

Conditions for Netbank – Personal

The conditions for Netbank Personal apply between the customer and Nordea Denmark, branch of Nordea Bank Abp, Finland (the “bank”).

You can get online access to Netbank in Nordea in various ways, for instance via your computer (Netbank), mobile phone (Mobilbank) or tablet (Mobilbank).

For more information, visit nordea.dk/netbank and nordea.dk/mobilbank.

1 What can you do with Netbank?

Depending on the unit you are using, you can get access to the following services:

- view balances and movements in your accounts
- transfer funds and pay your bills
- apply for loans, credits and cards
- view the value of your securities in custody accounts
- send e-mails to and receive e-mails from the bank
- view the balance and return on your pool account
- order a change in your risk profile and the composition of your pool account
- view mortgage loans with Nordea Kredit
- get online advice

You have online access to Netbank around the clock every day of the year (24/7/365).

In Netbank special deadlines referred to as cut-off times apply to receipt of your instructions in terms of executing them on a business day, see condition 2.5. Special deadlines also apply to cancellation of your instructions, see condition 2.6.

2 Conditions for the use of Netbank and payment services

You need a NemID to be able to use Netbank and payment services.

NemID consists of a user ID, a password and a code card/code token with the codes you must enter together with your user ID and password.

The rules on the use of NemID, including the rules on safekeeping your user ID, password and code card/code token, appear from Regler for NemID til netbank and offentlig digital signatur available on www.nemid.nu.

2.1 Temporary password

The first time you log on to Netbank using your NemID, use the temporary password you received either by mail or in a text message.

- If you receive your temporary password by mail, it must be used within 30 days.
- If you receive your temporary password in a text message, it must be used within 8 hours.

Do not reveal your temporary password to any other person. If the envelope seems to have been opened, you must contact your branch and order a new one. The same applies if you have not received the code notification letter within ten days of having signed and returned your Online Agreement.

In addition to your temporary password, you need your NemID login, which is included in the code notification letter. Your temporary password can only be used once. When you have used it, throw it away.

2.2 NemID password of your choice

When you have used your temporary password, you must create a password of your choice for NemID. You must use this password together with your user ID and codes from your code card/code token when logging on to Netbank in future.

The password can either be a combination of digits and letters (from A to Z), consisting of at least 6 and not more than 40 digits and letters or a 4-digit numeric password. Read more at nemid.nu

Memorise your password for NemID and do not disclose it to any other person.

If you suspect that your password has become known to any other person, but the codes from your code card have not been copied or your code token has not been accessed by any other person, you need to change your password immediately. If you suspect that someone has copied codes from your code card or has accessed your code token, you need to block your online access immediately. See condition 11.2.

2.3 Young people under the age of 18

If you are under 18, you will get a version of Netbank with limited functions as you are under age. Therefore you cannot use the functions in Netbank that require approval via electronic identification. Read more about the limitations and possibilities at nordea.dk.

When you reach the age of 18, you can only continue using Netbank if you reconfirm the Online Agreement. This gives you access to all the functions in Netbank, and you can use the functions that require approval via electronic identification etc.

2.4 Submitting a payment instruction in Netbank

When you are to submit an instruction for a transfer or payment of a bill in Netbank, the screens tell you which information to key in so that we can execute your instruction correctly. The information includes, for instance, the beneficiary's sort code and account number or a creditor reference.

2.4.1 Confirmation of a payment instruction in Netbank via a browser

You must confirm a transfer or payment-of-bill instruction by keying in your NemID password in the screen in Netbank. You may moreover, depending on the unit you are using, be asked to key in a code from your code card/code token.

2.4.2 Confirmation of a payment instruction in Netbank via a mobile phone/tablet

You must confirm an instruction for transfer between your own accounts, jointly held accounts and accounts you are authorised to operate by clicking OK.

To confirm an instruction for transfer to accounts held by a third party with the bank – or other banks in Denmark – key in a code from your code card/code token.

You must also confirm an instruction for payment of a bill by keying in a code from your code card/code token.

2.4.3 Confirmation of certain types of payment instructions in Netbank

For certain types of transfer and payment of bills created in Netbank you may experience that you must confirm your instruction by way of a text message. You will receive a text message on the mobile number you have registered in Netbank. To confirm your instruction you must answer "ja" (yes). If you do not answer "ja", your instruction will be deleted automatically.

2.5 Cut-off for receipt and execution of a payment instruction

(1) For standard credit transfers to your own – and third-party – accounts with the bank each day of the week between 00.00 and 24.00 is a business day for receipt and execution of an instruction.

