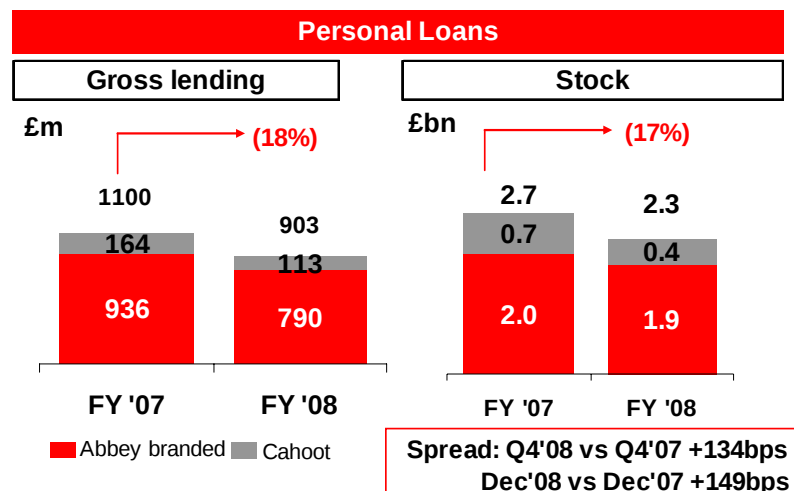
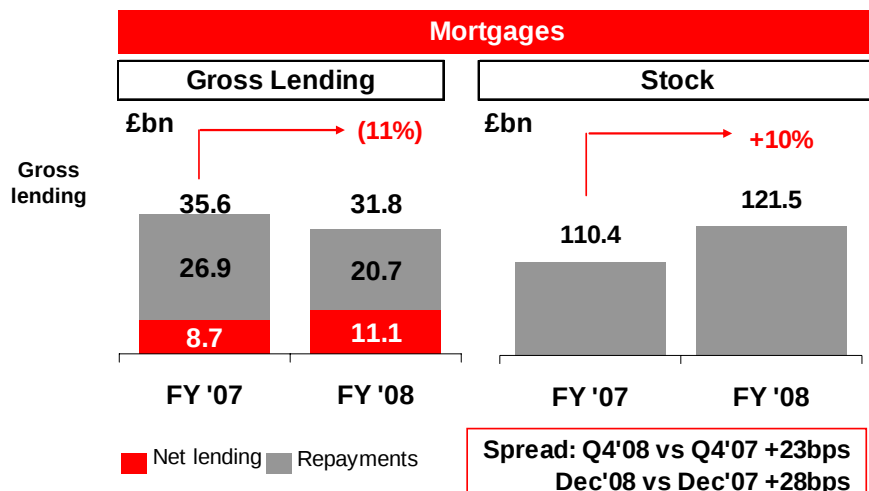
Building on Santander's global franchise

- global expertise utilised within Private Banking in the development and implementation of new structured products, as well as leveraging global IT capability – net inflows up almost 40%
- SGBM UK continues to benefit from customer-flow based business originated by the global franchise, with revenues up over 60%
- within Santander Asset Management UK efficiency and flexibility has been enhanced through the use of global middle office facilities

Integration of 3 UK banks progressing well

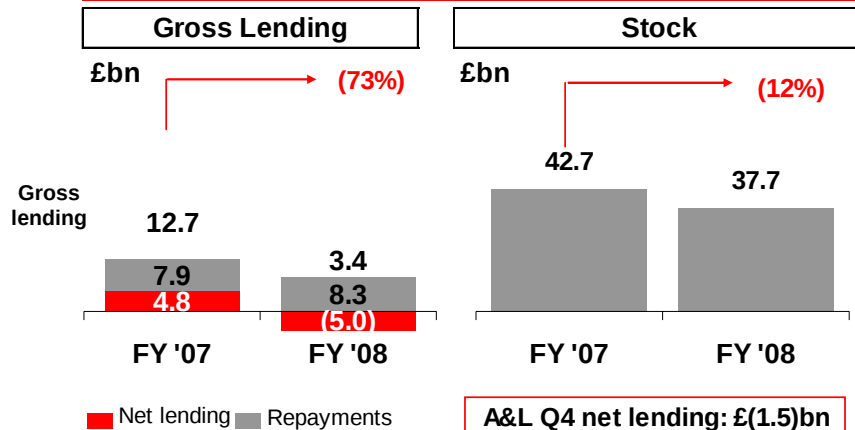
- 8 million new customers (A&L and B&B)
- single integrated management structure in place by end November
- stabilised savings flows in both B&B and A&L, with strong inflows in Q4
- integrated funding approach in place
- migration of B&B savings business and branches onto Abbey's IT platform is well progressed and plans are in place to start A&L in 2009
- headcount reduction of 1,900 in 2009 announced and implementation underway

Business performance – Abbey (inc B&B)

