

# Conditions for Nordea's credit 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 credit 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 licence, 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 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 or photo identification when you are to withdraw cash in banks abroad.

### Keep accounts

Keep your receipts, sales vouchers and withdrawal slips and compare them with the statement of direct debits. You should pay particular attention when you have used your card in connection with telephone or mail order or when making purchases over the Internet.

### 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 Credit card abroad

Contact Nordea or – outside Nordea’s business hours – Nets on +45 70 33 30 40 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 – Nets on +45 70 33 30 40 or fax +45 44 68 11 36.

You must state your name and address as well as your card number, account number or personal registration number. Your card will then be blocked immediately and cannot be used.

### 1 Credit card conditions

These conditions apply to the use of credit cards 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?

A credit card is a payment instrument which you can use in Denmark and abroad where the card is accepted.

#### 2.1 Withdrawal of cash

You can use your credit card for withdrawing cash at banks accepting the card. In addition, you can use the card for withdrawing cash from cash machines accepting Mastercard.

The fee for cash withdrawals appears from the Tariff.

#### 2.2 Purchases at retailers

You can use your credit card to pay for goods and services at retailers accepting Mastercard.

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

You can use your 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 your card for illegal purposes, including purchase of goods and services which are illegal under local legislation.

When purchasing abroad you might be asked whether you want to purchase in local currency or in Danish kroner, see more in 17.4.

#### 2.3 Debit entries to your account

Every time you use your credit card, the transaction will be registered by Nets. The total amount will be debited to your account and/or the attached credit facility once a month.

#### 2.4 Spending limit

A credit card has an overall limit for purchases and cash withdrawals within a period of one month. Within the overall limit, cash withdrawals from banks and cash machines are subject to a daily maximum amount. The maximum amounts appear from the Tariff.

In addition, each retailer may fix amount thresholds for the use of the card. Each bank or cash machine may also have fixed amount thresholds for each cash withdrawal. Therefore, you may have to make several withdrawals to withdraw the required amount. A fee will be charged for each cash withdrawal, irrespective of the amount.

### 3 Safeguarding your card, PIN and Mastercard SecureCode

#### 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. However, see the condition on Authorisation/family card.

#### 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 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/family card

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

A family card for Nordea Gold and Nordea Platinum can be issued to your spouse/ cohabitant and children over the age of 18. The card fee for the family card (see the Tariff) is lower than for the principal card. A purchase insurance is attached to the card, but no travel insurance.

If you no longer wish a family cardholder to use your account and/or the attached credit facility, you must inform Nordea in writing immediately. Nordea will then block the card. The family cardholder must immediately return his/her card to Nordea. If the card is returned by post, the card

must be cut in two across the magnetic stripe before it is sent.

#### 4 Mastercard SecureCode

Mastercard SecureCode 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 as a text message when paying for your purchase on the Internet. The one-time code is only to be used when making purchases from merchants participating in Mastercard SecureCode.

If you have not signed up for Mastercard SecureCode, you cannot make purchases from the merchant in question.

- 4.1 Signing up  
Before or during your first purchase from a merchant participating in Mastercard SecureCode you must register your card for Mastercard SecureCode.

You can do so either via [nordea.dk/nethandel](http://nordea.dk/nethandel) or in connection with your first Mastercard SecureCode 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](http://nordea.dk/nethandel) or in connection with a Mastercard SecureCode 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 merchants using Mastercard SecureCode, you must ensure that others do not have or get free access to your card and your mobile phone. We therefore recommend using a PIN for your mobile phone.

You must therefore change/cancel the mobile phone number on record to Mastercard SecureCode 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

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.

When paying for purchases or withdrawing cash, you should always make sure that you get a receipt. 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.

You can pay with the card in the following ways:

Use with electronic reading of the card data directly from the card:

- chip or magnetic stripe and PIN
- chip or magnetic stripe and signature
- Contactless function with or without PIN
- Digital wallet
- chip or magnetic stripe in self-service machines without PIN.

