

Conditions for Nordea Pay

Effective from 1 January 2019

"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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About your Nordea Pay

Keep your card safe

Check at regular intervals that you have not lost your card. It is just as personal as for example a passport, a driving licence and a health insurance card and the like.

Memorise your PIN

If you need to make a note of your personal identification number (PIN), you can ask Nordea for a PIN-memorising card. The PIN must always be kept separate from the card and never be written on the card.

Do not reveal your PIN to anyone other person

The PIN is your electronic signature. No matter what happens and where you are in the world, never reveal your PIN to any other person.

Never choose your PIN as a password for a computer or any other system operated by means of a code chosen by yourself. Likewise, do not key in your PIN on a telephone keypad or the like.

Be careful when using your PIN

Stand close to the terminal or cash machine and cover the keys, for instance with your free hand, while keying in your PIN.

Always check that the total amount and the date have been filled in when you sign a sales voucher

Check that the date and amount are correct. Cross out any empty space before and after the amount or draw a horizontal line in such spaces so that the amount cannot subsequently be increased.

Do not forget your passport

Always bring your passport when you are to withdraw cash in banks abroad.

Keep accounts

Keep your receipts and withdrawal slips and compare them with the statement received from Nordea. You should pay particular attention when you have used your card in connection with telephone or mail order transactions or when making online purchases.

Take care of the magnetic stripe of the card

The data contained in the magnetic stripe of the card may be deleted if the card is placed close to a magnetic field. For instance a magnetic catch of a bag and certain electronic devices.

Pay attention to the expiry date of the card

After the expiry date the card will be rejected. You can have your card replaced in Nordea before expiry. You will automatically receive a new card about 2 weeks before the expiry date.

Payments via the internet

When using your card for payments via the internet, it is important that the computer you use is protected against virus attacks.

Disclosure of card information

Never disclose information about your card to third parties sending unsolicited e-mails or text messages, for instance. Delete the e-mail or text message immediately. If you have replied to the e-mail or text message and disclosed your card information, contact Nordea immediately to block your card.

Contact Nordea if you have problems with your Nordea Pay card abroad

Contact Nordea or - outside Nordea's business hours - Nets on +45 70 33 70 80 if you have problems with your card abroad.

Notify Nordea immediately if your card is lost or stolen or if you have reason to believe that your PIN has become known to any other person or that an unauthorised person is using your card number

Contact Nordea immediately or - outside Nordea's business hours - Nordea's card loss centre on +45 33 33 22 49 or Nets on +45 70 33 70 80, fax +45 44 68 11 36.

You must state your name and address, the name of your branch in Nordea as well as your card number, account number or personal registration number (CPR). Your card will then be blocked immediately and cannot be used.

1 Nordea Pay Conditions

These conditions apply to the use of Nordea Pay issued by Nordea Danmark, filial af Nordea Bank Abp, Finland ("Nordea"). The glossary explains the terms and expressions used - see condition 21.

2 What can you use the card for?

Nordea Pay is a payment instrument which you can use in Denmark and abroad where Visa cards are accepted. Note that the transaction amount will be included in the monthly spending limit when you are using the card, see condition 2.4, and fees may be charged when using the card in countries outside the EU/EAA.

2.1 Withdrawal of cash

You can use the card for withdrawing cash in Danish cash machines. In addition, you can use the card for withdrawing cash at Nordea and most other Danish banks.

You can use the card for withdrawing cash at banks abroad accepting Visa cards. In addition, you can use the card for withdrawing cash from foreign cash machines accepting Visa cards.

The fee for cash withdrawals appears from the tariff.

2.2 Purchases at retailers

You can use Nordea Pay to pay for goods and services at retailers accepting Visa cards.

Retailers will display signs on their premises or inform at their website whether they accept Visa cards.

You can use the card to make purchases via the internet. In addition, you can use the card for mail or telephone order transactions and in self-service machines.

If a retailer owes you money, it can credit the amount to your account via your card.