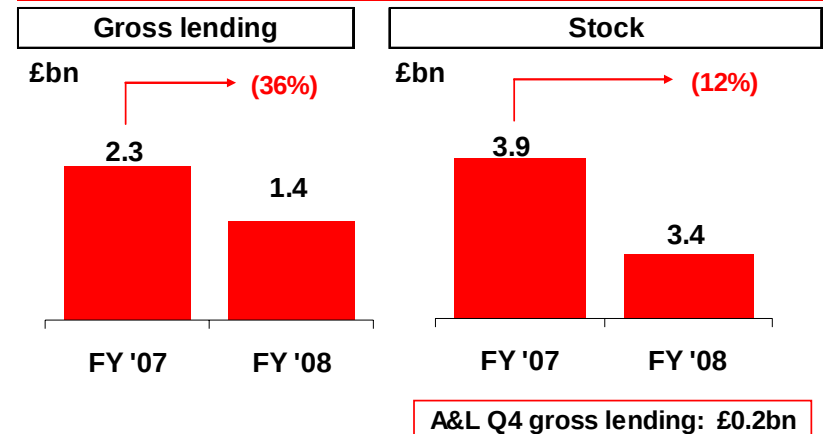


Business performance – A&L standalone

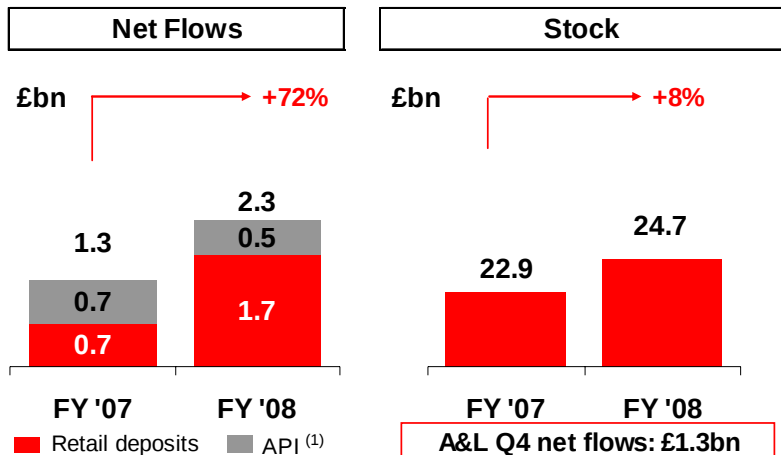
Mortgages



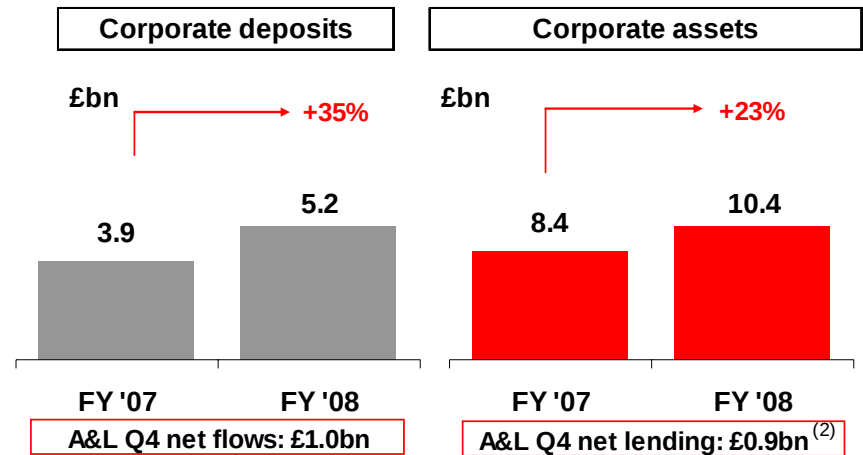
Personal Loans



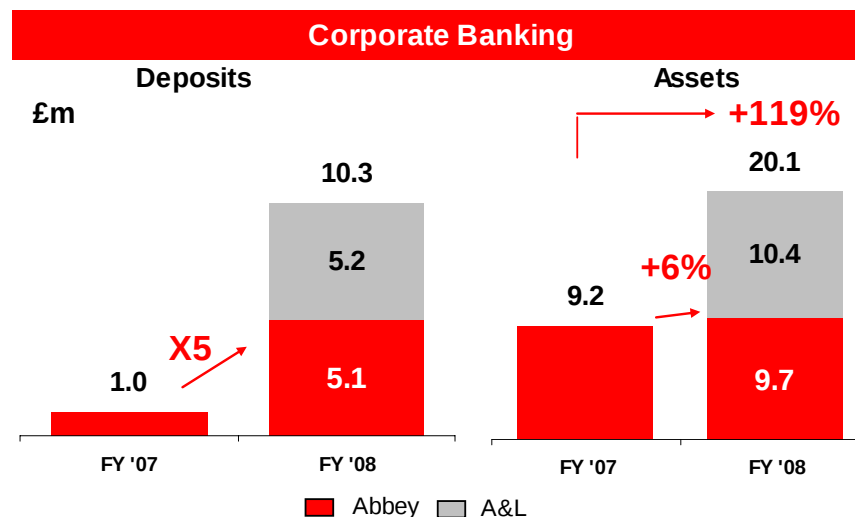
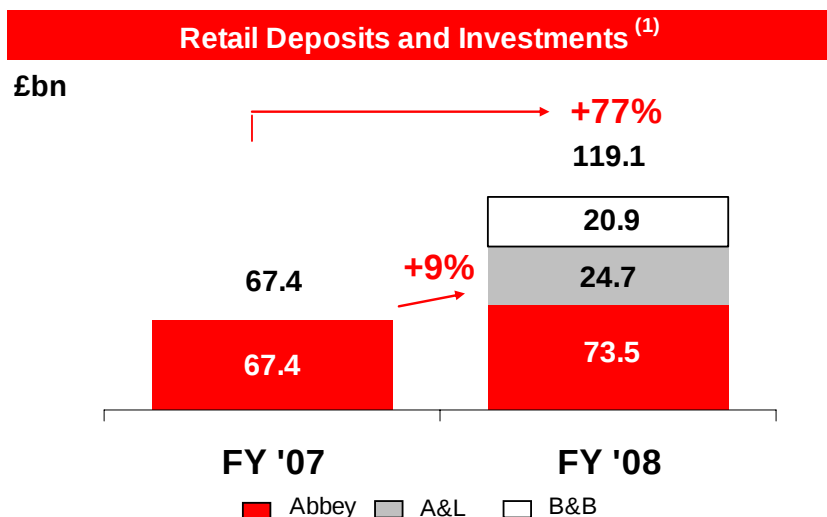
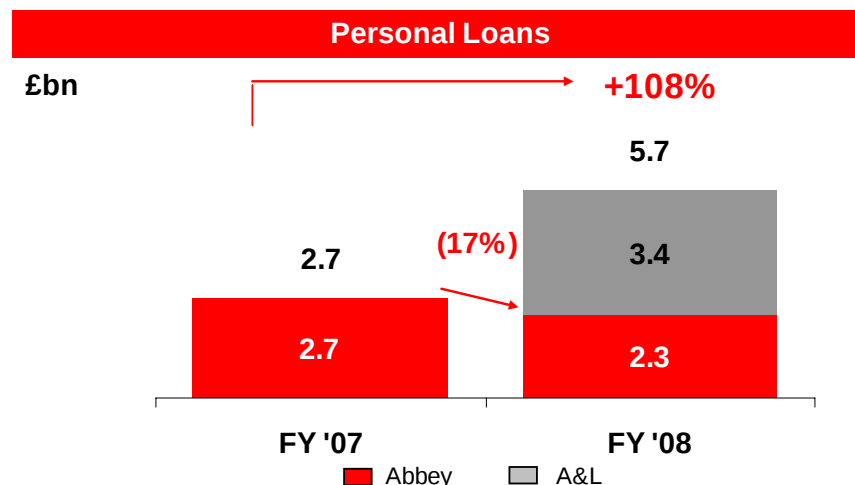
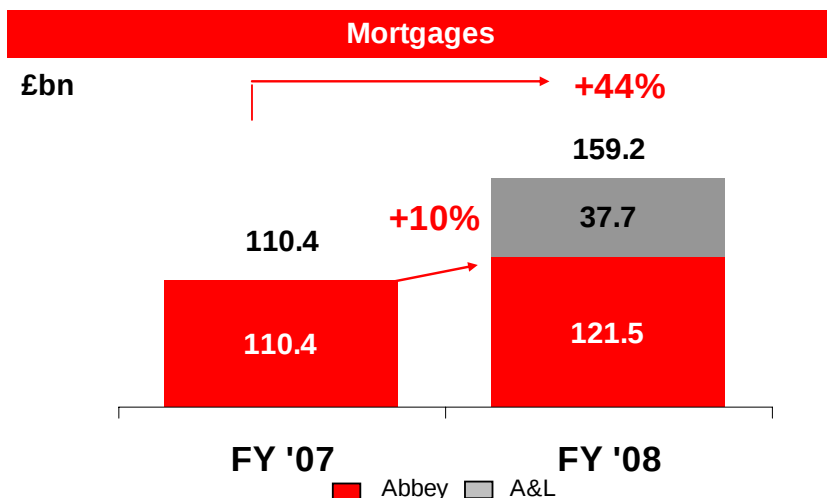
Retail Deposits and Investments



Corporate Banking



Santander UK stock position enhanced through A&L and B&B acquisitions



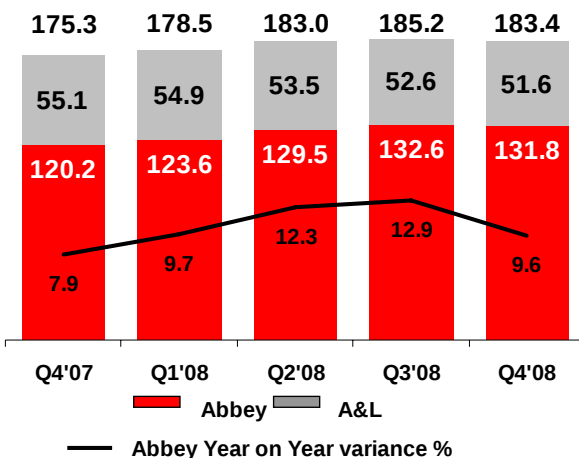
Business: Lending trends / growth

Mortgage stock share of 13% with the addition of A&L

Total Residential mortgages (£bn)

104.9	107.8	113.0	115.4	115.5
5.5	5.5	5.7	5.8	6.0
110.4	113.3	118.7	121.2	121.5
42.7	41.8	40.5	39.2	37.7
153.0	155.1	159.2	160.4	159.2
9.3%	9.4%	9.7%	9.9%	13.0%

Lending trends / growth £bn



Abbey residential retail mortgage stock (£bn)

Social Housing stock (£bn)

Total Residential mortgages - Abbey

A&L residential retail mortgage stock (£bn)

Total Residential mortgages

Santander UK market share (%)