Use with no electronic reading of the card data directly from the card (via the Internet etc):

- card number, expiry date and check number

Use with prior registration of card data such as:

- agreement with a retailer to register card data for future purchases accepted and initiated by you
- subscription where the retailer debits amounts according to specific agreement with you
- agreement with a supplier of a digital wallet where you register your card data for future purchases accepted and initiated by you.

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

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).

Retailers, eg car rental firms and hotels, may reserve an amount on your card to ensure full or part coverage of the final bill. However, retailers must only reserve an amount accepted by you.

##### 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. 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](http://nordea.dk/nordeapay).

##### 5.2 Self-service machines without PIN

In some self-service machines you can use the card without entering your PIN or signing. In these machines

you accept the transaction either by inserting your card or pressing approve.

### 5.3 Use of card number, expiry date and check number

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 the merchant participates in Mastercard SecureCode, you must also key in the one-time code sent to you as a text message in connection with the purchase.

When using the card to make purchases in connection with mail or telephone order 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 order etc.

### 5.4 Prior registration of card data

You may register your card data with a retailer or a supplier of a digital wallet. Then you do not need to enter your card data every time you accept future purchases via the Internet. You must follow the instructions from the retailer or the wallet supplier.

You can register your card data in Nordea Wallet on your Android and/or IOS mobile phone. You can read more about Nordea Wallet and how to use it on your mobile phone on [Nordea.dk/wallet](http://Nordea.dk/wallet).

You may also agree with the retailer that your card data are registered with the retailer for the purpose of paying for a subscription. The retailer will deduct the agreed subscription payments without you having to accept each payment. If you use your card data in this manner, you must make sure that any termination of the subscription is made in conformity with the terms fixed by the retailer.

As regards all these three solutions comprised by condition 5.3, you must contact the retailer or supplier of the digital wallet solution to have the new card data registered if you change cards.

## 6 Checking entries on your statement

You have an obligation to check the transactions on your statement of direct debits 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 conditions 7 and 8.

When checking the transactions on your statement of direct debits, you should be aware that when you use your card to make purchases via the Internet or in connection with mail or telephone order transactions, 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 which 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 are entitled to demand reversal of the payment. 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 eight 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 or telephone order transactions
- in self-service machines without your PIN

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

- the shop 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 to

withdraw from a transaction 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 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 or ought to have become aware of your possible claim. Your obligation to check the transactions on your statement of direct debits on an ongoing basis, see condition 6, will be taken into account when evaluating whether you have contacted Nordea in due time.

Nordea will 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.

A credit card allows you in some additional situations to have a payment reversed if the purchase is made via the Internet or in connection with mail or telephone order. For further information please visit [nordea.dk/indsigelseser](http://nordea.dk/indsigelseser) or contact Nordea.

## 8 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 transactions on your statement of direct debits 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 your card 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 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.

### 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 PIN for the digital wallet, in which your card/card data are registered, you must change it 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 your card has been misused by any other person, Nordea will cover the loss, unless the loss is comprised by conditions 10.2-10.6. Nordea must prove that the loss is comprised by conditions 10.1-10.6.

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

10.3 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 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.

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

- You have 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.

10.5 You will also be liable for the entire loss if you have acted fraudulently or deliberately failed to fulfil your obligations according to these rules. This includes keeping the card and mobile phone used for MasterCard SecureCode safe, see condition 4, protecting the PIN, see condition 3 and 5, and blocking the card, see condition 9.

10.6 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.

10.7 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.

10.8 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

## 11 Nordea's rights and responsibilities

### 11.1 Nordea's right to block the card

Nordea is entitled to block the use of 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 in case of particularly gross and/or repeated unauthorised overdrafts.

Furthermore, Nordea may demand that any cards attached 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.

- 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 mail 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 fees 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. 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.

## 15 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.

## 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](http://nordea.dk/kortregler) or contact Nordea.

Tel: +358 (0)9 18351

## 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

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 via Betalingsservice.

On conversion the methods of calculation described in the Tariff are used, see the Tariff – Currency conversion rates when using the card abroad.