Your instruction must be received in Netbank no later than 24.00 on the business day on which you want the transfer to be executed.

The amount will be available in the beneficiary's account on the same business day as the transfer is executed, see condition 2.7.

(2) For standard credit transfers to accounts with other banks in Denmark each day of the week – except for Saturdays, Sundays and holidays, the Friday after Ascension Day, the Danish Constitution Day (5 June), the day of Christmas Eve and the day of New Year's Eve – between 00.00 and 18.00 is a business day for receipt of an instruction.

Your instruction must be received no later than 18.00 on the business day on which you want the transfer to be executed. The amount will be available in the beneficiary's bank's account no later than on the business day after the day on which the transfer was executed.

However, if your instruction for a standard credit transfer to accounts with other banks in Denmark is received by 12.00 on the business day on which you want the transfer to be executed, the instruction will automatically be executed as a same-day credit transfer. This implies that the amount will be available in the beneficiary's bank's account on the same business day as the transfer is executed, see condition 2.7.

(3) For express credit transfers to accounts with other banks in Denmark each day of the week between 00.00 and 24.00 is a business day for receipt and execution of an instruction.

Your express credit transfer must be received in Netbank no later than 24.00 on the business day on which you want the transfer to be executed.

The amount will be available in the beneficiary's bank's account a short time after the transfer is executed, see condition 2.7.

(4) For payment of bills in favour of a beneficiary in Denmark each day of the week – except for Saturdays, Sundays and holidays, the Friday after Ascension Day, the Danish Constitution Day (5 June), the day of Christmas Eve and the day of New Year's Eve – between 00.00 and 18.00 is a business day for receipt of an instruction.

Your instruction must be received no later than 18.00 on the business day on which you want the payment to be executed. The amount will be available in the beneficiary's bank's account no later than on the business day after the payment is executed, see condition 2.7.

(5) For international payments special cut-off times apply to receipt and execution of instructions, see Tariff for international payments to personal customers and Terms and conditions for payment accounts for personal customers.

2.6 Cancellation of a payment instruction

If you have submitted an instruction for a standard credit transfer or a same-day credit transfer to another bank in Denmark or payment of a bill in favour of a beneficiary in Denmark which is to be executed at a later time, it can be cancelled until 18.00 on the business day before the day on which the transfer or payment is to be executed.

If you have submitted an instruction for a same-day credit transfer to another bank in Denmark on the business day on which you want the transfer to be executed, you cannot cancel the instruction once you have confirmed it with your password.

If you have submitted an instruction for an express credit transfer to another bank in Denmark, you cannot cancel the instruction once you have confirmed it with your password.

If you have submitted an instruction for a transfer to an account with the bank on the business day on which you want the transfer to be executed, you cannot cancel the instruction once you have confirmed it with your password.

You can only cancel transfers and payments of bills in Netbank if you have ordered them via Netbank.

You can refuse payments via the direct debit service (BS) until 18.00 on the sixth day of the month.

2.7 Maximum execution time

The execution time for standard credit transfers via Netbank to and from accounts with the bank is 0 business days, see condition 2.5(1). Amounts are credited to the beneficiary's account on the business day on which the payment is executed. The execution time for standard credit transfers to other banks in Denmark and payments of bills in Netbank is one business day, see condition 2.5(2). Amounts are credited to the beneficiary's

bank's account one business day after the transfer or the payment has been executed.

The execution time for same-day credit transfers to other banks in Denmark is 0 business days, see condition 2.5(2). The amount is credited to the beneficiary's bank's account on the business day on which the payment is executed.

The execution time for express credit transfers to other banks in Denmark is a few seconds, see condition 2.5(3). If it is not possible to execute the transfer, it will appear from the order status in the payment history.

Special execution times apply to outgoing international transfers from Denmark. See Tariff for international payments to personal customers and Terms and conditions for payment accounts for personal customers.

2.8 Amount thresholds for Netbank

For security reasons we can unilaterally fix amount thresholds for individual payment services in Netbank.

An express credit transfer cannot exceed DKK 500,000 per payment instruction.

3 Fee charged for the use of Netbank

If you have Min hverdag, the fee for access to Netbank, payment of bills and transfer of money to Danish accounts via Netbank is included. (Express credit transfers to other banks are not part of Min hverdag). Customers aged 15-17 with Netbank Unge do not pay for access to Netbank or for money transfers to Danish accounts via Netbank but pay a fee for express credit transfers.