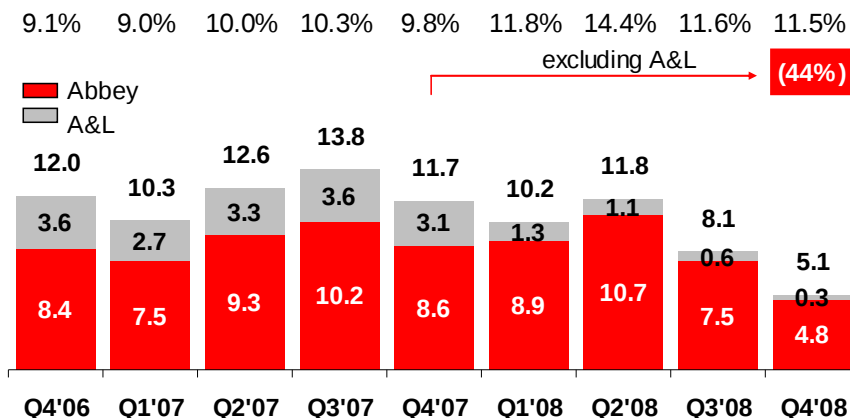
	Abbey FY'08 £bn	A&L FY'08 £bn	Combined FY'08 £bn	(Abbey) FY'08 vs FY'07
Residential Retail mortgage	115.5	37.7	153.2	10.2%
Commercial mortgage	3.7	-	3.7	28.1%
UPLs	2.3	3.4	5.7	(16.9)%
Overdraft & Other	0.6	0.1	0.7	8.6%
Total retail loans	122.1	41.2	163.3	10.0%
Corporate Banking ⁽¹⁾	9.7	10.4	20.1	5.7%
Total commercial loans	131.8	51.6	183.4	9.6%

(1) Abbey Corporate Banking includes Social Housing and A&L Corporate Banking includes £1.4bn of commercial property mortgages

Maintained strong retention and focus on longer term, lower LTV business

Total residential mortgage gross lending (£bn)

Gross lending share*:



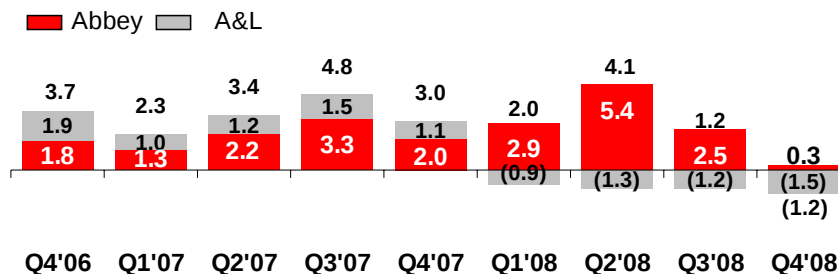
Residential mortgage stock and net lending (£bn)

Combined Abbey and A&L stock:

139.2 141.8 145.3 150.1 153.0 155.1 159.2 160.4 159.2

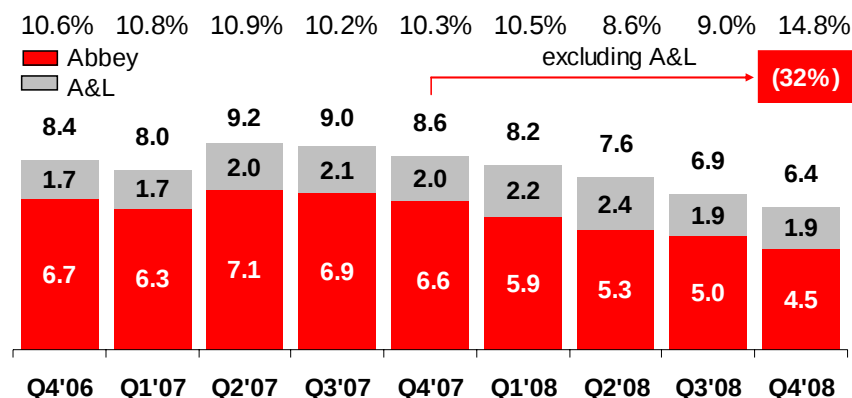
Net lending share*:

6.0% 4.9% 7.7% 10.8% 8.5% 16.0% 42.2% 28.3% -66.7%



Total residential mortgage repayments (£bn)

Repayments share*:



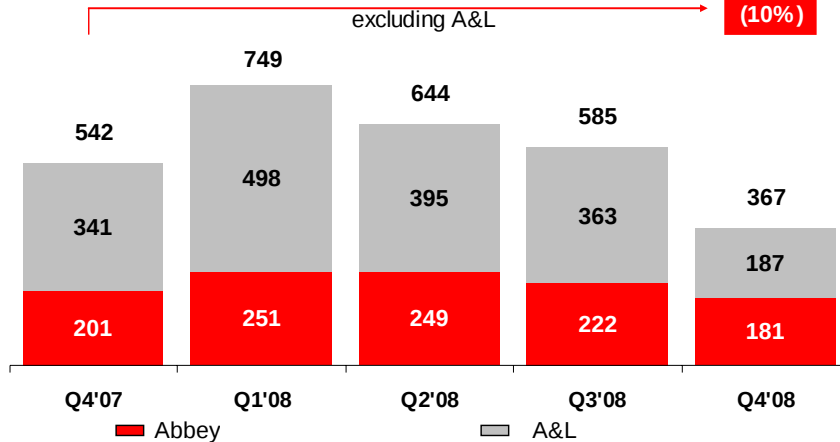
Comment

- Abbey gross lending estimated market share (full year) over 12% compared to c. 10% in 2007
- managed profitability of mortgage business, carefully maintaining a balance between new business margin, prudent lending criteria and market share aspirations
- net lending estimated market share (full year) improved significantly to c. 29% boosting stock share to c.10% and over 13% including A&L
- excellent retention activities minimising capital repayments, down 23% (full year) compared to 2007

UK franchise focused on existing customers and margin management

Total UPL gross lending (£m)

New business margin FY08 vs FY07 (exc A&L) +96bps

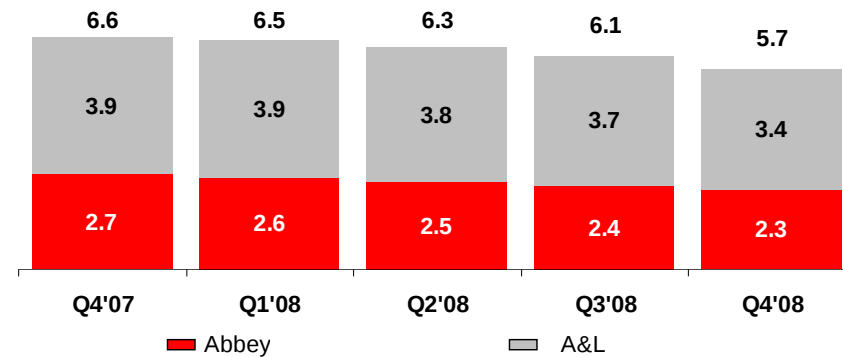


Total UPL stock (£bn)

excluding A&L

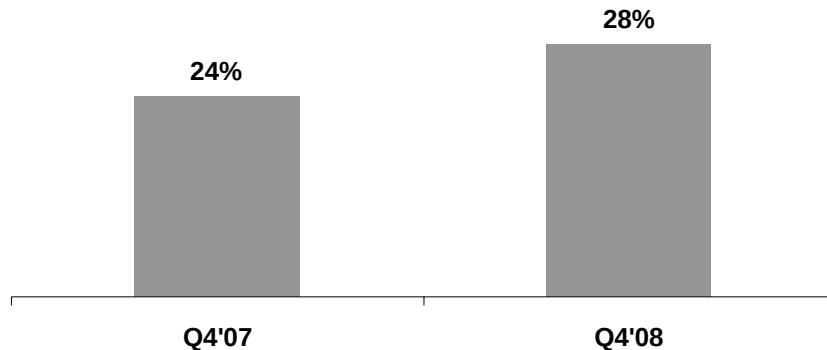
Q4'07 vs. Q4'06 (24%)

(17%)