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

If 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 a credit assessment of the individual applicant. For the purpose of such assessment, Nordea may gather information from credit rating agencies and warning registers and ask you to submit notices of assessment and pay slips etc.

## 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 credit card numbers may also appear from Mastercard's international list of blocked card numbers. The list is available to banks and retailers connected to the Mastercard system for these banks and retailers to be able to check if a card used for payment has been blocked.

## 20 Supervision

Being a branch of Nordea Bank Abp, 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](mailto:fiva@fiva.fi)

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](mailto:Finanstilsynet@ftnet.dk)  
Tel: +45 33 55 82 82

## 21 Special rules applying to credit cards with a credit facility attached (credit agreement)

If you have a credit facility attached to your credit card you may postpone the payment of your card spending in full or in part by using your credit limit.

When you order a credit card with a credit facility attached, you will receive a copy of the credit agreement containing information on:

- credit limit (the maximum amount that you may postpone)
- agreed monthly payment (a fixed amount or a percentage of the outstanding balance of the credit facility)
- effective annual rate and the annual borrowing rate
- credit costs at 100% utilization of the credit facility
- annual percentage rate.

### 21.1 Fixed monthly payment and additional payments

The agreed monthly payment may either be in the form of a fixed amount (minimum DKK 250) or a percentage of the outstanding balance of the credit facility (minimum 2.5% - however DKK 250 as a minimum) and it is paid via the direct debit service Betalingsservice.

You may always make payments in addition to the agreed monthly payment and thus avoid or reduce the amount of interest applied to the borrowings against the credit facility. The information required for making an extra payment appears from your statement of direct debits.

### 21.2 Statement of direct debits

Each month you will receive a statement of direct debits from Betalingsservice, which also serves as a statement of accounts. The statement contains information on the purchases and withdrawals that you have made in the preceding period. The statement of direct debits also contains information on the agreed monthly payment, the amount of interest paid (if you have utilised the attached credit facility) and the available balance on the credit facility.

The statement of direct debits also contains the following information:

- transactions during the month (purchases, withdrawals etc) – these will appear as positive amounts
- last month's balance
- payments made – these will appear as negative amounts
- amounts to be paid this month
- addition of interest
- credit limit
- available balance on the credit facility
- interest rate (annual borrowing rate).

### 21.3 Interest calculation

If you pay the month's spending in full each month

on the date stated on the statement of direct debits, the balance spent is free of interest and therefore no interest will be applied.

If you choose to postpone payment of your spending, you will pay interest on the portion of the spending you postpone, that is, the balance of the credit facility.

Interest is applied on a daily basis to the borrowings against the credit facility and is charged monthly in arrears, commencing on the first succeeding invoicing. The application of interest ceases when the entire outstanding balance has been repaid on time. The interest rate is variable and appears from the Tariff.

#### 21.4 Establishment of the credit facility

You pay a fee for establishing the credit facility attached to the card. The fee appears from the Tariff and is a one-off fee payable when you first use the credit facility.

## 22 Glossary

**Betalingservice (direct debit service):** The use of Betalingservice (direct debit), which automatically debits the monthly amount spent to the account attached, is a condition for issuing a credit card.

**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.

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

**Spending limit:** The maximum amount you can withdraw and buy for each month if you pay the card spending in full on each invoicing. Consequently, your spending is cleared monthly.

For credit cards with a credit facility attached (credit agreement), the spending limit is not cleared each month.

**Credit limit:** The maximum amount you can borrow against the credit facility if you postpone payment of your card spending. Only applies to credit cards with a credit facility attached (credit agreement).

**Available balance:** For credit cards with a credit facility attached (credit agreement), the available balance is the difference between your credit limit and the amount you have chosen to postpone for later payment. If you have chosen to postpone an amount corresponding to your credit limit, your available balance is zero. The card can be used again when you have made repayment on the credit facility.

**Dynamic currency conversion:** 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.

**Family card:** A family card can be issued for your Nordea Gold and Nordea Platinum. The consumption will be debited to the same account as your own consumption. A purchase insurance is attached to the family card.