If you do not have Min hverdag, you pay an annual fee for each user of the household for online access via Netbank. In addition, you are charged a fee for payment of bills and transfer of money to accounts with other banks. The fee is debited to your account on an ongoing basis.

See the current fees in Netbank or ask your branch. We can change fees and charges for services by giving two months' notice. Changes in your favour take effect without notice. If fees and charges are changed, you will be notified via Netbank, Netbank konto-kik or Nordea will send you a letter about the change.

4 Technical requirements

You can test your unit and Internet connection at nordea.dk/netbank/tekniskekrav. We recommend that you always keep your antivirus program and operating system updated. Read more about safe usage at nordea.dk.

4.1 Encryption

All personal data sent via the Internet between the bank and your unit will be encrypted, which means that the data will not become known to any other person.

4.2 Checking incoming and outgoing payments

You must check transfers and payments of bills to and from your account. You can do that online in Netbank, Netbank konto-kik, Mobilbank, by checking your bank statements or by calling Nordea 24/7.

If you find entries which you think that you have not made, you must contact us as soon as possible. Please note the deadlines stated in condition 5.

Please note that some incoming and outgoing payments may be reversed at a later date.

4.3 A new copy of the conditions

If you lose these conditions or for other reasons need a new copy, you can find them at nordea.dk.

5 Objection to transfers and payments of bills not confirmed by you. As soon as you become aware of them, you should object to unauthorised or erroneous transfers and payments of bills which you have not confirmed.

Your obligation to check the entries to your account, see condition 4.2, will be taken into account when evaluating whether you have contacted us in due time.

Under all circumstances you must contact us no later than 13 months after the relevant amount has been debited to your account. We will then investigate your objection. The relevant 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 Netbank, we may hold you responsible, see condition 5.1.

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

5.1 Your liability in case of misuse of Netbank

If Netbank has been misused by another person, the bank will cover the loss unless the loss is covered by the following rules. The bank must prove that the loss is subject to the following rules. If any other person has misused Netbank and your password and/or codes from your code card/code token, you are liable for up to DKK 375 of any loss. You are liable for up to DKK 8,000 of any loss (including excess) if any other person has misused Netbank and your password and/or codes from your code card/code token and

- you have failed to inform Nordea as soon as possible after you learned that your password and/or codes from your code card/code token had become known to another person
- you have intentionally disclosed the password and/or the codes from your code card/code token to the person who misused Netbank, but where you did not realise or could not have been expected to realise the risk of misuse
- you made the unauthorised use possible through your grossly negligent conduct.

You are liable for the entire loss if you have intentionally disclosed your password and/or codes from your code card/code token to the person who misused the card, and where you realised or ought to have realised that there was a risk of misuse. You are also liable for the entire loss if you have acted fraudulently or have deliberately or through gross negligence failed to fulfil your obligations to protect your password and/or codes from your code card/code token, see condition 2.2, or to block your online access to Netbank, see condition 11.2. You are not liable for any loss arising after you have blocked your online access to Netbank.

For more information on the liability rules, see section 100 of the Danish act on payments.

If you are under 18 years of age, your liability for any other person's misuse of Netbank will be evaluated in accordance with the Danish Guardianship Act and the liability rules governing minors. Accordingly, we will only apply the liability rules of the Danish act on payments if it is to your advantage. The rule regarding excess (own risk) of DKK 375 is not applicable if you are under 18.

Irrespective of the above, if the use of strong customer authentication is not required by the bank, the bank is liable for any misuse unless you have acted fraudulently.

Irrespective of the above, the bank is also liable for any misuse if you were in a position where you would not know before the misuse that your password and/or codes from your code card/code token had been lost, stolen or compromised.

5.2 The bank's liability

The bank is liable for any loss arising from misuse in cases other than those mentioned in condition 5.1.

The liability also includes errors made by the bank according to the general liability rules. The bank is not liable for any loss arising from operational disruptions preventing or interrupting the use of Netbank.

The bank is not liable for your equipment, such as your unit, programs and modem/router. On suspicion of misuse, actual misuse or security threats, the bank 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

5.3 Complaints

If a disagreement with the bank is not settled to the customer's satisfaction, complaints may be submitted to the customer ombudsman (kundeservicechefen), who is responsible for complaints. The customer should contact Nordea, Kundeservicechefen at the address PO box 850, 0900

Copenhagen C, Denmark, by e-mail to klageansvarlig@nordea.dk or at nordea.dk.

Any complaints about the bank may be submitted to the Credit Institutions' Claims Board, pengeinstitutankenævnet.dk, address: Amaliegade 8B, 2, PO box 9029, 1022 Copenhagen K, which is the alternative dispute resolution board according to the Danish Consumer Complaints Act.