Abbey branch stock as % of total

+4%

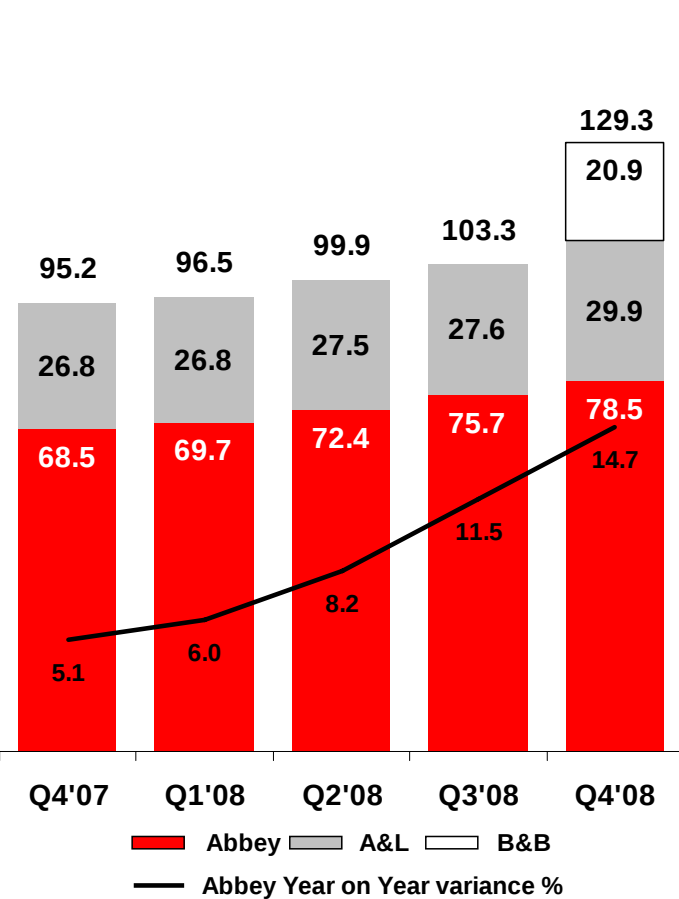


Comment

- Abbey gross lending down 18% year on year
- continued focus on margin management with Q4 new business margins up 176bps compared to Q3.
- reduced the level of new lending, preferring to make this available only to existing customers which make up c.94% of new lending.

Business: Liability trends / growth

Overall growth supported by innovative product range and strong Santander brand and further strengthened through recent acquisitions

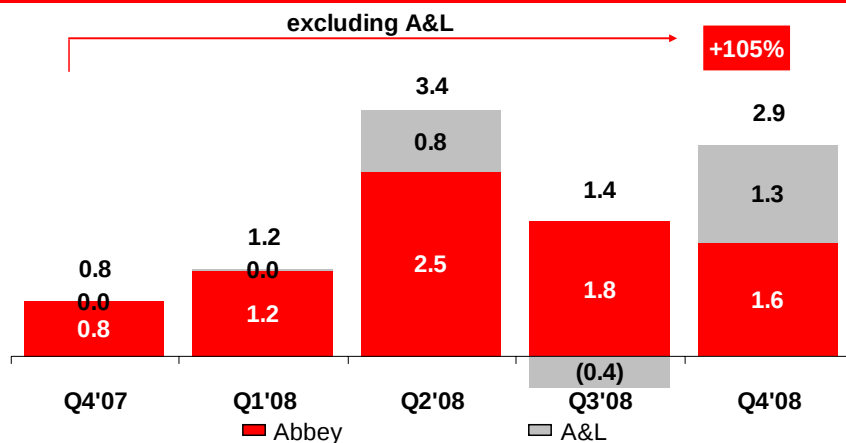


	Abbey FY'08 £bn	B&B FY'08 £bn	A&L FY'08 £bn	Combined FY'08 £bn	Abbey incl Q4 B&B FY'08 vs FY'07
Branded savings	49.0	19.4	18.6	87.0	12.1%
Bank accounts	5.5	-	4.2	9.7	1.4%
Private Banking	10.0	1.5	1.9	13.4	11.6%
Structured Product deposits	3.3	-	-	3.3	92.7%
Other ⁽¹⁾	5.7	-	-	5.7	(14.6)%
Total retail customer deposits	73.5	20.9	24.7	119.1	10.6%⁽⁴⁾
Corporate banking deposits	5.1	-	5.2	10.3	387.9%
Total commercial deposits	78.5	20.9	29.9	129.3	16.3%
Retail FUM ⁽²⁾	3.3	-	-	3.3	(36.5)% ⁽³⁾
Total funds under management	81.9	20.9	29.9	132.7	12.6%

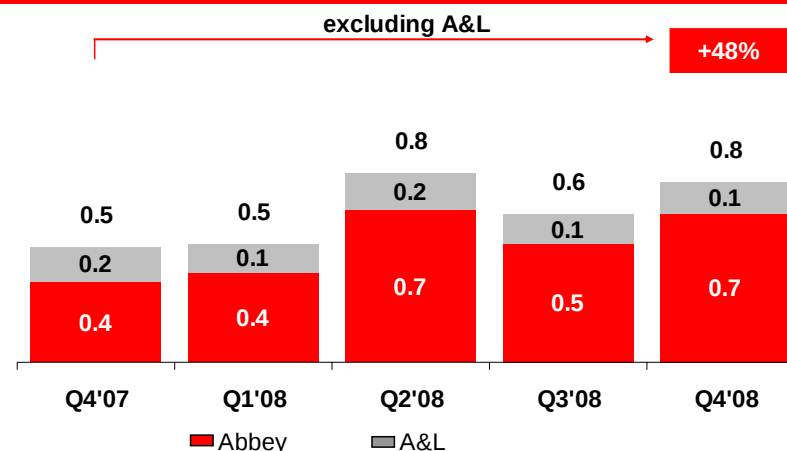
- (1) other businesses including Abbey business and cahoot
 (2) managed through Santander Asset Management
 (3) growth excluding market movement was -15%
 (4) excluding the additional B&B net flows in Q4, customer deposit growth is 9%

Growth in retail deposits boosted further by both B&B and A&L's strong performance since acquisition

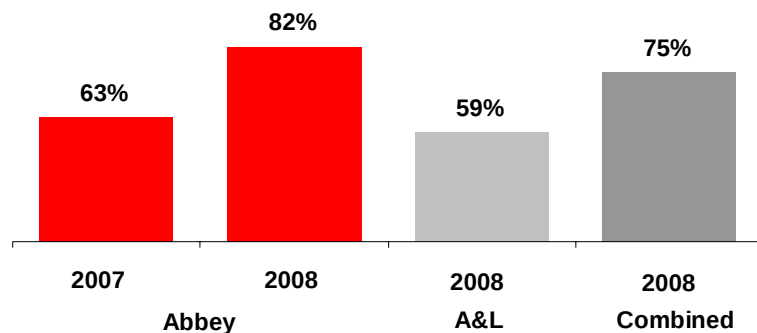
Customer deposit flows (£bn)



Investment new business sales - API ⁽¹⁾ (£bn)



Funding ratios

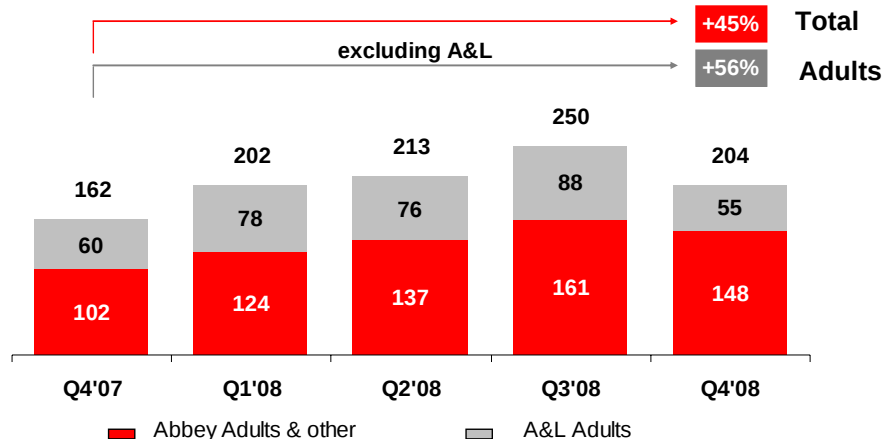


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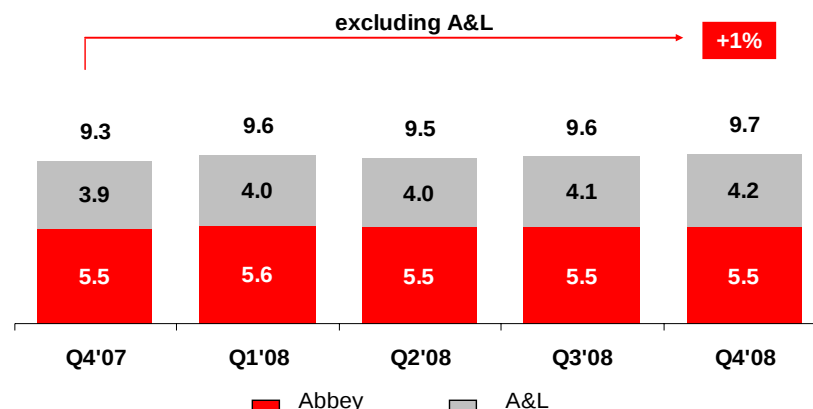
- Abbey almost doubled the level of deposit account openings to over 1million in 2008 compared to 600,000 last year
- strong performance from B&B, attracting deposit flows of over £1.1bn since acquisition by Abbey, contributing to year on year growth of 80%
- Santander's UK franchise is now the third largest Retail deposit taker in the UK
- innovative product range including the market leading super saver and capital guaranteed products

