

# Visa/Dankort card conditions

Valid from January 2024

This document has been translated from Danish into English. However, the original Danish text is the governing text for all purposes, and in case of discrepancy the Danish wording will be applicable.

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## 1. Introduction

These conditions apply to the use of Visa/Dankort cards in Denmark and abroad. The conditions apply to card payments at physical stores as well as online purchases.

The conditions apply to physical Visa/Dankort cards as well as virtual cards stored in a wallet.

See condition 22 for a glossary of the terms and expressions used.

## 2. What can you use your Visa/Dankort card for?

The Visa/Dankort card is a payment instrument which you can use in Denmark and abroad. Merchants will display signs on their premises or information at their website on whether they accept Dankort and/or Visa cards.

Applicable Danish law allows you to choose whether you want to pay using your Dankort card or the Visa part of your Visa/Dankort card if the merchant accepts both card types.

You must not use the card for illegal purposes, including purchases of goods and services which are illegal under local legislation.

Your bank statement will always show whether a payment has been completed as a Dankort or a Visa card transaction.

Note that fees may be charged for using your Visa card abroad and that the transaction amount will be included in the monthly spending limit for your Visa card – also if you pay using the Visa part in Denmark, see condition 2.6.

### 2.1. Withdrawal of cash

You can use your card to withdraw cash at ATMs in Denmark and abroad which accept Dankort and/or Visa cards.

Note that not all ATMs accept the Dankort card. If so, the withdrawal will be made on the Visa part of your Visa/Dankort card and a fee may be charged for the withdrawal. The fee that Nordea charges can be seen in condition 22.

### 2.2. Purchases at merchants

You can use your card to pay for goods and services at merchants that accept Dankort and/or Visa cards. You can also use the card to make online purchases and purchases by mail or telephone order. In addition, you can use the card to make payments at self-service machines.

If you are owed money by a merchant, the refund can often be transferred into your account through your card.

If you use your Visa card for purchases abroad, you will be asked whether the purchase should be done in the local currency or in Danish kroner, see condition 17 for more information.

### 2.3. Charges to your card account

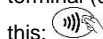
Purchases and cash withdrawals (transactions) on your Dankort card are generally charged to your account on the same day that you use the card. Visa transactions will at the earliest be charged to your account the day after the purchase or cash withdrawal.

Purchases and cash withdrawals may not exceed the current balance in your account unless otherwise agreed with Nordea – see condition 2.6.

### 2.4. Contactless payment function

The card has a contactless payment function, which you may use when making purchases from merchants offering this service.

You use the contactless payment function without inserting your card into the terminal. You pay by holding your card close to the terminal (0-3 cm). The contactless symbol on terminals looks like this:



You may make contactless payments up to an upper limit per transaction without having to key in your PIN. . The upper limit

may be changed; you will only be notified if the amount is adjusted up or down by more than 50% in a calendar year.

If the transaction exceeds the current amount limit, you will automatically be asked to approve the payment by entering your PIN at the payment terminal or approving the payment on your mobile phone. You may also be asked regularly to enter your PIN even though the amount is within the current amount limit.

## 2.5. Gaming and lotteries

If you use your Visa/Dankort card at merchants offering mainly gaming and lottery services, including casinos, lottery ticket vendors, race tracks and the like, transactions may be restricted to a maximum of DKK 5,000 per day.

## 2.6. Spending limits and tariffs

The Visa card has an overall purchase and cash withdrawal limit within a period of 30 consecutive days. Within the overall limit, the condition 22 specifies the daily Visa cash withdrawal limit from ATMs.

In addition, condition 22 specifies the maximum daily Visa/Dankort card withdrawals and the amount limit per withdrawal.

Note that a fee may be charged for cash withdrawals (also specified in condition 22).

In addition, merchants may set their own purchase limits for card payments.

## 2.7. Loyalty programmes

You can link your Dankort or Visa card to various loyalty programmes. Your Dankort card must only be used with loyalty programmes approved by Nets. .

## 3. Use of your Visa/Dankort card

### 3.1. Payment

Before approving a payment or cash withdrawal, you must always make sure that the amount is correct. Transactions already approved cannot be revoked. However, see conditions 7 and 8 for the possibility to reverse a payment.

Make sure that you get a receipt for your transactions (sometimes self-service machines do not provide any receipts). Check that the amount matches the amount of the purchase and that the date is correct. Keep the receipt until you have checked that the correct amount has been charged to your account, see condition 6.

