

Mastercard Premium conditions

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Good advice on credit cards

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.

Memorise your PIN

You can get access to your PIN via the mobile banking app and Netbank.

The PIN must always be kept separate from the card and never be written on the card.

Do not reveal your PIN to anyone else

The PIN is your electronic signature. No matter what happens and where you are in the world, never reveal your PIN to anybody else. Never choose your PIN as a password for a PC or any other system operated by means of a code chosen by the user. Likewise, do not key in your PIN on a push-button telephone 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 space provided for the total amount and the date has been filled in when you sign a sales voucher

You should check that the date and amount have been stated correctly. Cross out any empty space before and after the amount or draw a horizontal line in such space so that the amount cannot subsequently be increased.

Keep accounts

Keep your receipts and compare them with the statement received from Nordea. Be extra careful when you have used your card for mail order or telephone transactions or online shopping.

Be careful with the chip and 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.

Check the expiry date of the card

After the expiry date the card will be rejected. Before the card expires, you will receive a new card with a new expiry date and verification code.

The card expires on the last day of the month stated on the card.

Online payments

When you use your card for online payments, 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 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 suspect that your PIN has become known to any other

person or that an unauthorised person is using your card number.

The card can be blocked immediately in both Nordea's mobile banking app and Netbank

If you do not have the mobile banking app or Netbank, you can contact Nordea or – outside business hours – Nordea's Spærreservice (card loss centre) on +45 70 33 22 49 or Nets on +45 70 33 70 80.

State your name and address, the name of your Nordea branch office 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. Conditions for Nordea's credit cards

These conditions apply to the use of credit cards issued by Nordea Danmark, filial af Nordea Bank Abp, Finland ("Nordea"). The conditions apply to card payments at physical stores as well as for online shopping.

See the glossary in condition 23.

2. What can you use the card for?

A Nordea credit card is a payment instrument which you can use in Denmark and abroad. Merchants will display signs on their premises or information on their website on whether they accept Mastercard.

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

Note that fees may be charged for using your Mastercard abroad and that the transaction amount will be included in

the monthly spending limit for your Nordea credit card, see condition 2.6.

2.1 Withdrawal of cash

You can use your card to withdraw cash at cash machines in Denmark and abroad which accept Mastercard. In addition, you can use Mastercard to withdraw cash at other banks in Denmark or paypoints abroad that accept this card.

2.2 Purchases from merchants

You can use your card to pay for goods and services at merchants that accept Mastercard. You can use your card for online shopping or for mail orders and telephone transactions. In addition, you can use the card in self-service machines.

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

If you use your Mastercard for purchases abroad, you will be asked whether the purchase should be made in the local currency or in Danish kroner, see condition 18 for more information.

2.3 Charges to your card 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 Contactless payment function

Your card has a contactless payment function, which you may use when making purchases from merchants that offer this service.

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

like this: 

You may make contactless payments up to an upper limit per transaction without having to key in your PIN. You can see the upper limit on Nordea's website. The upper limit may be changed; you will only be notified if the amount is adjusted up or down by more than 50% in a calendar year.

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

2.5 Spending limit

A credit card has an overall purchase and cash withdrawal limit within a period of 30 consecutive days. Within the overall maximum amount, a limit has been set for daily cash withdrawals from financial institutions or cash machines. The relevant amount appears from the tariff.

In addition, each merchant may fix amount thresholds for the use of the card. In addition, each bank or cash machine may have fixed limits 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. Use of the card

3.1 Payment

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

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

When you pay, your card details are used to effect the payment. Your card details are read via the chip, magnetic strip or wallet app on your mobile phone or other device. When you use the contactless function, your data are read via the chip and when you pay via the wallet app, the data are read via your mobile phone. When you shop online or take out a subscription, you must enter the card number, expiry date and card verification code – see conditions 3.3. and 3.5.

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

3.2 Other conditions concerning payments

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

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

When using the card for renting a car or checking into a hotel, you will usually be asked to sign a slip allowing the car rental firm or the hotel to subsequently withdraw an additional amount.

They will then be able to withdraw an amount for petrol, consumption from the mini bar or the like.

Merchants, for instance car rental firms and hotels, may also reserve an amount via your card for full or part payment of the final bill. However, a merchant must only reserve an amount accepted by you.

3.3 Cards in wallets

You can link your card to an app on your mobile phone (for instance Apple Pay or Google Pay).

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

3.4 Online shopping and use of card number, expiry date and card verification number

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

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

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

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

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

When using the card to make purchases in connection with mail order or telephone transactions, you must state the card number, the expiry date of the card, the card verification number and perhaps also your name and address. In connection with mail order transactions you must also sign an order form.