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

2.3 Other functions

You can use the card to transfer amounts between your own accounts using Nordea's cash machines.

You can use the card to order bank statements for your own accounts using Nordea's cash machines.

2.4 Spending limit

A spending limit has been fixed stipulating a daily maximum amount for payments and cash withdrawals. The maximum amount appears from the tariff. Unless otherwise agreed with Nordea, you can only make withdrawals and purchases for up to the funds available on your account.

2.5 Contactless payment function

If you use the contactless payment function of the card, you should note that there is an upper limit per transaction without you having to key in your PIN. The applicable amount limit is available on Nordea.dk/nordeapay. Nordea may adjust the amount. Notice will only be given if the amount is adjusted upwards or downwards by more than 50% in a calendar year.

If the transaction exceeds the applicable amount limit, you will automatically be asked to accept the payment by entering your PIN. You will regularly be asked to enter your PIN even if the amount is within the applicable amount limit.

2.6 Cash withdrawal

The card has a limit for cash withdrawals per day. The maximum daily withdrawal appears from the tariff.

2.7 Reservation and withdrawal of amounts from your account in connection with purchases

The amount is reserved in the account immediately after Nordea has received notice of the transaction. This means that you can no longer dispose of the amount reserved. The reservation is automatically deleted after 7 business days - and after 30 days for online purchases (distance selling) - if the amount has not been withdrawn from the account.

When you purchase petrol at a self-service petrol pump, a fixed amount is often reserved. The surplus amount is deleted when the payment is withdrawn from the account.

The amount is withdrawn from the account immediately after Nordea has received the transaction from the retailer. Amounts withdrawn from Nordea's own cash machines in Denmark are debited to the account immediately.

2.8 Other

In addition, each retailer may fix amount thresholds for the use of the card. Each bank may also fix amount thresholds for each cash withdrawal.

A fee will be charged for each cash withdrawal, irrespective of the amount.

3 Safeguarding your card and PIN

The card is personal to you and may only be used by you. When you have received your card, you must immediately sign it in the signature panel on the back. The card must not be handed over to or entrusted to any other person.

PIN

Your PIN is personal to you and may only be used by you. You will automatically receive a PIN for your card. When you receive the PIN, you should examine the letter to see whether it appears to have been opened to reveal the PIN. If it appears to have been opened, you must immediately contact Nordea.

You should memorise your PIN. The PIN must not be kept with the card or written on the card. You must not disclose your PIN to any other person or otherwise let your PIN become known to any other person.

If you cannot memorise your PIN or want to keep the PIN, it must be kept secret. If you need to write down the PIN, you should use the PIN-memorising card which you either have received or can get from Nordea.

Authorisation

If you want another person to be able to make withdrawals from your account using a card, that person must have his or her own card and PIN. The use of the card by the additional cardholder is subject to the same terms and conditions as apply to your own use.

If you want to revoke the authorisation, you must do so in writing to Nordea. Subsequently, you must obtain the card from the additional cardholder and return the card to Nordea.

4 Verified by Visa

Verified by Visa provides extra protection against misuse of card data when shopping online. For the added security, you must - in addition to the card - use a one-time code you receive via a text message when paying for your purchase on the internet. The one-time code is only to be used when making online purchases from retailers participating in Verified by Visa. If you have not signed up for Verified by Visa, you cannot make purchases from the retailer in question.

4.1 Signing up

Before or during your first purchase from a retailer participating in Verified by Visa you must register your card for Verified by Visa.

You can do so either via nordea.dk/nethandel or in connection with your first Verified by Visa purchase. You sign up using your NemID.

When signing up, you need to provide the mobile phone number

you want to use to receive one-time codes.

4.2 Change

If you want to change/cancel the mobile phone number on record, you can do so using your NemID via nordea.dk/nethandel or in connection with a Verified by Visa purchase.

4.3 Special matters relating to the card and the registered mobile phone

As your mobile phone becomes part of the security in relation to purchases on the internet from retailers using Verified by Visa, you must ensure that others do not have or get free access to your card and your mobile phone. We therefore recommend that you use a passcode on your mobile phone.

