

## Case Study: Santander's Use of Ripple for Cross-Border Payments

### Background:

Traditional cross-border payments are often slow, expensive, and opaque due to the involvement of multiple correspondent banks. Santander sought a more efficient solution to improve customer experience and reduce operational costs.

### Solution:

In 2018, **Santander launched 'One Pay FX'**, the first international money transfer service using **Ripple's blockchain-based payment network** (RippleNet). The platform enables same-day or next-day international transfers across Europe and the Americas, with real-time transaction visibility.

### How It Works:

RippleNet uses a decentralized ledger to facilitate the transfer of funds between financial institutions directly, removing intermediaries. It provides instant settlement, transparency of fees and rates, and real-time confirmation.

### Benefits Realized:

- **Faster Transactions:** Payments are completed in seconds to a few hours, compared to 3–5 days via SWIFT.
- **Cost Reduction:** Lower transaction fees due to fewer intermediaries.
- **Improved Transparency:** Customers see exact amounts, fees, and delivery times before completing a transfer.
- **Enhanced Customer Experience:** The app-based interface integrates seamlessly with Santander's digital banking services.

Santander's adoption of Ripple's blockchain illustrates how traditional banks can leverage distributed ledger technology to modernize legacy systems, enhance service delivery, and stay competitive in the digital era.