**Mastercard:** The organization laying down the international rules governing the Mastercard system.

**Mastercard SecureCode:** Mastercard SecureCode provides extra protection against misuse of card data when shopping online. Before you can use Mastercard SecureCode for online shopping, you need to register your card for Mastercard Secure Code.

**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 Mastercard SecureCode.

**Nets:** Nets A/S – Danish Payment Systems is the company administering the Mastercard system for Nordea.

**One-time code:** A code sent to you as a text message to the mobile phone number on record. You must use this code when making purchases from merchants participating in Mastercard SecureCode.

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

**Receipt:** Evidence of a payment in paper or electronic form.

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

**Retailers or merchants:** Shops, hotels, restaurants and other payees accepting Mastercard for payments.

**Spending limit:** The maximum amount that you can withdraw and buy for each month. Your spending is cleared monthly.

**Tariff:** The list of charges etc in force from time to time. The Tariff forms part of the conditions for Nordea's credit cards. You can obtain the conditions at Nordea or view them at [nordea.dk/kortregler](http://nordea.dk/kortregler).

**Tariff etc for Nordea Credit**

Tariff effective from 1 January 2019

	<b>Charge</b>
Annual card fee (Payable in advance).	DKK 250
Cards established before 1 January 2019 Annual card fee (Payable in advance).	DKK 0 -250*
Express order (Physical card)	DKK 250
<b>Sending cards</b> <b>Ordinary mail</b> Denmark, Western Europe, North America** <b>Registered mail</b> Eastern Europe** <b>Courier service</b> Other countries**	DKK 0 DKK 250 DKK 500
Replacement card (Physical card)	DKK 150
Re-order pin	DKK 45
Change in spending limit, temporary	DKK 100
Withdrawal of cash at cash machines/banks: 2% of the amount withdrawn, minimum charge per withdrawal	DKK 50
Emergency replacement card	DKK 0
Emergency cash advance	DKK 0
Copy of sales voucher or withdrawal slip, per copy	DKK 75
Copy of statement of direct debits	DKK 0
Annual borrowing rate	0%

\* The fee is unchanged from the previous customer programmes: Ung+kunder DKK 100, Basiskunder DKK 250, Fordelskunder DKK 100, Fordel+kunder DKK 0. As from 1 January 2019, enrolment in these customer programmes is no longer possible.

\*\* See the countries at [nordea.dk/kortforsendelse](http://nordea.dk/kortforsendelse)

**Limitations when withdrawing cash**

You may withdraw a maximum of DKK 6,000 per day at cash machines. You may as a maximum spend a monthly amount for withdrawals and payment transactions corresponding to the individually agreed spending limit.

**Currency conversion rates when using the card abroad** When the card is used abroad, conversion from foreign currency to Danish kroner (DKK) will be made at the reference rate stated at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser) for the relevant currency with an addition, see below:

1. European currencies published at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser): the exchange rate on the date the transaction is being processed in Nets plus 1.50%.
2. Other currencies published at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser): the exchange rate on the date the transaction is being processed 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

**Tariff etc for Nordea Gold**

Tariff effective from 1 January 2019

	<b>Charge</b>
Annual card fee (Payable in advance).	DKK 0-700*
Cards established before 1 January 2019 Annual card fee (Payable in advance).	DKK 0-700**
Family card without travel insurance	DKK 100
Express order (Physical card)	DKK 250
<b>Sending cards</b>	
<b>Ordinary mail</b> Denmark, Western Europe, North America***	DKK 0
<b>Registered mail</b> Eastern Europe***	DKK 250
<b>Courier service</b> Other countries***	DKK 500
Replacement card (Physical card)	DKK 150
Re-order pin	DKK 45
Change in spending limit, temporary	DKK 100
Withdrawal of cash from cash machines/banks: 2% of the amount withdrawn, minimum charge per withdrawal	DKK 50
Emergency replacement card (Physical card)	DKK 0
Emergency cash advance	DKK 0
Copy of sales voucher or withdrawal slip, per copy	DKK 75
Copy of statement of direct debits	DKK 0
Annual interest rate	0%

**Card with attached credit facility** (no credit facility can be attached to Nordea Gold)

Annual interest rate Interest will be calculated from the due date, that is, the first business day of the month after invoicing. Interest is applied monthly.	10.25%-16,75%****
Annual borrowing rate	10.75%-18,10%*****

\* Young (18 – 28 years): DKK 350, Daily Banking Customers: DKK 700, Homeowners, Premium Banking – and Private Banking customers: DKK 0.