You must therefore change/cancel the mobile phone number on record to Verified by Visa as soon as possible if you lose the mobile phone used to receive one-time codes. If you lose your card at the same time, you must also block it, see condition 9.

5 Use of the card

5.1 Payment

Before approving a payment or cash withdrawal, you must make sure that the correct amount appears from the display of the terminal or the sales voucher. Transactions already made cannot be revoked. However, see conditions 7 and 8 for the possibility to reverse a payment.

You can pay with the card in the following ways:

- chip or magnetic stripe and PIN
- chip or magnetic stripe and signature
- contactless payment function
- digital wallet
- card number, expiry date and card verification number (via the Internet etc)
- chip or magnetic stripe in self-service machines without PIN.

With a PIN

When keying in your PIN, make sure that no other person can see the PIN.

With signature

Never sign a sales voucher unless

- the amount is stated
- the amount is correct.

If you become aware that more than one imprint is made of the card, you should make sure that the imprint(s) not used is/are destroyed.

If you allow the retailer to withdraw an additional amount on your card, for instance tips, you should 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. You should be aware that the car rental firm or the hotel will thereby get an opportunity to subsequently withdraw an amount from your account (see condition 7).

Purchases via the internet etc

When using the card to make purchases via the internet, you must state the card number, the expiry date of the card and its check number. If you use the card and the merchant participates in Verified by Visa, you must also key in the one-time code sent to you via a text message in connection with the purchase.

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, its check number and perhaps also your name and address. In connection with mail order transactions you must also sign an order form.

You must never state your PIN in connection with purchases via the internet or in connection with mail order or telephone transactions etc.

Self-service machines without PIN

In some self-service machines you can use the card without entering in your PIN or using your signature. In these machines you accept the transaction either by inserting your card or pressing "Godkend" to approve.

5.1 Contactless payment function

The card has a contactless payment function, which you may use when making purchases from retailers offering this service. You use your card without inserting it into the terminal or keying in your PIN. Instead, you pay by holding your card close to the terminal (distance from terminal: 0-3 cm) that has the contactless function enabled. The contactless symbol on terminals is shown below:



There is an upper limit per transaction without you having to key in your PIN (the upper limit is currently DKK 350). Nordea may adjust the amount. Notice will only be given if the amount is adjusted upwards or downwards by more than 50% in a calendar year. The applicable amount limit is available on nordea.dk/nordeapay.

5.3 Receipt

When paying for purchases or withdrawing cash, you should always make sure that you get a receipt. The receipt should show the date, amount and part of your card number. You must make sure that the amount is in accordance with the withdrawal or purchase and that the correct date is stated. You should keep the receipt until you have checked that the correct amount has been debited to your account, see condition 6. Sometimes self-service machines do not provide any receipts.

5.4 Subscriptions

If you use your card number to pay for a regular service, for instance in the form of a subscription, you must make sure that any termination of the subscription is made in conformity with the terms fixed by the retailer. If you get a new card or card number, you must contact the retailer to have the new card number registered.

6 Checking entries to your account

You have an obligation to check the entries to your account on an ongoing basis. If you find transactions that do not tally with your receipts or you think that you have not made, you must contact Nordea as soon as possible. Please note the deadlines stated in conditions 7 and 8.

When checking the entries to your account, you should be aware that when you use your card in connection with mail order or telephone transactions or make purchases via the internet, the retailer is generally not allowed to debit the amount until the goods have been sent. On purchases of air tickets or concert tickets, the retailer debits 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 the transaction and the amount subsequently debited to your account is significantly higher than you could reasonably expect, you are entitled to demand reversal of the transaction. This may, for instance, occur 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 have a payment transaction reversed and you have not approved the final amount.

7.2 Purchases via the internet, mail and telephone order transactions etc

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

- via the internet
- by mail order or telephone transactions
- in self-service machines without PIN

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

- the retailer 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 retailer before you contact Nordea. You must produce documentary evidence that you have contacted or tried to contact the retailer.