You must never state your code (password or one-time code) or similar personal security measures in connection with online purchases, mail orders or telephone transactions etc.

3.5 Prior registration of card data

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

You may agree with a merchant that your card details are registered for the purpose of paying for subscriptions or other recurring purchases. The merchant will deduct the agreed subscription payments without you having to approve each payment. However, you must always approve the first payment by using your personal security measure.

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

3.6 Automatic updating of card details

Your card is registered for a service that enables automatic update of your card details with merchants where you have subscriptions or recurring purchases or other places where your card details are registered for the purpose of payment.

Your details are updated when your card is replaced following, for instance, blocking or expiry, and you avoid having to update your card details with the individual merchant. However, it is a prerequisite that the individual merchant has signed up for this service.

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

3.7 Geographical blocking

You can restrict the geographical areas where your card can be used. Generally, your card will work all over the world, but you can choose to block the following areas:

- Denmark
- Nordics
- Baltics
- Europe
- America
- Asia
- Oceania
- Africa

You can block Europe and the Nordics without at the same time blocking Denmark, but you cannot block Denmark and at the same time be able to use the card in Europe or the Nordic region. If you have blocked Europe, you cannot use your card in any European country. However, if the payment terminal abroad is an old terminal that is not online, the purchase will be completed anyway.

We recommend that you block all areas except Denmark and only allow your card to be used in the relevant areas when you travel. Do not forget to change back when your holiday is over.

You may also choose to block online purchases. This way you minimise the risk of misuse if your card has been copied. If you block online purchases, all online payments, including MobilePay, will be blocked.

You change the card settings via Nordea's mobile banking app and Netbank.

3.8 Individual limit for withdrawals in cash machines

When you receive your card, you can withdraw cash in cash machines corresponding to the amount listed in the tariff guide at the back of the terms and conditions for the card. If you never withdraw cash, you can lower the daily limit. You can also ask for a higher limit for a period of time as needed.

For Nordea Credit the daily limit cannot exceed DKK 6,000. For Nordea Gold the daily limit cannot exceed DKK 10,000, while the limit can be up to DKK 20,000 for Nordea Platinum.

We recommend that you set the lowest possible limit and only increase it when needed. You change the settings via Nordea's mobile banking app and Netbank.

4. Safeguarding your card and personal security measure

4.1. Cards

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

The card must not be handed over to or entrusted to any other person. This is also the case if you have linked your card to a wallet.

4.2. Personal security measure – physical stores and cash machines

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

It's quick and easy to find your PIN via our mobile banking app or Netbank. For security reasons you need to use your MitID, NemID or another biometric security solution to see your PIN. If you do not have access to Nordea's mobile banking app or Netbank, we can send you the PIN by letter.

If you receive the PIN by letter, please examine the letter to check whether it looks like others have opened it to see the PIN. If you do not use our mobile banking app or Netbank, you should memorise your PIN. The PIN must not be kept with the card or

written on the card or stored in or together with your mobile phone.

If you are unable to memorise your PIN or want to keep evidence of it, you must store it in a safe place. If you need to write down the PIN, you should use a PIN memoriser or something similar.

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

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

4.3. Personal security measure – online shopping

Mastercard Identity Check provides extra protection against misuse of your card details when shopping online. This protection is generally used for online shopping and it is the merchant's responsibility to provide this security solution. Nordea is under certain circumstances legally entitled to reject your payment if this extra protection is not part of the merchant's check-out process.

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

Please note that not all card transactions require Mastercard Identity Check even if the merchant displays the logo.

4.4. Use of personal security measure for online shopping

When you receive your new card, it will automatically be signed up for Mastercard Identity Check if you have stated your mobile telephone number to Nordea.

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

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

You can change our mobile telephone number or password via nets.eu/3ds.

4.5 Security – card and mobile phone

As your mobile phone becomes part of the security in relation to online purchases from merchants using Mastercard Identity Check, you must ensure that others do not have or get free access to your card and your mobile phone. We recommend that you use a passcode on your mobile phone.

You must therefore change/cancel the mobile phone number on record as soon as possible if you lose the mobile phone used to receive one-time codes and generally remember to inform Nordea if you get a new mobile phone number. If you lose your card at the same time, you must also block it, see condition 9.

5. Authorisation/family card

It is not possible to issue a family card to an authorised person or spouse/cohabitant.

6. Checking entries in your payment summary

You have an obligation to check the transactions in your payment summary when you receive it. If you find transactions when

checking that do not tally with your receipts or you think that you have not made, you must contact Nordea as soon as possible. You can use Nordea's secure communication channels such as Netbank or the mobile banking app. Please note the deadlines stated in conditions 7 and 8.