Uplift in the level of Abbey Adult account openings ...up over 50%

Bank account openings (000)



Branded current a/c liability (£bn)



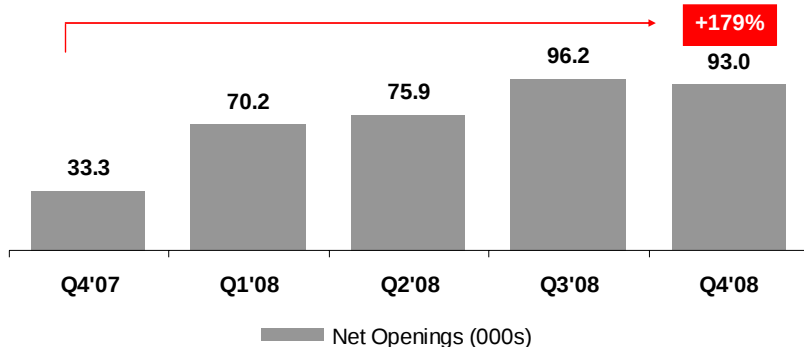
Abbey branded accounts

Stock (m):

4.20 4.27 4.35 4.44 4.54

Adult openings '000

65 86 93 107 101



Comment

- 2008 quarterly bank account openings higher than each comparative quarter in 2007 and up 33% in total
- adult account openings up over 50% (full year) compared to 2007
- to help facilitate new business growth, internet and telephone sales process and propositions have been enhanced resulting in over a 200% increase in openings via these channels
- best buy banking range has been the primary driver of performance, with market leading 8% in credit rates offered on adult and youth accounts.

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Results: Gross operating income

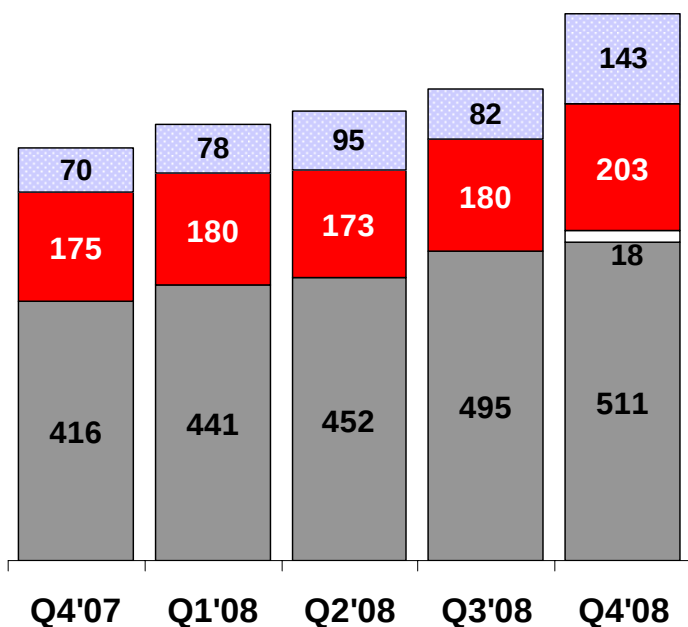
23

Strong performance drives income growth of over 17%

661	698	720	756	874
591	621	625	674	732

Total £m

Total Commercial margin £m



Gains on Financial Transactions
 Net Fees
 Net Interest Income
 B&B Net Interest Income

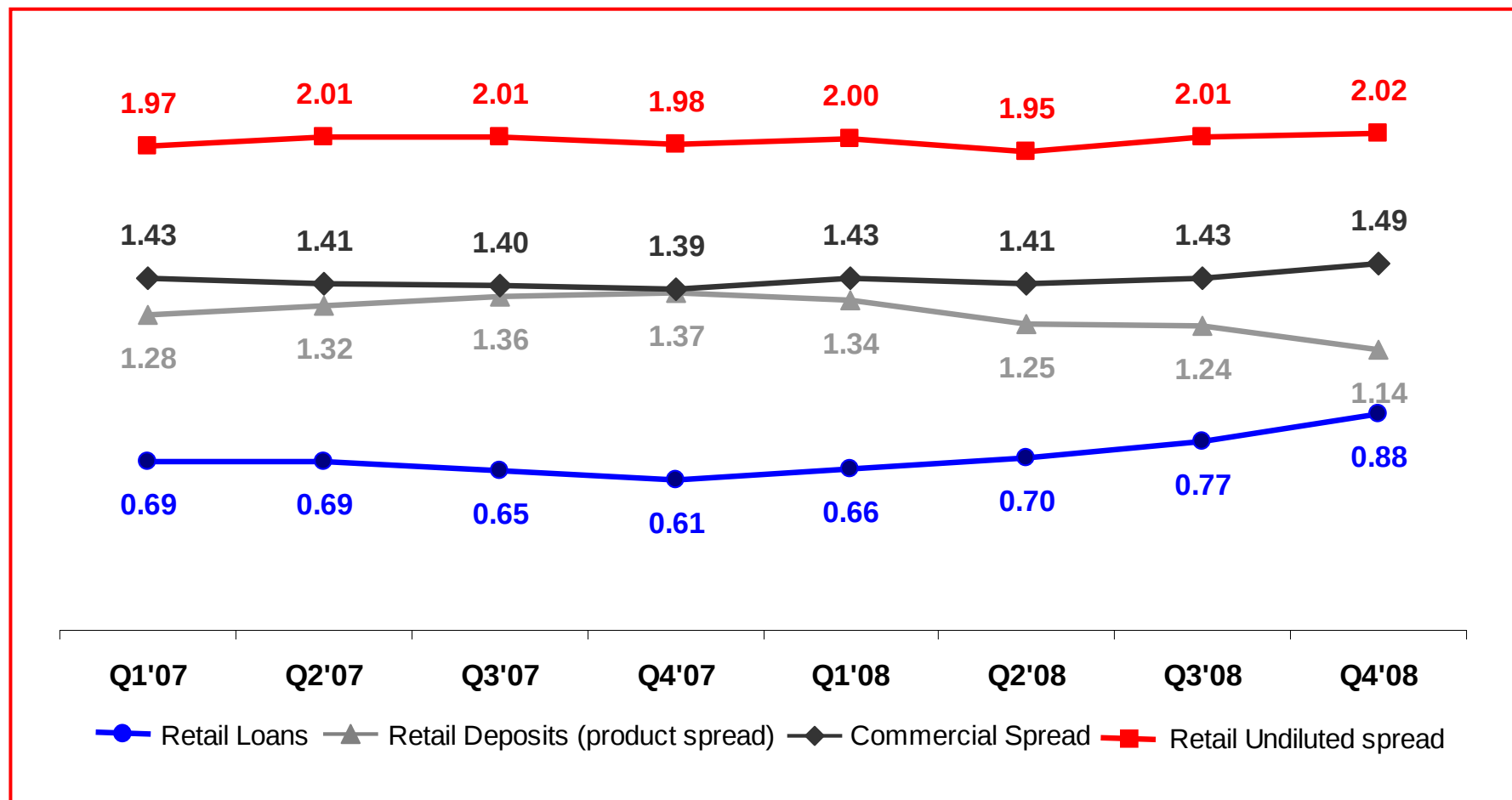
£m	FY '08	FY '07	Var.% 08/07	Exc B&B Var.% 08/07
Net Interest Income	1,916	1,597	20.0%	18.9%
Net Fees	735	689	6.7%	6.4%
Total Commercial Margin	2,651	2,286	16.0%	15.1%
Gains on Financial Transactions	397	298	33.4%	33.4%
Gross Operating Income	3,049	2,584	18.0%	17.2%

Commercial revenues:

- robust commercial asset growth of 10% in challenging market conditions
- continued focus on effective margin management for both mortgages and customer deposits contributed to the increase of 20% in net interest income