When you pay, your card details are used to complete the payment. Your card details are read via the chip, magnetic strip or wallet app on your mobile phone. When you use the contactless function, your data are read via the chip and when you pay via the wallet app, the data are read via your mobile phone. When you shop online or create a subscription, you must enter the card number, expiry date and card verification code – see conditions 3.3. and 3.4.

When you enter your PIN or use other personal security measures, make sure that others do not have access to your codes etc.

### 3.2. Other conditions concerning payments

In some self-service machines (such as parking meters) you can use the Visa/Dankort card without entering your PIN or signing. In these machines you accept the transaction either when your Visa/Dankort card is read by the machine or when you subsequently press approve.

If you allow the merchant to withdraw an additional amount on your card, for instance tips, make sure to get a receipt for the full amount.

When using the card for renting a car or checking into a hotel, you will usually be asked to sign a slip allowing the car rental firm or the hotel to subsequently withdraw an additional amount. They will then be able to withdraw an amount for petrol, consumption from the mini bar or the like.

Merchants, for instance car rental firms and hotels, may also

reserve an amount via your card for full or part payment of the final bill. However, a merchant must only reserve an amount accepted by you.

### 3.3. Cards in wallets

You can link your card to an app on your mobile phone (for instance Apple Pay or Google Pay). Your Dankort card can only be linked to wallets approved by Nets.

Information, instructions and rules on set-up and use will appear from the selected wallet. The extent to which you may link your card to a wallet may be subject to certain Nordea-specific restrictions.

### 3.4. Online purchases and use of card number, expiry date and card verification number

When using the card to make online purchases, you must state the card number, the expiry date of the card and the card verification number.

When the merchant uses Visa Secure or Dankort Secured by Nets (see condition 4.3), you generally have to use an extra personal security measure. The extra security measure consists of a code for online shopping that you choose yourself and a one-time code that you receive by text message. Combined with the one-time code that you receive by text message, your code for online purchases is the merchant's guarantee that the card is being used by the cardholder.

Before you enter the one-time code, make sure that the text message containing the one-time code states the merchant's name and the correct amount.

You can also use MitID as a personal security measure when approving payments for online purchases.

Before you approve the payment, make sure that the information in the MitID app states the merchant's name and the correct amount.

When using the card to make purchases in connection with mail order or telephone transactions, you must state the card number, the expiry date of the card, the card verification number and perhaps also your name and address. In connection with mail order transactions, you must also sign an order form. You must never disclose your code (password or one-time code) or similar personal security measures in connection with online purchases, mail orders or telephone transactions etc.

### 3.5. Prior registration of card details

You may register your card details with a merchant or a digital wallet provider. Then you do not need to enter your card details every time you shop online. You must follow the instructions from the merchant or the digital wallet provider.

You may approve with a merchant that your card details are registered for the purpose of paying for subscriptions or other recurring purchases. The merchant will deduct the approved payments for the subscription, so you do not have to approve each payment. However, you must always approve the first payment or sign-up for the subscription amount by using your personal security measure.

If you use your card to pay for a subscription or similar form of regular service, make sure that they can be terminated again and note the provider's conditions.

If you get a new card, you must update your card details with the providers where you have registered your card (subscriptions, Brobizz etc). This is not done automatically unless the merchant has signed up for automatic update of card details.

### 3.6. Automatic updating of card details

Your card is automatically signed up for a service that enables automatic updating of your card details with merchants where you have subscriptions or recurring payments or other places where your card details are registered for the purpose of payment. Your data is updated when your card is replaced following, for instance, that your card has been blocked or expired, and you avoid having to update your card details with the individual merchant. However, it is a prerequisite that the individual merchant has signed up for this service.

If you want to cancel this service, please contact Nordea.

## 4. Safeguarding your Visa/Dankort card and personal security measures

### 4.1. Card

Your card is personal and may only be used by you.

The card must not be handed over to or entrusted to any other person.

### 4.2. Personal security measure – physical stores and ATMs

Your personal security measure, for instance your PIN, is personal and may only be used by you.

It's quick and easy to find your PIN via our mobile banking app or Netbank. For security reasons you need to use your MitID or another biometric security to log on to mobile bank or the netbank solution to view your PIN.

If you receive the PIN by letter, please examine the letter to check whether it looks like others have opened it to see the PIN.

If you do not use our mobile banking app or Netbank, you should memorise your PIN. The PIN must not be kept with the card or written on the card or stored in or together with your mobile phone.

If you are unable to memorise your PIN or want to keep evidence of it, you must store it in a safe place.

You must not disclose your PIN or other personal security measures to any other person or otherwise let your security measures become known to any other person. When using your personal security measure, make sure that no other person can see it.