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

7. Reversal of payments you have approved

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

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

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

7.2 Online purchases, mail orders and telephone transactions etc

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

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

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

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

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

It is a condition that you raise your objection to Nordea as soon as possible after you have or ought to have become aware of the unauthorised withdrawal of one or several amounts from your account. You must dispute the withdrawal no later than 14 days after you have become aware or ought to have become aware that you could claim a reversal. See guidelines and forms at nordea.dk/indsigelse. You can submit your dispute digitally via the mobile banking app.

When we assess whether you have contacted us in due time, we attach importance to your duty to regularly check entries in your account (see condition 6).

After having received your objection Nordea will investigate the disputed transaction. The disputed amount will normally be credited to your account while your objection is being investigated. If the dispute turns out to be unjustified, the

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

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

7.3 Reversal of payments for online/mail or telephone orders

As a cardholder you can in some situations have a payment reversed if the purchase is made online or via mail or telephone (distance selling). For further information see nordea.dk/indsigelse or contact Nordea.

8. Reversal of payments you have not approved

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

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

Nordea will then investigate your 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.

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

9. Your obligation to block your card

9.1 Cards

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

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

You can block your card directly via the mobile banking app. Outside Nordea's business hours you must contact Nordea's Spærreservice (card loss centre), on +45 70 33 22 49 or Nets' 24-hour telephone service +45 70 33 70 80. When you contact Nordea's Spærreservice or Nets, state your name and address, the name of the accountholding branch office and, if possible, your card number, account number or personal registration number.

When your card has been blocked, you will be informed of the reason for and the time of the blocking. Please note that if your card is blocked, you cannot use it in your digital wallets.

If a blocked card is found again, you must contact Nordea to agree what to do next. Nordea may under certain circumstances be able to unblock the card.

9.2 Cards in wallets

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

- you lose your mobile phone
- you discover that your card on your mobile phone has been misused

- you otherwise suspect that the card in a wallet may be misused.

To block your card on your mobile phone contact Nordea at +45 70 33 33 33. Outside business hours you must contact Nordea's Spærreservice on +45 70 33 22 49 or Nets' 24-hour telephone service on +45 70 33 70 80. When you contact Nets, state your name and address, the name of the accountholding branch office and, if possible, your card number, account number or personal registration number.

When your card in a wallet has been blocked, you will be informed of the reason for and the time of the blocking.

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

10. Your liability in case of misuse of your card

10.1 Cover of losses

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

10.2. Liability and excess

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

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

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

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

10.3. Liability for entire loss

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

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

You will also be liable for the entire loss if you have acted fraudulently or deliberately failed to fulfil your obligations under these rules. This includes keeping the card and mobile phone used for the personal security measure safe, see condition 4, or blocking the card, see condition 9.

10.4. Exclusion of liability

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

Nor are you liable for any loss arising if you have not had the chance to block your card due to circumstances on the part of Nordea. Nor are you liable if you were in a position where you could not detect the loss, theft or unauthorised use of the personal security measure before the unauthorised use.

In addition, you are not liable for unauthorised use of the card when it is caused by actions taken by Nordea's employees, agents or branches or by an entity to which Nordea's activities are outsourced or their inaction.

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

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

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

11. Nordea's rights and responsibilities

11.1 Nordea's right to block your card

Nordea is entitled to block your card if:

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

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

Furthermore, Nordea may demand that all cards linked to the account are returned.

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

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

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

11.2 Replacement of the card

Nordea may at any time replace the card.

11.3 Nordea's liability

Nordea is liable to pay damages if, due to errors or negligence, Nordea's performance of agreed obligations is late or defective.

Even in areas subject to stricter liability, Nordea is not liable for any loss caused by:

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

- failures of the electricity supply or telecommunications, statutory intervention or administrative orders, natural disasters, war, insurrections, civil commotion, sabotage, terrorism or vandalism (including computer virus and hacking)
- strikes, lockouts, boycotts or blockades, whether or not the dispute is aimed at or was initiated by Nordea or its organisation, and notwithstanding the reason for the dispute. This also applies if the dispute only affects parts of Nordea.
- Other circumstances which are 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.
- Nordea, in any case, is liable for the cause of the loss according to Danish law.

11.4 Industrial disputes

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

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

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

11.5 Errors and defects

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

12. Expiry

You can use your card up to and including the expiry date stated on the card, after which the card is no longer valid. You will receive a new card before the expiry date of your old card.

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 first cut it in two across the magnetic stripe.

14. Changes to the tariff guide

Amendments to these conditions and tariff changes may be made by giving two months' notice if the changes are not in your favour.