It is a condition that you raise your objection to Nordea as soon as possible after you have become aware or ought to have become aware of the unauthorised withdrawal of one or several amounts from your account. Your objection must be raised as far as possible not later than 14 days after you have become aware or ought to have become aware of your possible claim. Your obligation to check the entries to your account on an ongoing basis, see condition 6, will be taken into account when evaluating whether you have contacted Nordea in due time.

Nordea will then investigate your objection. The disputed amount will normally be credited to your account while your objection is being investigated.

If the objection turns out to be unjustified, the amount will be debited to your account once more.

In the event of an unwarranted objection, 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 and a fee for copies of withdrawal slips or sales vouchers, see the tariff.

7.3 Overview of reversal of payments in connection with distance selling.

In some additional situations the card allows you to have a payment reversed if the purchase is made via the internet or in the connection with mail or telephone order transactions. For more information visit Nordea.dk/indsigelse or contact Nordea.

8 Reversal of payments you have not approved

If you think that one or more payments have been effected with your card which you have not approved, contributed to or made, you must contact Nordea as soon as possible after you have become aware of the unauthorised transaction. Your obligation to check the entries to your account on an ongoing basis, see condition 6, will be taken into account when evaluating whether you have contacted Nordea in due time. Under all circumstances you must contact Nordea not later than 13 months after the relevant amount was debited to your account.

Nordea will then investigate your objection. The disputed amount will normally be credited to your account while your objection is being investigated. If the objection 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.

In the event of an unwarranted objection, 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 and a fee for copies of withdrawal slips or sales vouchers, see the Tariff.

9 Your obligation to block your card

9.1 Card

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

- you lose your card
- 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 can be misused.

Outside Nordea's business hours you must contact Nordea's card loss centre on +45 70 33 22 49 or the 24-hour telephone service of Nets on +45 70 33 70 80. When contacting Nordea's card loss centre or Nets, you must state your name and address, the name of your accountholding branch and, if possible, your card number, account number or personal registration number in order to have your card blocked immediately.

When your card has been blocked, you will receive information with an indication of the reason for and the time of the blocking. If a blocked card is found again, you must contact Nordea to agree what action to take.

You can also block the card directly via Netbank and/or Mobilbank.

9.2 Card/card data in a digital wallet, eg on your mobile phone.

You must contact Nordea as soon as possible to block your card/card data on your mobile phone if:

- you lose your mobile phone
- you discover that your card/card data on your mobile phone have been misused
- you otherwise suspect that your card/card data in a digital wallet can be misused.

Outside Nordea's business hours, you must contact the 24-hour telephone service of Nets on + 45 70 33 30 40. When contacting Nets, you must state your name and address and, if possible, your card number, account number or personal registration number in order to have the card blocked immediately.

When your card/card data in a digital wallet have been blocked, you will receive information with an indication of the reason for and the time of the blocking.

If a mobile phone with a blocked card/card data is found again, you must contact Nordea to agree what action to take.

If someone else gets access to your OIN for the digital wallet, in which your card/card data are registered, you must change your password as soon as possible. Follow the instructions provided in your digital wallet. Subsequently contact Nordea for further information about what action to take.

10 Your liability in case of misuse of your card

10.1 If you are over 18, the following rules apply:

10.1.1 If your card has been misused by any other person, Nordea will cover the loss, unless the loss is comprised by conditions 10.1.2-10.1.6. Nordea must prove that the loss is comprised by conditions 10.1.2-10.1.6.

10.1.2 If your card and PIN have been misused by any other person, you will be liable for any loss up to DKK 375 (Self-risk).

10.1.3 You will be liable for up to DKK 8,000 of any loss if any other person has misused your card and your PIN and

- you have failed to inform Nordea as soon as possible
- after having learned that your card was lost or that your code had become known to an unauthorised person
- you have intentionally disclosed the PIN 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 your grossly negligent conduct.