If you suspect that your personal security measures have become known to another person, you must immediately contact Nordea.

### 4.3. Personal security measure – online shopping

The security solutions Visa Secure and Dankort Secured by Nets provide extra protection against misuse of your card details when shopping online. This protection is generally used for online shopping, and it is the merchant's responsibility to provide these security solutions. Nordea is under certain circumstances legally entitled to reject your payment if this extra protection is not part of the merchant's check-out process.

This extra online shopping security requires you to use MitID or a password for online shopping as well as a one-time code that you receive by text message after entering your card details. You select your own online shopping password.

Please note that not all card transactions require Dankort Secured by Nets or Visa Secure even if the merchant displays the logos. Certain transactions, for instance in respect of transport, parking and transactions from shops, can in some cases be completed without the use of personal security measures.

### 4.4. Use of personal security measure for online shopping

When you receive your new card, it will automatically be signed up for Visa Secure and Dankort Secured by Nets if you have stated your mobile telephone number to Nordea.

If you do not have a password for online shopping, you will be asked to choose one when you shop online. You create the password on Nets' website. You will need this password combined with the one-time text message code when shopping online.

Instead of using a password together with a code received by text message, you can also use your MitID to approve payments.

You can change our mobile telephone number or password via the link [nets.eu/3ds](https://nets.eu/3ds).

#### 4.5. Security – card and mobile phone

As your mobile phone becomes part of the security in relation to online purchases from merchants using Dankort Secured by Nets or Verified by Visa, you must make sure that others do not have or are able to get free access to your card and your mobile phone. We recommend that you use a password on your mobile phone. You must therefore change/cancel the mobile phone number on record as soon as possible if you lose the mobile phone used to receive one-time codes and generally remember to inform Nordea if you get a new mobile phone number. If you lose your card at the same time, you must also block it, see condition 9.

#### 5. Power of Attorney

If you want another person to be able to use your account for card transactions using a Visa/Dankort card, they must be authorised to access your account and have their own card, PIN and personal security measure. An additional cardholder's use of the card is subject to the same conditions as your own use.

Remember to inform Nordea if you no longer want the additional cardholder to be able to make withdrawals from your account. Nordea will cancel the authorisation and inform you when the card is blocked.

#### 6. Checking entries on your account

You have an obligation to check the entries to your account on an ongoing basis. If you find transactions when checking that do not tally with your receipts or you think that you have not made, you must contact Nordea as soon as possible. You can use Nordea's secure communication channels such as Netbank or the mobile banking app. Please note the deadlines stated in conditions 7 and 8.

When checking your transactions, please note that when you use your card to make purchases online or place orders via mail or phone, merchants are generally not allowed to charge the amount until the goods have been sent. However, when purchasing flight tickets or concert tickets, merchants charge the amount already when you book the trip or order the concert ticket.

#### 7. Reversal of payments you have approved

##### 7.1. If you did not know the final amount when you approved it

If you did not know the final amount when you approved the payment and the amount that was subsequently debited to your account is significantly higher than you could reasonably expect, you may be entitled to demand reversal of the payment. For instance, in connection with renting a car or checking out from hotels where you have signed a slip allowing them to subsequently withdraw an amount for petrol or consumption from the mini bar or the like.

You must contact Nordea not later than 8 weeks after the amount has been debited to your account if you believe you are entitled to a reversal and you have not approved the final amount.

##### 7.2. Online purchases, mail orders and telephone transactions etc

If you have used your card to purchase goods or services in one of the following ways:

- purchases online
- purchases by mail or telephone
- purchases where the card cannot be read electronically, but where card details and the personal security measure (password/one-time code, MitID etc) have been given to complete the transaction
- purchases via self-service machines without using the personal security measure

you may be entitled to have a payment reversed, provided that

- the merchant has debited a higher amount than agreed
- the article or service has not been delivered
- you have availed yourself of an agreed or statutory right

before the product or service has been delivered.

You must first try to solve the problem with the merchant before you contact Nordea. You must be able to produce documentation that you have contacted or tried to contact the merchant – for instance in the form of e-mails/letters.

It is a condition that you raise your objection to Nordea as soon as possible after you have or ought to have become aware of the unauthorised withdrawal of one or several amounts from your account. You must dispute the withdrawal no later than 14 days after you have become aware or ought to have become aware that you could claim a reversal. When we assess whether you have contacted us in due time, we attach importance to your duty to regularly check entries in your account (see condition 6). After having received your objection Nordea will investigate the disputed transaction. The disputed amount will normally be credited to your account while your objection is being investigated. If the dispute turns out to be unjustified, the amount will be debited from your account once more.