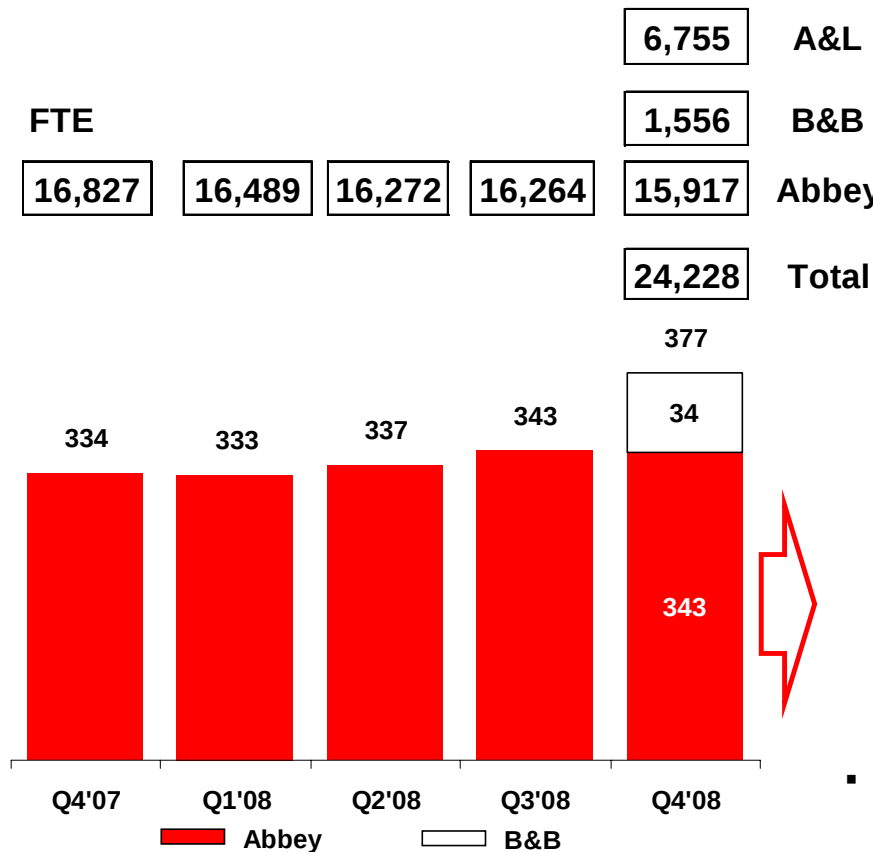
Results: Commercial banking spreads (excluding B&B)

Tightening of deposit spreads more than offset by loan widening



Results: Costs

Underlying costs impacted by B&B acquisition and investment in growth businesses



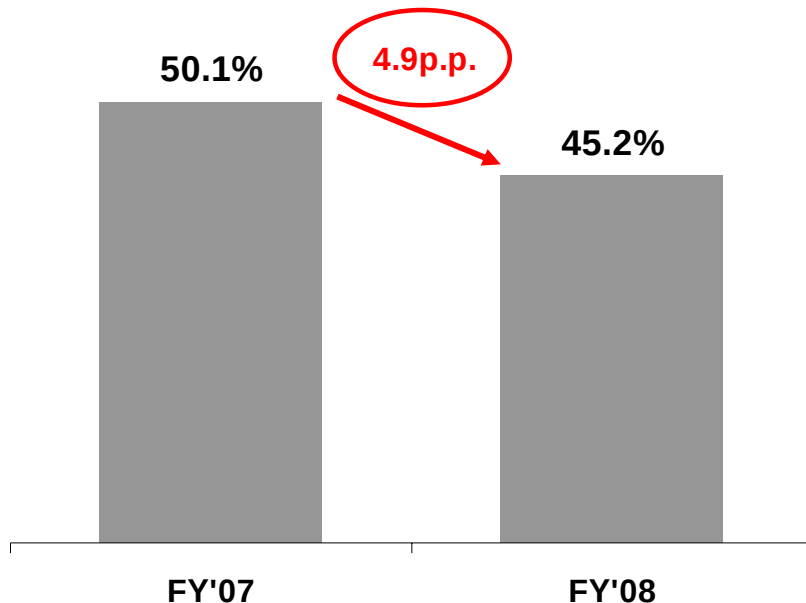
£m	FY '08	FY '07	Var.% 08/07	Exc B&B Var.% 08/07
General and administrative expenses	1,266	1,242	1.9%	(0.8%)
Depreciation and amortisation	125	70	78.4%	77.3%
Operating expenses	1,391	1,312	6.0%	3.4%

- growth in expenses was in line with inflation before the impact of B&B, despite significant investment in customer facing operations and growth businesses such as Corporate Banking and Private Banking all of which contributed to robust income growth and the fourth consecutive year of double digit operating jaws.

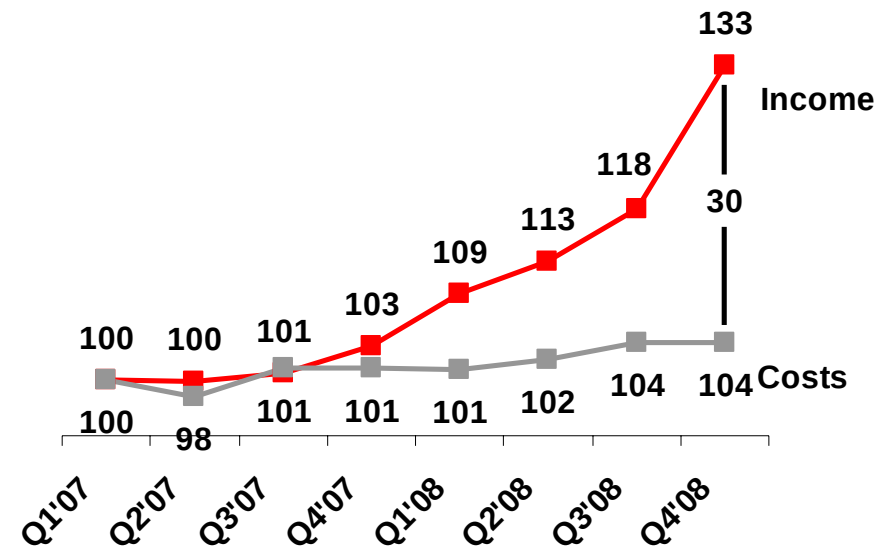
Results: Ratios

Cost:income ratio better than the average of the sector, and accelerating Abbey's progress to becoming best in class