\*\* The fee is unchanged from the previous customer programmes: Ung+kunder DKK 350, basiskunder DKK 700, fordelskunder DKK 350, fordel+kunder DKK 0. As from 1 January 2019, enrolment in these customer programmes is no longer possible.

\*\*\* See the countries at [nordea.dk/kortforsendelse](http://nordea.dk/kortforsendelse)\*\*\*\* The interest is unchanged from the previous customer programmes: Ung+kunder 10,25 pct., basiskunder 16,75 pct., fordelskunder 13,75 pct.; fordel+kunder: 10,25 pct. As from 1 January 2019, enrolment in these customer programmes is no longer possible.

\*\*\*\*\* The interest is unchanged from the previous customer programmes: Ung+kunder 10,75 %, basiskunder 18,10 %, fordelskunder 14,65 %; fordel+kunder: 10,75 % As from 1 January 2019, enrolment in these customer programmes is no longer possible.

**Limitations when withdrawing cash**

You may withdraw a maximum of DKK 6,000 per day at cash machines. You may as a maximum spend a monthly amount for withdrawals and payment transactions corresponding to the individually agreed spending limit.

**Currency conversion rates when using the card abroad**

When the card is used abroad, conversion from foreign currency to Danish kroner (DKK) will be made at the reference rate stated at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser) for the relevant currency with an addition, see below:

1. European currencies published at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser): the exchange rate on the date the transaction is being processed in Nets plus 1.50%.
2. Other currencies published at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser): the exchange rate on the date the transaction is being processed 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.

## Tariff etc for Nordea Platinum

Tariff effective from 1 June 2017

<b>Nordea Platinum is only issued to Private Banking customers</b>	
<b>Annual card fee</b> Payable in advance.	DKK 1,500
<b>Family card without travel insurance</b>	DKK 200
<b>Access to airport lounges</b> Ten annual visits Subsequent visit, per person	DKK 0 DKK 200
<b>Express order</b>	DKK 250
<b>Sending cards</b>	
<b>Ordinary mail</b> Denmark, Western Europa, North America*	DKK 0
<b>Registered mail</b> Eastern Europe*	DKK 250
<b>Courier service</b> Other countries*	DKK 500
<b>Replacement card</b>	DKK 150
<b>Re-order pin</b>	DKK 45
<b>Withdrawal of cash from cash machines/banks:</b> 2% of the amount withdrawn, minimum charge per withdrawal.	DKK 50
<b>Emergency replacement card</b>	DKK 0
<b>Emergency cash advance</b>	DKK 0
<b>Copy of sales voucher or withdrawal slip, per copy</b> Charged only if the entry corresponds to the voucher or withdrawal slip.	DKK 75
<b>Copy of statement of direct debits</b>	DKK 0
<b>Change in spending limit, temporary</b>	DKK 100
<b>Change in spending limit, permanent</b>	DKK 0
<b>Monthly interest rate</b>	0%
<b>Annual borrowing rate</b>	0%

\* See countries at [nordea.dk/kortforsendelse](http://nordea.dk/kortforsendelse)

### Limitations when withdrawing cash

You may withdraw a maximum of DKK 10,000 per day at cash machines. You may as a maximum spend a monthly amount for withdrawals and payment transactions corresponding to the individually agreed spending limit.

### Currency conversion rates when using the card abroad

When the card is used abroad, conversion from foreign currency to Danish kroner (DKK) will be made at the reference rate stated at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser) for the relevant currency with an addition, see below:

1. European currencies published at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser): the exchange rate on the date the transaction is being processed in Nets plus 1.50%.
2. Other currencies published at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser): the exchange rate on the date the transaction is being processed 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.