If your dispute turns out to be unjustified, Nordea may charge interest from the date when the amount was credited to your account to the date when it is debited from your account again as well as a fee for obtaining documentation of the purchase from the merchant, see the tariff guide in condition 22.

These rules apply regardless of whether you have used your physical card or made purchases via a digital wallet or another digital device.

#### 7.3. Reversal of payments made by the Visa part of your Visa/Dankort card

If you have paid using the Visa part of your Visa/Dankort card, see condition 2.2, the payment can in some other situations be reversed.

For further information see [nordea.dk/indsigelse](http://nordea.dk/indsigelse) or contact Nordea.

#### 8. Reversal of payments you have not approved

If you think that your card has been used to effect one or more payments that you have not approved, contributed to or made, you must contact Nordea as soon as possible after you notice the unauthorised transaction.

You must contact Nordea as soon as possible and no later than 13 months after the relevant amount has been debited to your account.

Nordea will then investigate your dispute. The disputed amount will normally be credited to your account while your objection is being investigated. If the dispute turns out to be unjustified, the amount will be debited to your account once more. If the investigation shows that an unauthorised party has used the card, Nordea may hold you responsible, see condition 10.

If your dispute turns out to be unjustified, Nordea may charge interest from the date when the amount was credited to your account to the date when it is debited to your account again as well as a fee for obtaining documentation of the purchase from the merchant, see the tariff guide.

#### 9. Your obligation to block your card

##### 9.1. Card

You must contact Nordea as soon as possible to block your card if:

- you lose your card
- one of your personal security measures, for instance your PIN, becomes known to any other person
- you discover that your card has been misused
- you suspect that your card has been copied
- you otherwise suspect that the card may be misused.

You can block your card directly via the mobile banking app by calling Nordeas Spærreservice (Card loss centre) on +45 70 33 22

49.

When you contact Nordea's Spærreservice, state your name and address, the name of the account holding branch and, if possible, your card number, account number or social security number (CPR-number).

When your card has been blocked, you will be informed of the reason for and the time of the blocking. Please note that if your card is blocked, you also cannot use it in your digital wallets. If a blocked card is found again, you must contact Nordea to agree what to do next. Nordea may under certain circumstances be able to unblock the card.

## 9.2. Cards in wallets

You must block your card in a wallet on your mobile phone if:

- you lose your mobile phone
- you discover that your card on your mobile phone has been misused
- you otherwise suspect that the card in a wallet may be misused.

To block your card on your mobile phone contact Nordeas Spærreservice on +45 70 33 33 22 49.

If your mobile phone with a blocked card is found again, you must contact Nordea to agree what action to take. If someone else gets access to your PIN for the digital wallet(s), in which your card/card details are registered, you must change your PIN as soon as possible. Follow the guidelines in your wallet and contact Nordea for further instructions on what to do.

## 10. Your liability in case of misuse of your Visa/Dankort card

### 10.1. Cover of losses

If your card has been misused by any other person, Nordea will cover the loss, unless the loss is comprised by conditions 10.2 and 10.3 below. Nordea must prove that the loss is comprised by conditions 10.2 and 10.3.

### 10.2. Liability and excess

The rules on cardholders' liability are laid down in the Danish Payment Services Act.

If your card has been misused by any other person and a personal security measure has been used, you will be liable for any loss up to DKK 375.

You will be liable for up to DKK 8,000 of any loss if any other person has misused your card and, in this connection, used your personal security measure and

- you have failed to inform Nordea as soon as possible after having learned that your card/mobile phone with the wallet has been lost or that your personal security measure has become known to an unauthorised person
- you have intentionally disclosed the personal security measure to the person who has misused the card and you did not realise or ought to have realised the risk of misuse, or
- you have made the unauthorised use possible through grossly negligent conduct.

### 10.3. Liability for entire loss

You are liable for the entire loss if your personal security measure was used in connection with the misuse on the following conditions:

- you have intentionally disclosed the PIN to the person who misused the card, and
- it happened under circumstances where you realised or ought to have realised that there was a risk of misuse.

You will also be liable for the entire loss if you have acted fraudulently or deliberately failed to fulfil your obligations under

these rules. This includes keeping the card and mobile phone used for the personal security measure safe, see condition 4, or blocking the card, see condition 9.

## 10.4. Exclusion of liability

You are not liable for any loss arising after Nordea has been notified that the card must be blocked.