Cost:Income ratio ⁽¹⁾, %

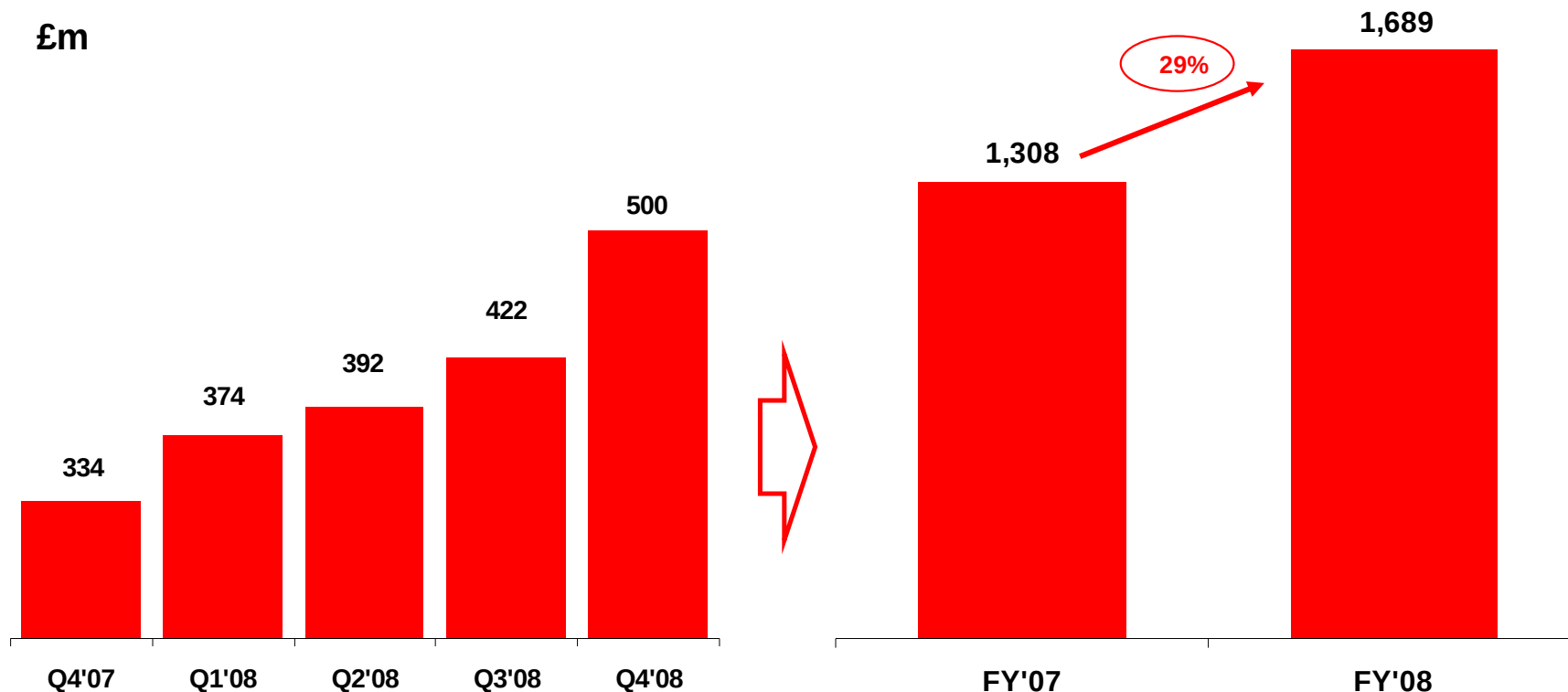


Operating Jaws ⁽²⁾, %



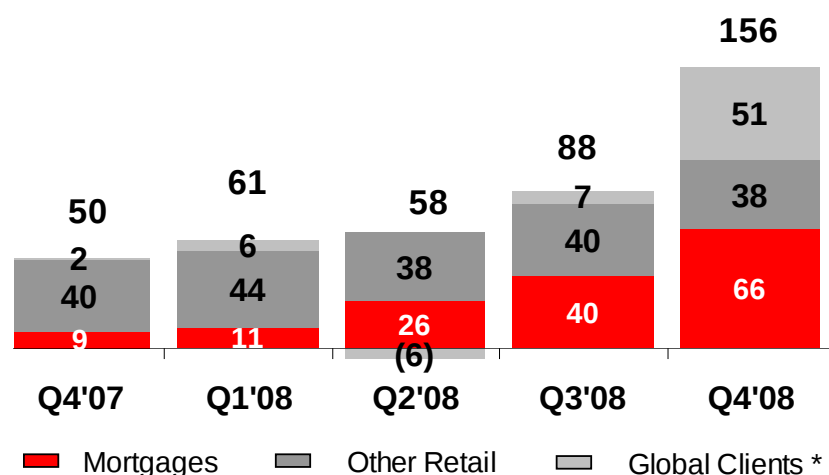
Results: Net Operating Income

Improvement in net operating income reflecting excellent revenue growth

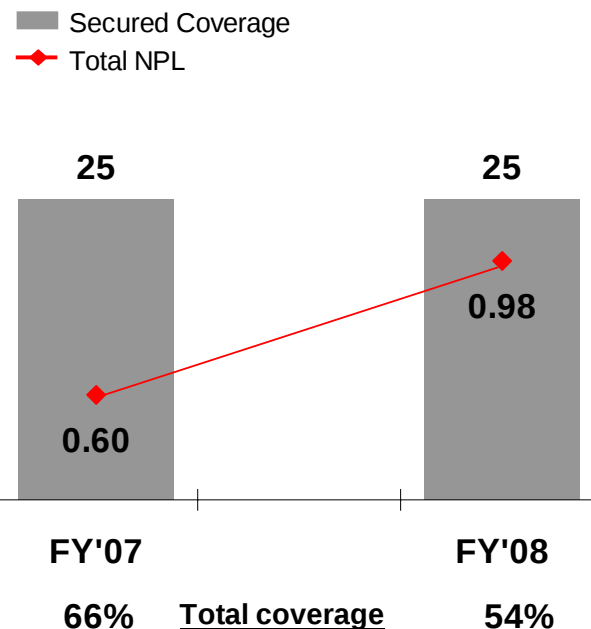


Increase in secured provisions to maintain coverage

Net loan loss provisions £m



Coverage ratio and NPL, %**



*Generic provisions under Bank of Spain regulations, relating to global client corporate portfolios

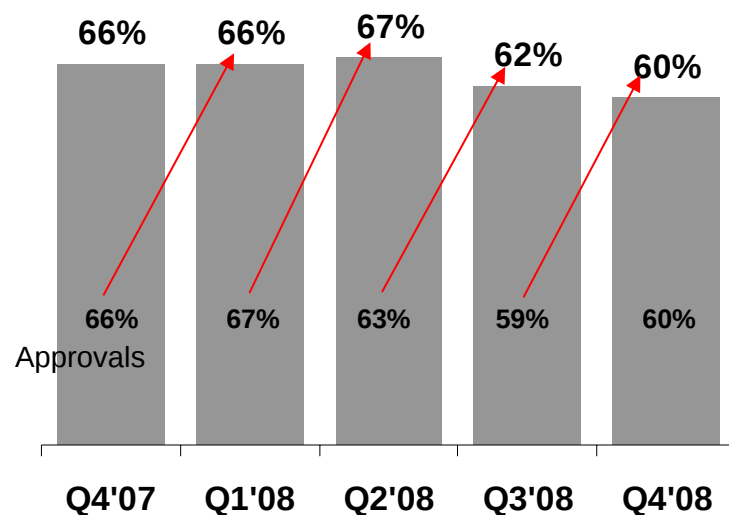
** NPL / Coverage ratios exclude A&L

The total coverage ratio has reduced largely due to the change in mix of arrears, with increase in secured arrears with lower coverage due to security held. Secured coverage benchmarks well ahead of the industry average and unsecured coverage, of over 100%, is also well above peer group. The NPL ratio has increased in part due to reduction in unsecured asset and an increase in secured arrears given market deterioration.

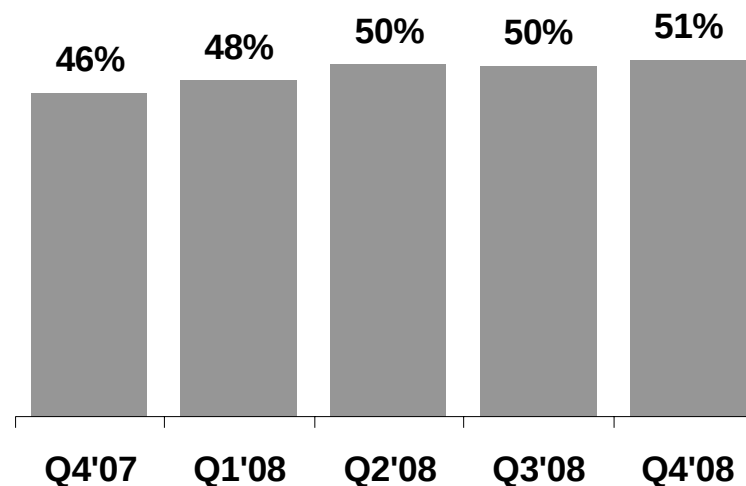
Results: Provisions and credit quality

Underlying credit quality has remained strong, with negligible lending at LTV greater than 90%

Average new business mortgage LTV (%)