10.1.4 You are liable for the entire loss if the PIN has been used in connection with the misuse under the following conditions:

- You have intentionally disclosed the PIN to the person who misused the card and you realised or ought to have realised that there was a risk of misuse.

10.1.5 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 Verified by Visa safe, see condition 4, protecting the PIN, see condition 5, and blocking the card, see condition 9.

10.1.6 You are not liable for any loss arising after Nordea or Nets has been notified that your card is to 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.

10.1.7 Irrespective of the above, if the use of a PIN or other strong customer authentication is not required by Nordea, Nordea is liable for any misuse unless you have acted fraudulently.

10.1.8 Irrespective of the above, Nordea is also liable for any misuse of you were in a position where you would not know that your card has been lost or stolen or your PIN has been compromised.

You can read more about the rules on liability in section 100 of the Danish act on payments.

10.2 If you are under 18, the following rules apply:

If you lose your card and any other person misuses your card, you will generally not be liable for the loss - not even for the excess of DKK 375, see condition 10.1.2.

However, under the Danish Guardianship Act or the regulations on young people's liability for damages you may become liable for the misuse if, for instance, the misuse is made possible as a result of your grossly negligent conduct.

Grossly negligent conduct is, for instance, if you give your card and disclose your PIN to any other person who may then misuse your card. Grossly negligent conduct may also be if you write your PIN on your card and leave your card lying around, for instance in your classroom.

In cases where your legal situation in connection with misuse will improve, the rules on liability in condition 10.1 will apply.

11 Nordea's rights and responsibilities

11.1 Nordea's right to block the card

Nordea is entitled to block the card if

- the account to which your card is attached has been closed
- you fail to comply with these conditions
- your card has been misused or presumed to have been misused by a third party.

Furthermore, Nordea may demand that any cards issued in relation to the account should be returned. When Nordea has blocked the card, you will receive information with an indication of the reason for and the time of the blocking.

On suspicion of misuse or security threats, Nordea will inform you by telephone, text message and/or e-mail if you have stated your telephone number or an e-mail address. Alternatively, you will be informed via Netbank/Netbank konto-kik.

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 the following:

- 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 Nordea's electricity supply or telecommunications, statutory intervention or administrative orders, acts of God, 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 outside 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.
- If Nordea under all circumstances is liable for the cause of the loss according to legislation.

11.4 Industrial disputes

You cannot use your card in Denmark if Nordea and/or the banks' data centres 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 or otherwise.

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

11.5 Errors and defects

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

12 Expiry

You can use your card up to and including the date of expiry 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 at Nordea.

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.

If the agreement is terminated by you or Nordea, you must return the card to Nordea. If you return the card by post, you must cut it in two across the magnetic stripe before you send it.

14 Amendments to these conditions

Amendments to these conditions and tariff changes may be made by giving two months' notice if the amendments and changes are to your disadvantage. Amendments and changes to your advantage may be made without notice. You will be informed of the amendments and changes either by letter or electronically. You are under an obligation to notify Nordea of any changes in your home address and/or e-mail address and it is your responsibility that you do not receive information about amendments and changes if you have not notified Nordea of any changes in your home address and/or e-mail address.

An amendment to these conditions will be deemed to be 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 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 any complaints, you should contact Nordea. If you do not succeed in your complaint, you may contact the Danish Complaint Board of Banking Services or the Danish Consumer Ombudsman.

If you want to complain about your card having been blocked, you may contact Nordea. If you do not succeed in your complaint to Nordea, you may complain to the Danish Data Protection Agency.

16 A new copy of the conditions

If you lose these conditions or for other reasons need a new copy, you can view them at nordea.dk/kortregler or contact Nordea.

17 Charges and currency conversion

17.1 Nordea's charges

Nordea may charge an annual card fee, which is payable in advance.

The annual card fee, fees for use of the card as well as fees for copies of withdrawal slips or sales vouchers appear from the Tariff.