Nor are you liable for any loss arising if you have not had the chance to block your card due to circumstances on the part of Nordea. Nor are you liable if you were in a position where you could not detect the loss, theft or unauthorised use of the personal security measure before the unauthorised use. In addition, you are not liable for unauthorised use of the card when it is caused by actions taken by Nordea's employees, agents or branches or by an entity to which Nordea's activities are outsourced or their inaction.

Under the Danish Payments Services Act Nordea is liable for your loss if the payee knew or should have known that the user was not authorised to use the card.

Nordea is also liable in accordance with the Danish Payment Services Act if you suffer losses as a result of unauthorised use, where Nordea does not require the use of a personal security measure, unless you have acted fraudulently.

You are only liable for losses resulting from unauthorised use of the card by others if the transaction is correctly registered and booked at Nordea.

## 11. Nordea's rights and responsibilities

### 11.1. Nordea's right to block your card

Nordea is entitled to block your card if:

- the account that your card is linked to has been closed
- you fail to comply with these conditions, including that you overdraw the account that the card is linked to
- Nordea was unable to complete the customer due diligence procedure required under the Danish money laundering act
- your card has been misused or is presumed to have been misused by a third party.

In the event of an unauthorised overdraft of the account, you will receive a written reminder before the card is blocked. However, it may be necessary to block the card without prior notice in case of particularly gross and/or repeated unauthorised overdrafts.

If Nordea has blocked your card, we will inform you of the reason and the time of the blocking.

On suspicion of misuse, actual misuse or security threats, Nordea or one of Nordea's suppliers (such as Nets) will notify you by telephone, text message and/or e-mail if you have stated your phone number or e-mail address. Nordea may also notify you via Netbank, the mobile banking app or Netbank konto-kik. If you are not sure where the notification comes from, you should always contact Nordea.

Please note that Nordea, Nets, merchants etc will never ask you to disclose information on your MitID, PIN or other personal security measure, such as your password for online shopping or the one-time code received by text message.

### 11.2. Replacement of the card

Nordea may at any time replace the card.

### 11.3. Nordea's liability

Nordea is liable to pay damages if, due to errors or negligence, Nordea's performance of agreed obligations is late or defective. Even in areas subject to stricter liability, Nordea is not liable for any loss caused by:

- breakdown of/lack of access to IT systems or damaged data in such systems as a result of the below events, whether Nordea itself or an external supplier is responsible

- for operating the systems
- failures of the electricity supply or telecommunications, statutory intervention or administrative orders, natural disasters, war, insurrections, civil commotion, sabotage, terrorism or vandalism (including computer virus and hacking)
- strikes, lockouts, boycotts or blockades, whether or not the dispute is aimed at or was initiated by Nordea or its organisation, and notwithstanding the reason for the dispute. This also applies if the dispute only affects parts of Nordea
- other circumstances which are beyond Nordea's control.

Nordea is not exempt from liability in the following events:

- If Nordea ought to have anticipated the cause of the loss when the agreement was entered into or ought to have avoided or overcome the cause of the loss.
- Nordea, in any case, is liable for the cause of the loss according to Danish law.

#### 11.4. Industrial disputes

You cannot use your card in Denmark if Nordea and/or our data centre are involved in an industrial dispute. As soon as possible after the commencement and end of such dispute you will be informed by advertisements in the press and/or via Nordea's website.

You should not expect to be able to use your card outside Denmark if one or more of Nordea's data centres and/or one or more of Nordea's international collaboration partners are involved in an industrial dispute.

If an industrial dispute does not involve Denmark, you will still be able to use the card in Denmark.

#### 11.5. Errors and defects

Nordea is not liable for errors and defects etc in the goods delivered or the services provided by the merchant. Any complaint about errors and defects in the goods delivered or services provided should be addressed to the merchant.

#### 12. Expiry

You can use your card up to and including the expiry date stated on the card, after which the card is no longer valid. Before the card expires, you will receive a new card by post or receive a message that your new card can be collected. Your Visa/Dankort card on your mobile phone expires at the same time as the card it is linked to.

#### 13. Termination

Nordea may terminate the agreement by giving two months notice. In the event of termination you will be reimbursed for the proportionate share of any annual fee you have paid in advance for the use of the card.

You may terminate the agreement with Nordea by giving one month's notice.

#### 14. Change of conditions and tariff guide

Amendments to the conditions and the tariff guide are subject to two months' notice if they are not in your favour.

Amendments in your favour may be made without notice. You will be informed of amendments either by letter or electronically. You are obliged to notify Nordea of any changes in your home address and/or e-mail address and it is your own responsibility if you do not receive information about amendments and changes in case you have not notified Nordea of changes in your home address and/or e-mail address.