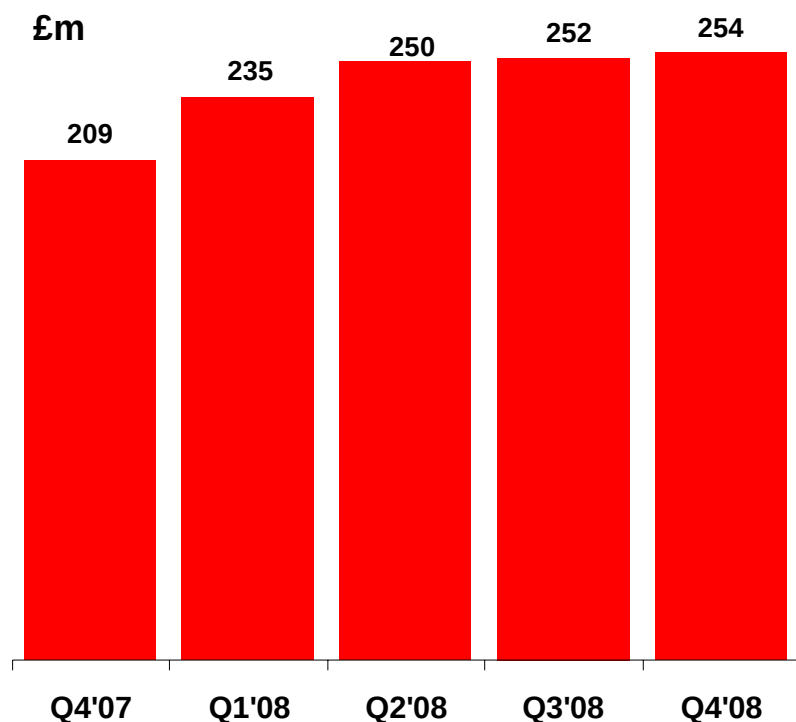


Average indexed mortgage LTV on stock (%)



Results: Net Income

Net Income up 20.5%



£m	FY '08	FY '07	Var.% 08/07	Exc B&B Var. exc.
PBT	1,329	1,110	19.8%	21.1%
Provisions for income tax	(339)	(288)	17.6%	18.9%
Net Income	991	822	20.5%	21.8%

Note: Q4 and FY 08 includes -£11m relating to B&B

Positioned for sustainable growth

Becoming a
fully fledged
commercial
bank

- acquisitions of B&B and A&L provide critical mass in UK, and accelerate plans by 2-3 years
- integration plans underway
- accelerating revenue growth underpinned by sales productivity and broader customer offering
- overall revenues supported by robust income growth across all four business divisions, with global business divisions providing specialist expertise and support
- fourth year of double digit operating jaws, and cost:income ratio of 45% - expecting to outperform UK peers, allowing Abbey to continue to offer better value for money offerings to customers
- strong balance sheet position, with increased presence as a key deposit taker in the UK funding profitable lending growth

APPENDIX

- **Abbey - Financial results**
- **A&L - Financial results**
- **Balance sheet**

Abbey - Financial Results

Financial results: Abbey Profit and loss United Kingdom

34

£ million

	2008	2007	Variation	
			Amount	%
Net interest income*	1,916	1,597	319	20.0
Income from companies accounted for by the equity method	0	1	(1)	(82.3)
Net fees	735	689	46	6.7
Insurance activity	—	0	(0)	(100.0)
Commercial revenue	2,652	2,288	364	15.9
Gains (losses) on financial transactions	397	298	99	33.4
Gross operating income	3,049	2,585	464	17.9
Income from non-financial services (net) and other operating income	31	35	(4)	(10.2)
Operating expenses	(1,391)	(1,312)	(79)	6.0
General administrative expenses	(1,266)	(1,242)	(24)	1.9
<i>Personnel</i>	<i>(778)</i>	<i>(709)</i>	<i>(69)</i>	<i>9.7</i>
<i>Other administrative expenses</i>	<i>(489)</i>	<i>(533)</i>	<i>45</i>	<i>(8.4)</i>
Depreciation and amortisation	(125)	(70)	(55)	78.4
Net operating income	1,689	1,308	381	29.1
Net loan loss provisions	(362)	(214)	(149)	69.5
Other income	2	15	(13)	(87.6)
Profit before taxes	1,329	1,110	219	19.8
Tax on profit	(339)	(288)	(51)	17.6
Net profit from ordinary activity	991	822	169	20.5
Net profit from discontinued operations	—	—	—	—
Net consolidated profit	991	822	169	20.5
Minority interests	—	—	—	—
Attributable profit to the Group	991	822	169	20.5

Financial results: Abbey Profit and loss

35

United Kingdom

£ million

	Q1 07	Q2 07	Q3 07	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
Net interest income*	383	394	404	416	441	452	495	528
Income from companies accounted for by the equity method	0	0	0	1	0	0	0	0
Net fees	169	177	169	175	180	173	180	203
Insurance activity	0	0	(0)	0	—	—	—	—
Commercial revenue	552	571	573	592	621	625	674	732
Gains (losses) on financial transactions	88	68	72	70	78	95	82	143
Gross operating income	640	639	644	662	698	720	756	874
Income from non-financial services (net) and other operating income	9	10	10	6	9	9	10	3
Operating expenses	(330)	(324)	(324)	(334)	(333)	(337)	(343)	(377)
General administrative expenses	(313)	(307)	(307)	(315)	(314)	(300)	(304)	(348)
<i>Personnel</i>	(175)	(175)	(179)	(180)	(180)	(187)	(193)	(218)
<i>Other administrative expenses</i>	(138)	(131)	(129)	(135)	(134)	(113)	(111)	(130)
Depreciation and amortisation	(17)	(17)	(17)	(19)	(19)	(37)	(39)	(29)
Net operating income	319	325	330	334	374	392	422	500
Net loan loss provisions	(55)	(54)	(54)	(50)	(61)	(58)	(88)	(156)
Other income	3	3	3	5	2	(1)	4	(3)
Profit before taxes	268	274	278	289	316	333	339	342
Tax on profit	(67)	(69)	(71)	(80)	(80)	(83)	(87)	(88)
Net profit from ordinary activity	201	205	207	209	235	250	252	254
Net profit from discontinued operations	—	—	—	—	—	—	—	—
Net consolidated profit	201	205	207	209	235	250	252	254
Minority interests	—	—	—	—	—	—	—	—
Attributable profit to the Group	201	205	207	209	235	250	252	254

A&L – Financial Results

Alliance & Leicester Pro-Forma Underlying Earnings	2007 £m	2008 £m	Variance	
			£m	%
Income	1,332	1,101	(231)	(17.3%)
Expenses	(700)	(720)	(20)	2.9%
Provisions	(100)	(180)	(80)	80.0%
Profit Before Tax	532	201	(331)	(62.2%)
Tax/Minorities	(182)	(98)	84	(46.2%)
Profit After Tax	350	103	(247)	(70.6%)

2008 impacted by:

- regulatory pressure on UPL related income
- strategic funding costs
- an increase in provisions

2009 will benefit from:

- an increase in mortgage income
- significant reduction in strategic funding costs
- cost synergies

Balance Sheet

Financial Results: Combined Balance Sheet

United Kingdom

£ million

	31.12.08	31.12.07	Variation	
			Amount	%
Loans and credits*	192,638	134,999	57,639	42.7
Trading portfolio (w/o loans)	47,652	39,441	8,211	20.8
Available-for-sale financial assets	2,653	32	2,620	—
Due from credit institutions*	28,140	14,528	13,612	93.7
Intangible assets and property and equipment	1,153	3,436	(2,283)	(66.5)
Other assets	31,413	6,936	24,477	352.9
Total assets/liabilities & shareholders' equity	303,647	199,372	104,275	52.3
Customer deposits*	136,398	89,846	46,552	51.8
Marketable debt securities*	64,766	55,775	8,991	16.1
Subordinated debt	8,472	5,776	2,696	46.7
Insurance liabilities	3	4	(2)	(42.7)
Due to credit institutions*	57,210	28,371	28,838	101.6
Other liabilities	31,720	17,269	14,451	83.7
Shareholders' equity	5,078	2,330	2,749	118.0
Off-balance-sheet funds	6,839	7,499	(660)	(8.8)
Mutual funds	6,839	7,499	(660)	(8.8)
Pension funds	—	—	—	—
Managed portfolios	—	—	—	—
Savings-insurance policies	—	—	—	—
Customer funds under management	216,475	158,896	57,579	36.2

Investor Relations
Abbey House
Level 5
2 Triton Square
Regents Place
London NW1 3AN
e-mail: ir@abbey.com
www.abbey.com

Bruce Rush
Tel. +44 (0) 20 7756 4275
Simon Donovan
Tel. +44 (0) 20 7756 4476

Investor Relations
Ciudad Grupo Santander
Edificio Pereda, 1st floor
Avda de Cantabria, s/n
28660 Boadilla del Monte, Madrid (Spain)
Tel.: +34 91 259 65 14 - +34 91 259 65 20
Fax: +34 91 257 02 45
e-mail: investor@gruposantander.com
www.santander.com