17.2 Charges for use of the card

Retailers and online merchants in countries outside the EU/EEA 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 are converted into Danish kroner, see the Tariff. The amount will be debited in Danish kroner to your account.

On conversion the methods of calculation described in the Tariff are used, see the section on currency conversion rates when using the card abroad in the Tariff. Changes to the reference rate stated in the Tariff take effect without notice.

The rate of 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 Dynamic currency conversion

When you use your card abroad, the retailer may offer to make a currency conversion before the payment is made. Before you approve the purchase, the retailer must state the fees charged and conversion rate used by the retailer in connection with the conversion. Please note that the conversion rate used by the retailer may differ from Nordea's conversion rate and that Nordea has no influence on the conversion rate used by the retailer.

18 Evaluation of applicants

The card is issued subject to an evaluation of the individual applicant.

19 Registration of blocked cards

When the card has been blocked, see conditions 9 and 11, the card number will be registered as blocked with Nets. The blocked Nordea Pay card numbers may also appear from Visa's international list of blocked card numbers.

The list is available to banks and retailers connected to the Nordea Pay system for these banks and retailers to be able to check if a card used for payment has been blocked.

20 Supervision

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

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

Finansinspektionen
Snellmannsgatan 6, PB 103, 00101 Helsinki, Finland
E-mail: fiva@fiva.fi
Tel: +358 (0)9 18351

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

The Danish Financial Supervisory Authority (FT Nr. 2222)
Århusgade 110, 2100 Copenhagen Ø
E-mail: finanstilsynet@ftnet.dk
Tel: +45 33 55 82 82

21 Glossary

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

Denmark: means Denmark, the Faeroe Islands and Greenland.

Digital wallet: A digital wallet is a personal software-based solution eg. Mobile app where you register your card data for future purchases from a retailer or an online merchant.

Dynamic currency conversion (DCC): Is used by some retailers to enable you to pay abroad in Danish kroner. The retailer 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 when making purchases from merchants participating in Verified by Visa.

Retailers or merchants: Shops, hotels, restaurants and other payees accepting Nordea Pay for payments.

Receipts: Evidence of a payment in paper or electronic form.

NemID: NemID is a digital signature. A distinction is typically made between NemID for Netbank and NemID for public digital signature (OCES), but you can use both types when signing up for Verified by Visa.

Nets: Nets Denmark A/S - the company administering the Nordea Pay system for Nordea.

PIN: The secret personal identification number attached to the card.

Tariff: The list of charges etc in force from time to time. The Tariff forms part of the conditions for Nordea Pay. You can obtain the conditions at Nordea or view them on nordea.dk/kortregler.

Reference rate: The conversion rate used for converting amounts of purchases and cash withdrawals abroad to Danish kroner.

Abroad: The rest of the world.

Verified by Visa: Verified by Visa provides extra protection against misuse of card data when shopping online. Before you can use Verified by Visa for online shopping, you need to register your card for Verified by Visa.

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

Use of Nordea Pay for young people under 18

You have now ordered Nordea Pay, which we hope that you will be satisfied with. To get started with your new card, please read the below text carefully.

When you receive your card you should:

- sign it in the space provided on the back
- activate the card - see the guidance in the letter received together with the card
- memorise your PIN - you receive a PIN-memorising card together with the PIN notification letter
- make a note of the telephone numbers for Nordea's card loss centre (+45 70 33 22 49 or +45 70 33 70 80), for instance by storing them in your mobile telephone.

When you use your card

- check that you can pay by Nordea Pay - look for the Visa logo or ask the retailer
- bear in mind that we check whether you have sufficient funds in your account before we approve any payment - to ensure that the account is not overdrawn
- cover the keys with your free hand, while keying in your PIN to make sure that no other person can see your PIN
- make sure that the date and amount are correct before approving the purchase by your PIN or signing the receipt
- check your account regularly, for instance in Netbank, Mobilbank, Netbank konto-kik or by calling Nordea's telephone banking service - are there any payments that you do not recognise, please contact us immediately
- never write your card number in an e-mail
- only make purchases over the internet via a secure connection (look for a locked padlock in the lower bar of the browser screen) - for more information, see Nordea.dk/sikkernethandel (available in Danish only)
- remember to bring your passport when making purchases abroad you may be asked to show photo identification.

