

Conditions for Cash Cards

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 cash card

Keep your card safe

Check at regular intervals that you have not lost your card. It is just as personal as a passport, driver's license, national 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. Your PIN must always be kept separate from your card and never be written on your card.

Do not reveal your PIN to any other person

The PIN is your electronic signature. No matter what happens, 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 cash machine and cover the keys, for instance with your free hand, while keying in your PIN.

Keep accounts

Keep your receipts and withdrawal slips and compare them with the statement received from Nordea.

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.

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, Spærreservice, on +45 70 33 22 49.

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. Your card will then be blocked immediately and cannot be used.

1 Cash card conditions

These conditions apply to the use of cash cards issued by Nordea Danmark, filial af Nordea Bank Abp, Finland ("Nordea"). The glossary at the end explains the terms and expressions used.

2 What can you use the card for?

2.1 Withdrawal of cash

You can use the card to withdraw cash over the counter at Nordea and in Nordea's cash machines.

The fee for cash withdrawals appears from the Tariff.

2.2 Other functions

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

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

2.3 Debit entries to your account

Purchases and withdrawals with the card will generally be debited to your account on the date when you make the purchase or withdrawal.

2.4 Spending limit

Unless otherwise agreed with Nordea, you may only make withdrawals up to the amount available on your account.

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

3 Safeguarding your card and PIN

Card

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. See also the section below on Authorisation.

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. Your PIN must not be kept with your card or written on your card. You must not disclose your PIN to any other person or otherwise let your PIN become known to any other person. If you think someone else knows your PIN, you must contact Nordea immediately.

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 Use of the card

When using the card you must key in your PIN or sign a withdrawal slip.

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

4.1 Receipt

When 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 recorded is in accordance with the withdrawal and that the date is correct. You should keep the receipt until you have checked that the correct amount has been debited to your account, see condition 5.

5 Checking entries to 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. Please note the deadlines stated in condition 6.

6 Reversal of payments which 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 5, 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 8.

If your objection turns out to be unwarranted, Nordea may charge interest from the date when the amount was credited to your account to the date when it is debited again.

7 Your obligation to block your card

You must contact Nordea as soon as possible to block your 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 your card can be misused.

You can block your card directly via Mobilbank. Outside Nordea's business hours you must contact Nordea's 24-hour card loss Centre, Spærreservice on +45 70 33 22 49. When contacting Nordea's card loss Centre, you must state your name and address, the name of your account holding 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.

8 Your liability in case of misuse of your card

8.1 If your card has been misused by any other person, Nordea will cover the loss, unless the loss is comprised by conditions 8.2-8.6, see below. Nordea must prove that the loss is comprised by conditions 8.1-8.6.

8.2 If your card and PIN have been misused by any other person, you will be liable for any loss up to DKK 375.

8.3 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 has been lost or that your PIN has 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

- you have made the unauthorised use possible through your grossly negligent conduct.

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

- You have 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.

8.5 You will also be liable for the entire loss if you have acted fraudulently or deliberately failed to fulfil your obligations to protect the PIN, see condition 3 and 4, or to block the card, see condition 7.

8.6 You will not be liable for any loss arising after Nordea has been notified that your 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.

8.7 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.

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

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

9 Nordea's rights and responsibilities

9.1 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, including that you overdraw the account to which the card is attached
- your card has been misused or 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 immediately in case of particularly gross and/or repeated unauthorised overdrafts.

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, actual 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.

9.2 Replacement of the card

Nordea may at any time replace the card.

9.3 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.

9.4 Industrial disputes

You cannot use your card in Denmark if Nordea is 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.

10 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. You can have your card replaced in Nordea before expiry.

11 Termination

Nordea may terminate the agreement by giving two months' notice.

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.

12 Amendments to these conditions

Amendments to these conditions and tariff changes may be made by giving two months' notice if such changes are not in your favour. Changes in your favour can be made without giving 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 if 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 in advance, a proportionate share of the amount will be returned to you.

13 Complaints

If you have any complaints, you should contact Nordea. If you do not succeed in your complaint, you may contact the Danish Credit Institutions' Claims Board or the Danish Consumers' 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.

14 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.

15 Charges

The fee for cash withdrawals etc. appears from the Tariff.

16 Evaluation of applicants

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

17 Supervision

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

European Central Bank (ECB)
Sonnenmannstrasse 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:

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

18 Glossary

Receipt: Evidence of a withdrawal in paper or electronic form.

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

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

Tariff etc for Cash Cards

Tariff effective from 1 January 2019

| | Price |
|---|-------|
| Withdrawal of cash from Nordea's cash machines 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. | 0 DKK |