

Info: Hey I'm Sandi, Santander's Digital Assistant! I can help you close your account. Click the button below to get started...

14:50, Jan 25

You: Close my account

Info: You are now chatting to Sandi.

14:51, Jan 25

Sandi: << Sent Rich Content >>

14:51, Jan 25

You: Yes

14:51, Jan 25

Sandi: << Sent Rich Content >>

14:51, Jan 25

You: I no longer use the account

14:51, Jan 25

Sandi: Ok, can you tell me which account you'd like to close? 💡 You can only close one at a time. If you submit a closure request before your account has matured, you might miss out on interest. If you have Direct Debits set up on this account, you'll need to let the company know where to take the payments from in the future.

14:51, Jan 25

Sandi: << Sent Rich Content >>

14:51, Jan 25

You: ALL IN ONE CREDIT CARD (0011)

14:51, Jan 25

Sandi: 💡 If you have any recurring card payments, you'll need to set these up again on another card. If you are expecting any refunds you should wait for these to come in before you close your card.

14:51, Jan 25

Sandi: << Sent Rich Content >>

14:53, Jan 25

You: No, I've changed my mind

14:53, Jan 25

Sandi: Ok, let me know if there is anything else I can help you with.

Info: Conversation closed by you 14:56, Jan 25

14:56, Jan 25

You: Close my account

Info: You are now chatting to Sandi.

14:56, Jan 25

Sandi: << Sent Rich Content >>

14:57, Jan 25

You: Yes

14:57, Jan 25

Sandi: << Sent Rich Content >>

14:57, Jan 25

You: No longer suits my needs

14:57, Jan 25

Sandi: << Sent Rich Content >>

14:57, Jan 25

You: Continue closing my account

14:57, Jan 25

Sandi: Ok, can you tell me which account you'd like to close? 💡 You can only close one at a time. If you submit a closure request before your account has matured, you might miss out on interest. If you have Direct Debits set up on this account, you'll need to let the company know where to take the payments from in the future.

14:57, Jan 25

Sandi: << Sent Rich Content >>

14:57, Jan 25

You: ALL IN ONE CREDIT CARD (0011)

14:57, Jan 25

Sandi: 💡 If you have any recurring card payments, you'll need to set these up again on another card. If you are expecting any refunds you should wait for these to come in before you close your card.

14:57, Jan 25

Sandi: << Sent Rich Content >>

14:57, Jan 25

You: Yes
14:57, Jan 25
Sandi: << Sent Rich Content >>
14:58, Jan 25
You: Yes
14:58, Jan 25
Sandi: I've placed the closure block on your card and any additional cards linked to the account. If there is a balance owed on your account you'll need to make a payment to bring the amount to zero, any direct debits will continue until the balance reaches zero. If your account is in credit, you'll also need to contact us so we can pay you the balance owed.
14:58, Jan 25
Sandi: Your credit card will be closed within 30 days of your balance returning to zero and all payments showing on your credit card statement. **!** Please make sure you safely destroy your cards, cutting through the chip and card number.
14:58, Jan 25
Sandi: Let me know if there's anything else I can help you with!
14:58, Jan 25
You: My credit card is in credit
14:58, Jan 25
Sandi: If you've overpaid your credit card and want to move the excess money back into your account, leave us a message by clicking the button below.
14:58, Jan 25
Sandi: << Sent Rich Content >>
14:58, Jan 25
Sandi: In your message, please confirm the sort code and account number you want the money moved to.
14:58, Jan 25
Sandi: Just so you know We can only do this for credit balances.
14:59, Jan 25
You: Leave message
14:59, Jan 25
Sandi: Ok, type your message then click the arrow to send it.
14:59, Jan 25
You: Please can you move excess money from my ALL IN ONE credit card to:
14:59, Jan 25
Sandi: Thanks, we'll reply as soon as possible!
14:59, Jan 25
You: Leave message
Info: You are now chatting to Lexie.
15:00, Jan 25
You: Please can you move excess money from my ALL IN ONE credit card to: 04-00-04 07232431
15:01, Jan 25
Lexie: Good Afternoon Nicholas, thanks for getting in touch today! Of course, one moment while I review your card for you.
15:02, Jan 25
You: Thank you
15:03, Jan 25
Lexie: So just to confirm, you would like to transfer the £117.00 balance from your card ending 0011 to; Sort code: 040004 Account number: 07232431 Reference: In-credit balance
15:04, Jan 25
You: That is correct - my Monzo account
15:08, Jan 25
Lexie: No worries! One moment while I transfer this across for you.
15:08, Jan 25
You: Amazing, thank you =)
15:14, Jan 25
Lexie: I've transferred this over for you now! This should arrive in your current account in 5 working days.
15:16, Jan 25
You: Thank you very much! Have a great day!
15:21, Jan 25
Lexie: No worries- I'm glad I could help you out today! If you should need anything else, please log back into the chat at anytime! Also, after I close the chat- you'll be able to take part in a short survey in regards to how you found the service today. We are constantly working towards giving you the best customer service possible-so we would really appreciate you taking the time to fill it in. Enjoy the rest of your day and take care now!