Amendments to these conditions will be considered approved by you unless you have informed Nordea before the new conditions take effect that you do not want to be bound by the new conditions.

If you inform Nordea that you do not want to be bound by the new conditions, the agreement will be deemed to be terminated at the time when the new terms and conditions take effect. If you have paid an annual fee for the card in advance, a proportionate share of the amount will be returned to you.

#### 15. Complaints

If you have complaints concerning your card, please contact Nordea's Customer Ombudsman. If you do not succeed in your complaint, you may contact the Danish Credit

Institutions' Claims Board, St. Kongensgade 62, 2. sal, 1264 København K (e-mail: [sek@fanke.dk](mailto:sek@fanke.dk)), Tel. +45 35 43 63 33. You can use a link via their website: <https://www.finanstilsynet.dk/Forbruger-oginvestorinformation/Her-kan-du-klage>

You may also complain to the authorities that supervise Nordea's compliance with the Danish Payment Services Act. The Danish Consumer Ombudsman supervises information requirements in connection with the implementation of payment services, rights and obligations when using payment services, the use of payment data and information about fees. The Danish Competition and Consumer Authority (Carl Jacobsens Vej 35, 2500 Valby – [www.kfst.dk](http://www.kfst.dk)) supervises compliance with other rules on fees and charges.

If you want to complain about your card having been blocked, you may also contact Nordea's Customer Ombudsman. If you do not succeed in your complaint, you can contact the Danish Data Protection Agency (Carl Jacobsens Vej 35, 2500 Valby – [www.datatilsynet.dk](http://www.datatilsynet.dk)).

See more general information on where to direct consumer complaints at the website of the Danish Financial Supervisory Authority – <https://www.finanstilsynet.dk/forbrugerinformation/her-kan-du-klage>.

#### 16. A new copy of these conditions

If you lose these conditions or for other reasons need a new copy, you can view them at Nordea's website or contact Nordea directly.

#### 17. Charges and currency conversion

##### 17.1. Nordea's charges

See charges on Nordea's website or in condition 22.

##### 17.2. Merchants' charges

Merchants and online merchants in countries outside Denmark may charge a fee for the use of the card.

##### 17.3. Currency conversion rates when using the card abroad

Purchases and cash withdrawals made abroad in foreign currency are converted into Danish kroner. The amount will be debited in Danish kroner to your account.

Nordea's currency conversion rate consists of a reference exchange rate from Visa and a foreign exchange fee for European currencies and one for other currencies. See the Visa reference exchange rate at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser). Nordea's foreign exchange fee is stated in condition 22.

Changes to the reference rate take effect without notice.

Nordea's currency conversion rate exchange may have changed in the period from when the card was used until the amount is debited to your account. Likewise, in certain countries, mainly outside Europe, several official exchange rates may be applicable, depending on the place where the exchange rate is obtained.

##### 17.4. Information about Nordea's foreign exchange fee relative to the reference rate of the European Central Bank (ECB)

For transactions made in EEA currencies within the EEA you are by law entitled to information about our foreign exchange fee as the difference in per cent between Nordea's conversion rate and a

reference rate quoted by the European Central Bank. Foreign exchange rates vary from day to day – to see the current foreign exchange fee, use the exchange rate converter at <https://fxcards.nordea.com/dk>.

When you make purchases or withdraw cash in a different EEA currency than DKK, Nordea will inform you of the foreign exchange fee (in per cent) added to the ECB's reference rate.

This information is sent via one of Nordea's electronic channels, for example as a notification in the Nordea mobile banking app. You can switch off such notifications in your mobile phone.

The electronic notification does not affect the provisions of the card rules on when a transaction is considered to be approved or when Nordea has received the transaction.

You are responsible for any costs for data, internet and telephone traffic to/from your mobile phone that arise in connection with receiving electronic messages sent from Nordea regarding the foreign exchange fee.

#### **17.5. Dynamic currency conversion**

If you use your card abroad, the merchant may offer to make a currency conversion into Danish kroner before the payment is made, so you pay an amount in Danish kroner. Before you approve the purchase, the merchant must state the fees charged and the conversion rate used by the merchant.

Please note that the conversion rate used by the merchant may differ from Nordea's conversion rate if you choose to pay in the local currency. Nordea has no influence on the conversion rate used by the merchant.

#### **18. Credit assessment of card applicant**

Visa/Dankort cards are issued subject to individual credit assessment.

#### **19. Consent to the use, storage and disclosure of personal information**

When you accept these conditions on the use of your Visa/Dankort card, you also consent to our processing of your personal data. When the card is used, the card number and the amount, date and place of the transaction and other details are considered personal data.