Complaints may also be submitted via the European Commission's Online Dispute Resolution portal. This could be particularly relevant if the customer is a resident of another EU country. The complaint is submitted at <http://ec.europa.eu/odr>. When submitting a complaint please state the bank's e-mail address: klageansvarlig@nordea.dk.

Any complaints concerning the bank's compliance with financial legislation may be submitted to the Danish Financial Supervisory Authority, finansstilsynet.dk (for instance standards of good practice) or to the Swedish Financial Supervisory Authority, finansinspektionen.se.

Any complaints about the bank's treatment of personal data may be submitted to the Danish Data Protection Agency, datatilsynet.dk.

6 Changes to these conditions

Changes to these conditions to your detriment may be made by giving two months' notice. Changes in your favour take effect without notice. If the conditions are changed, you will be notified via Netbank, Netbank konto-kik or by letter.

A change of which notice has been given will be deemed to be approved by you unless you have informed us before the new conditions take effect that you do not want to be bound by the new conditions.

If you inform us 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.

6.1 Term of the agreement

The agreement on the use of Netbank remains in force until it is terminated, see condition 6.2. A fee is charged for the use of Netbank throughout the duration of the term, see our customer tariff.

6.2 Termination

You may from time to time terminate the agreement without giving notice.

We may terminate the agreement by giving two months' notice. In the event of termination you will be reimbursed for the proportionate share of any fees you have paid in advance for the use of Netbank.

In the event of default we are entitled to terminate the agreement immediately.

7 Beneficiary register/contacts

In the [Beløbsmodtagerkartoteket/kontakter](#) (the beneficiary register/contacts) you can save the beneficiaries you use most frequently. Then you only need to enter the information once. You can change the information about beneficiaries or delete them from the register.

The beneficiary register/contacts is your personal register which no other person has access to. Please note that we have access to the information in the following way:

The information is saved at the bank. At the bank only the system administrator has access to the information and any messages to beneficiaries. The access will only be used to correct any errors and for maintaining Netbank.

The information will not be disclosed to any other persons.

8 Creditworthiness

Your access to Netbank requires that your personal finances are in order.

9 Use, keeping and disclosure of personal information

We only record the information required, for instance to make transfers and payments of bills. The information includes your user ID, account numbers, the amount and the date of execution. The information will be used for our bookkeeping, on bank statements and in connection with correction of errors.

If you transfer amounts to other banks, the beneficiary will be informed of the amount and any messages from you, for instance

payment references, so that the beneficiary can see who has sent the amount.

The information is only passed on in compliance with legislation. The information will be kept for seven years.

10 Information from Nordea Kredit, Nordea Liv & Pension and Tryg

10.1 Nordea Kredit

Via Netbank you get direct access to information about loans, if any, with our mortgage institution, Nordea Kredit. The information is only available in Netbank. The bank cannot see or use the information. If you do not want to see the information, you can hide it so that it is not shown on the front page of Netbank.

10.2 Insurance and pension schemes

You can view your insurances with Tryg and Forenede Gruppeliv and pension schemes with Nordea Liv & Pension in Netbank. The information is only available in Netbank. The bank cannot see or use the information.

11 Blocking

11.1 Automatic blocking

If you enter your password incorrectly five times, your NemID is blocked. You must contact your branch to have the access opened again.

11.2 Your obligation to block your online access to Netbank

You must block your online access as soon as possible if you suspect

- that your password has become known to any other person
- that any unauthorised person knows the codes on your code card/code token
- that any other person has made unauthorised use of your Netbank.

You can block your online access in the following two ways:

- call Nordea 24/7 on +45 70 33 33 33 around the clock
- call Spærreservice (blocking service) on +45 33 33 22 49 around the clock.

You will get a receipt confirming when the blocking was registered.

You can also block your online access by blocking the code card/code token you use for Netbank. You block your code card/code token in Netbank (via a browser) by selecting the menu item Sikkerhed (security), Spær nøglekort/nøgleviser (block code card/code token).

11.3 Your obligation to block your NemID

Under condition 3.5 of Regler for NemID til netbank og offentlig digital signatur, you can see when you must block your NemID. The rules are available at www.nemid.nu.

11.4 Operational disruptions

When you log on to Netbank, you will, to the extent possible, be notified of errors and operational disruptions.

12. Nordea Denmark, branch of Nordea Bank Abp, Finland, Strandgade 3, DK-1401 Copenhagen C, Denmark, Business registration number 25992180
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