

Thanks for taking the time to contact Santander! Santander's customer service phone number is **0845 600 6014 (0345 600 6014** from a mobile).

Remember, when speaking to Santander staff to be polite. The staff in the bank or on the phone are not the same people that decided to loan APRIL money. They may be just as upset as you are when they find out what their bosses are up to!

Here's some talking points:

- Santander has loaned tens of millions of pounds to APRIL (and acted as a broker - or 'mandated lead arranger' - encouraging other banks to loan APRIL money)
- APRIL is chopping down the Indonesian rainforest at a terrifying rate to make paper products and a fast profit.
- Santander in the UK is wholly owned by Banco Santander / Santander Group.
- The UK is a key part of Santander's business - just a few weeks ago Santander revealed it made its biggest profits in the UK, and that money flows back to its headquarters in Spain.
- Right now, APRIL and its suppliers are clearing rainforest in Borneo. Will Santander side with its destructive client - or listen to its customers and cancel its deforestation loans to APRIL?

**Once you've spoken to them, let us know by filling in the feedback form online [www.greenpeace.org.uk/santander-feedback](http://www.greenpeace.org.uk/santander-feedback). Thank you!**

**More questions?** Here are some claims Santander might make - and our response to them:

They say: ***"This is nothing to do with Santander UK; Banco Santander has the relationship with APRIL."***

We say:

- Banco Santander / Santander Group is the parent company of Santander UK. The UK is a key part of Santander's business.
- Just a few weeks ago Santander revealed it made its biggest profits in the UK, and that money flows back to its headquarters in Spain.
- Instead of splitting hairs, Santander should listen to its customers - in the UK and around the world - and stop shirking its responsibility to protect the rainforest.

**They say: *“APRIL has a Sustainable Forest Management Plan and only cut down sustainably managed forest.”***

We say:

- This simply isn't true. Just last year in one area of APRIL's operation it cut down an area of rainforest three times the size of Paris. APRIL's own assessment identified 10 rare and endangered species living in this area.
- APRIL's new Sustainable Forest Management Plan is not fit for purpose. It allows APRIL to keep cutting down the rainforest until 2019.
- Environmental NGOs - including international NGOs like Greenpeace, WWF and Rainforest Action Network, as well as many Indonesian NGOs - have all called for APRIL to end its deforestation and protect natural forests and peatlands.
- In 2010 APRIL lost its FSC certificate - a mark of sustainable forestry - for cutting down natural rainforest and destroying forest identified as having 'High Conservation Value'.

**They say: *“Santander will act accordingly to the results of an investigation by the consultancy firm KPMG into APRIL's activities”***

We say:

- KPMG was assessing APRIL against its Sustainable Forest Management Plan - which environmental NGOs have all condemned as too weak. It was not finding out whether APRIL was destroying rainforest.
- Nevertheless, KPMG found that not one of the fifty or so locations where APRIL got its timber from had complied with its weak policy.
- The results have been available for months - how much more evidence does Santander need?
- APRIL has a track record of making and breaking promises. Instead of giving it more time to cut down rainforest, Santander should demand that APRIL stops clearing rainforest and starts protecting natural forest and peatlands.

**They say: *“Santander has strict policies to address the impact of loans on the environment and biodiversity”***

We say:

- If these policies allow Santander to loan money to a company notorious for destroying rainforest - and breaking its own sustainability policies - then are they fit for purpose?
- If these policies don't allow Santander to loan money to forest destroyers like APRIL, why is Santander still lending APRIL money?