Your personal data are only processed for purposes required for you to use the card as agreed, including making payments. The information is processed in accordance with the General Data Protection Regulation, including the EU's Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data.

The information is stored by the merchant, the merchant's bank and data provider (for instance Nets) and Nordea. It is used for bookkeeping, in account statements and for any subsequent error correction. When you use the Visa part of your Visa/Dankort, information needed to make your payment will also be stored by Visa inc., which is obliged to store and process the information in accordance with the EU's General Data Protection Regulation. Information is passed on to other parties only if required by law or for the purpose of preventing unauthorised use of the card. The information is kept on file for the current year plus the following five years.

On signing up for Dankort Secured by Nets and Visa Secure, your mobile phone number will be kept with Nets for the purpose of sending one-time codes by text message.

You can withdraw your consent to the processing of your personal data at any time by contacting Nordea. However, if you withdraw your consent, please note that you will no longer be able to use the card with one-time codes.

If you wish to complain about the processing of your personal data, you can contact Nordea's Customer Ombudsman or the Danish Data Protection Agency, Carl Jacobsens Vej 35, 2500 Valby. (email: [dt@datatilsynet.dk](mailto:dt@datatilsynet.dk))

#### **20. Supervision**

Being a branch of Nordea Bank Abp, Finland, Nordea is subject to supervision by:

The European Central Bank (ECB) Sonnemannstrasse 22, 60314 Frankfurt am Main  
Germany  
Tel: +49 69 1344 0

The Finnish Financial Supervisory Authority  
Snellmannsgatan 6, PB 103, 00101 Helsinki  
Finland  
E-mail: [fiva@fiva.fi](mailto:fiva@fiva.fi)  
Tel: +358 9 183 5339

According to Danish legislation, Nordea is also subject to supervision by:

The Danish Financial Supervisory Authority  
Århusgade 110  
DK-2100 Copenhagen Ø  
E-mail: [finanstilsynet@ftnet.dk](mailto:finanstilsynet@ftnet.dk)  
Tel: +45 33 55 82 82

## 21. Glossary

### Business day

All days except Saturdays, Sundays and public holidays, the Friday after Ascension Day, the Danish Constitution Day, the day of Christmas Eve and the day of New Year's Eve.

### Dankort Secured by Nets

Dankort Secured by Nets is extra protection against misuse of card data when shopping online.

### Digital wallet

A digital wallet is a personal software-based solution where you register your card details for future purchases from a merchant or an online merchant.

### Dynamic currency conversion

Used by some merchants and ATMs to enable you to pay abroad in Danish kroner. The merchant will make the currency conversion, and Nordea has no influence on the conversion rate used.

### One-time code

A code sent to you via a text message to the mobile phone number on record. You must use this code together with your password for online shopping when making purchases from merchants participating in Dankort Secured by Nets or Visa Secure.

### Physical store

All shops, hotels, restaurants and other payees that you can access physically, and which accept Dankort and Visa cards for payments.

### Password for online shopping

A password that you create as a personal security measure when you shop online. The password must be used in combination with the one-time code.

### Contactless payment

Contactless payment is a way of paying using the chip without inserting the card into the terminal. You pay by holding the card close to the contactless payment symbol (0-3 cm) on the terminal.

The contactless symbol on terminals looks like this: 

### Cards

The physical card or virtual card in a wallet.

### Receipts

Evidence of a payment in paper or electronic form.

### MitID

This is the ID that you need for digital self-service solution to confirm your identity.

### Nets

Nets Denmark A/S – the company that owns the Dankort system. Nets is owned by Nexi Group.

### Personal security measure

Personalised elements that the card issuer has made available to the cardholder in order to authenticate the cardholder. These include PIN, password for online shopping, one-time code received by text message, wallet code, fingerprint, and Face ID. Personal security measures are used when making payments in physical stores (for instance PIN), Dankort Secured by Nets and Visa Secure.

### PIN

The secret personal identification number linked to your physical card and the secret personal code you have chosen for your Visa/Dankort on your mobile phone or another wallet.

### Currency conversion rate

The conversion rate used for converting amounts of purchases abroad into Danish kroner.

### SSL

SSL is an abbreviation of Secure Sockets Layer. SSL is an encryption standard used to protect data during transport on the internet.

### Transaction

Cash withdrawal or single purchases from physical store, online merchant etc.

### Visa Secure

Visa Secure provides extra protection against misuse of card details when shopping online.

### Visa

The organisation laying down the international rules governing the Visa system.