Please pay particular attention to the following:

- You must never hand over your card or disclose your PIN to any other person.
- Your PIN must never be kept with your card.
- If you suspect that your PIN has become known to any other person, or your card has been copied, your card must be blocked immediately.
- Check regularly that you have not lost your card and block it immediately if you lose it.
- The Danish Consumer Ombudsman demands that we inform your parents that we have issued a Nordea Pay card to you.

Your liability if any other person misuses your card

- If you lose your card and any other person misuses it, you will generally not be liable for the loss - not even for the excess of DKK 375.
- However, under the Danish Guardianship Act or the regulations on young people's liability for damages you may become liable for the misuse if, for instance, the misuse is made possible as a result of your grossly negligent conduct.
- Grossly negligent conduct is, for instance, if you give your card and disclose your PIN to any other person who may then misuse your card. Grossly negligent conduct may also be if you write your PIN on your card and leave your card lying around, for instance in your classroom.

Nordea's conversion rates when using the card abroad

When the card is used abroad, Nordea's conversion from foreign currency to Danish kroner (DKK) will be made at the reference rate stated at www.nets.eu/valutakurser for the relevant currency with a mark-up, see below:

1. European currencies published on www.nets.eu/valutakurser: The exchange rate on the business day before processing the transaction in Nets plus 1,50%.
2. Other currencies published on www.nets.eu/valutakurser: The exchange rate on the business day before processing the transaction in Nets plus 2,00%. Exceptions may occur.
3. Other currencies are converted from the local currency to US dollar (USD). Then the amount is converted to Danish kroner (DKK) as above under 2. Exceptions may occur.

Dynamic currency conversion

When you use your card abroad, the retailer may offer to make a currency conversion before the payment is made. Before you approve the purchase, the retailer must state the fees charged and conversion rate used by the retailer in connection with the conversion. Please note that the conversion rate used by the retailer may differ from Nordea's conversion rate and that Nordea has no influence on the conversion rate used by the retailer.

Tariff etc applicable to Nordea Pay

Tariff applicable from 1 January 2019

	Charge
Annual Card Fee within Min hverdag* The amount is paid in advance	0
Annual card fee outside min hverdag The amount is paid in advance	DKK 350
Express Order (Physical card)	DKK 250
Replacement card (Physical card)	DKK 150
Sending cards Ordinary mail Denmark, Western Europe, North America** Registered mail Eastern Europe** Courier Service Other countries**	0 DKK 250 DKK 500
Using the card in Denmark You may spend up to DKK 30,000 per day. Withdrawal of cash At Nordea At Nordea's cash machines 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. At other banks and post offices At the cash machines of other banks you may withdraw up to DKK 5,000 per day. - Within Min hverdag - Outside Min hverdag In addition, the paying bank/post office may charge a fee for the withdrawal.	DKK 0 DKK 0 DKK 8
Using the card abroad Cash withdrawals in foreign currency may be made up to the equivalent of DKK 5,000 per day with spending of up to the equivalent of DKK 30,000 per day. Purchases from retailers In shops connected to the Visa system Retailers and online merchants in countries outside the EU/EAA may charge a fee for the use of the card. Withdrawal of cash At Nordea's cash machines in Finland, Norway, Poland and Sweden. At other cash machines/banks: 1% of the amount withdrawn, minimum charge per withdrawal In addition, the paying bank may charge a fee for the withdrawal. Information on such fee can be obtained from the paying bank.	DKK 0 DKK 0 DKK 30
Copy of sales voucher or withdrawal slip, per copy	DKK 75

* Read more about Min hverdag at nordea.dk/minhverdag and see the products and services that are covered by Tariff of charges for personal customers.

**See the countries at nordea.dk/kortforsendelse