### Visa/Dankort

A collective term for the physical card with the logo for Dankort and Visa respectively.

### Wallet provider

A provider of a wallet where you can register a virtual card for mobile use.

### Wallet

A personalised software-based solution where your virtual card is stored on your mobile phone. The wallet is an app that you download on your mobile phone.



## 22. Fees and charges etc for Visa/Dankort cards

The fees and charges apply from September 2023

|   | Fees and charges            |
|---|-----------------------------|
| Annual card fee as part of Min hverdag*<br>Payable in advance.  | DKK 0                       |
| Annual fee if the card is not part of Min hverdag<br>The amount is payable in advance   | DKK 350                     |
| Express order (physical card)   | DKK 250                     |
| Replacement card (physical card)  | DKK 150                     |
| <b>Sending cards</b><br>Ordinary mail: Denmark, Western Europe, North America<br>Registered mail Eastern Europe<br>Courier service to other countries   | DKK 0<br>DKK 250<br>DKK 500 |
| Change of credit limit  | DKK 100                     |
| Use of the card to make purchases from merchants<br>The merchant may charge a fee for online purchases, mail orders etc. The merchant will inform you of the fee.   |                             |
| <b>Using the card in Denmark</b><br>Purchase of goods<br>The Visa side of the card can be used for purchases of up to DKK 25.000 for a period of 7 consecutive days – including usage abroad.<br>The Dankort side of the card don't have a maximum, as long as there is enough money on the account.<br><br>Withdrawal of cash<br>At Nordea's ATMs you may withdraw up to DKK 15,000 per weekday between 9.00 and 18.00 and up to DKK 5,000 at all other times, including Sundays and holidays, if you have sufficient funds in your account.<br>You can withdraw cash up to DKK 30.000 per continuous 30 days<br>At the ATMs of other banks you may withdraw up to DKK 2,000 per day.  |                             |
| - As part of Min hverdag  | DKK 0                       |
| - Not as part of Min hverdag  | DKK 8                       |
| In addition, the paying bank may charge a fee for the withdrawal.<br>Information on such fee can be obtained from the paying bank.  |                             |
| <b>Using the card abroad</b><br>For the Visa part of the card the total cash withdrawals made in foreign currency and payments (done locally, foreign and online) may be up to the equivalent of DKK 25,000 within any period of 7 consecutive days.<br><br>Purchases from merchants that accept Visa.<br><br>Merchants and merchants in countries outside the EU/EEA may charge a fee for the use of the card.<br><br>Withdrawals in foreign currency<br>At Nordea's ATMs in Finland, Norway, Poland and Sweden.<br><br>Withdrawals of EUR from ATMs in the EU/EEA<br>Withdrawals in foreign currency – except from EUR – from ATMs in the EU, 1% of the amount withdrawn, minimum charge per withdrawal<br><br>Withdrawal of foreign currency from ATMs/banks outside the EU/EEA: 1% of the amount withdrawn, minimum charge per withdrawal.<br><br>In addition, the paying bank may charge a fee for the withdrawal.<br><br>Total cash withdrawals in foreign currency may be made up to the equivalent of DKK 2,000 per day.<br><br>Exchange rate surcharge for completing a card transaction (purchase and withdrawal) with exchange** | DKK 0                       |
| Exchange rate supplement for carrying out a transaction abroad with exchange from a European currency to DKK  | DKK 0                       |
| Exchange rate supplement for carrying out a transaction abroad with exchange from a foreign currency (apart from European currencies) to DKK  | DKK 0                       |
| Exchange rate supplement for carrying out a transaction abroad with exchange from a European currency to DKK  | DKK 30                      |
| Exchange rate supplement for carrying out a transaction abroad with exchange from a foreign currency (apart from European currencies) to DKK  | DKK 30                      |
| Exchange rate surcharge for completing a card transaction (purchase and withdrawal) with exchange**   | 0,5%                        |
| Exchange rate supplement for carrying out a transaction abroad with exchange from a European currency to DKK  | 1,5%                        |
| Exchange rate supplement for carrying out a transaction abroad with exchange from a foreign currency (apart from European currencies) to DKK  |                             |
| Copy of sales voucher or withdrawal slip, per copy (charged only if the entry corresponds to the voucher or withdrawal slip).   | DKK 75                      |

\* Read more about Min hverdag at [nordea.dk/minhverdag](https://nordea.dk/minhverdag) and see the products and services comprised by Tariffs of charges for personal customers.

\*\* Read more about foreign exchange fees in condition 17.4. Visa's reference rate is published on [nets.eu/valutakurser](https://nets.eu/valutakurser).