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

Amendments to these conditions will be considered approved by you unless you have informed Nordea before the new

conditions take effect that you do not want to be bound by the new conditions.

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

15. Complaints

If you have complaints concerning your card, please contact Nordea's Customer Ombudsman. If you do not succeed in your complaint, you may contact the Danish Credit Institutions' Claims Board, St. Kongensgade 62, 2. sal, 1264 København K (e-mail: sek@fanke.dk), Tel. +45 35 43 63. You can use a link via their website: <https://fanke.dk/det-finansielle-anknaevn/indgivelseafklage/>

You may also complain to the authorities that supervise Nordea's compliance with the Danish Payment Services Act.

The Danish Consumer Ombudsman supervises information requirements in connection with the implementation of payment services, rights and obligations when using payment services, the use of payment data and information about fees. The Danish Competition and Consumer Authority (Carl Jacobsens Vej 35, 2500 Valby – www.kfst.dk) supervises compliance with other rules on fees and charges.

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

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

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's website or contact Nordea directly.

17. Charges and currency conversion

17.1 Nordea's fees and charges

See fees and charges on Nordea's website and in the tariff guide.

17.2 Merchants' charges

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

17.3 Currency conversion rates when using the card abroad

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

Nordea's currency conversion rate consists of a reference exchange rate from Mastercard and a foreign exchange fee for European currencies and one for other currencies. See the Mastercard reference exchange rate at www.nets.eu/valutakurser. Nordea's foreign exchange fee is stated in the tariff guide.

Changes to the reference rate take effect without notice.

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

exchange rate is obtained.

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

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

Exchange rates vary from day to day. To see the current foreign exchange fee, use the exchange rate converter at <https://fxcards.nordea.com/dk>.

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

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

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

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

17.5 Dynamic currency conversion

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

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

18. Credit assessment of card applicant

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

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

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

The information is stored by the merchant, the merchant's bank and data provider (for instance Nets) and Nordea. It is used for bookkeeping, in account statements and for any subsequent error correction. When you use Mastercard, information needed to

make your payment will also be stored by Mastercard Inc., which is obliged to store and process the information in accordance with the EU's General Data Protection Regulation.

Information is passed on to other parties only if required by law or for the purpose of preventing unauthorised use of the card. The information is kept on file for the current year plus the following five years.

On signing up for Mastercard Identity Check, your mobile phone number will be kept with Nets for the purpose of sending one-time codes by text message.

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

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

20 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 Mastercards will also appear from Mastercard's international list of blocked card numbers.

Banks and merchants connected to the Mastercard system can check with Nets if a card payment has been blocked.

21. Supervision

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

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

The Finnish Financial Supervisory Authority
Snellmannsgatan 6, PB 103,
00101 Helsinki
Finland
E-mail: fiva@fiva.fi
Telephone: +358 9 183 5339

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

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

22. Special rules for credit cards with instalments

If you have a credit card with instalments 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 instalments, 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 card)
- effective annual rate and the annual borrowing rate
- credit costs at 100% utilisation of the credit limit
- annual percentage rate.

22.1 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 card (minimum 2.5% and at least DKK 250). It must be 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 limit. The information required for making an extra payment appears from your payment summary.

22.2 Payment summary

Each month you will receive a payment summary from Betalingsservice, which also serves as a statement of accounts.

The payment summary contains information on the purchases and withdrawals that you have made. The payment summary also shows the agreed monthly payment, the amount of interest paid and the available balance on the credit card relative to the credit limit.

The payment summary also contains the following information:

- transactions of the month (purchases, withdrawals etc) – these will appear as negative 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 card
- interest rate (annual borrowing rate).

22.3 Interest calculation

If you pay the month's spending in full each month on the date stated in the payment summary, the balance spent is free of interest and therefore no interest will be applied.

Interest is applied on a daily basis to the borrowings against the credit limit 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.

22.4 Establishment of credit card with instalments

You pay a fee for establishing the credit card with instalments. The fee appears from the tariff guide and is a one-off fee. The information required for making an extra payment appears from your payment summary.

23 Glossary

Business day:

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

Betalingservice (direct debit)

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.

Digital wallet:

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

Available balance:

For credit cards without instalments it is the difference between the total spend and the spending limit. For credit cards with instalments it is the difference between your total spend and postponed payments and your credit limit.

Dynamic currency conversion:

Used by some merchants and cash machines to enable you to pay abroad in Danish kroner. The merchant will make the currency conversion, and the cardholder's bank has no influence on the conversion rate used.

One-time code:

A code sent to you via a text message to the mobile phone number on record. You must use this code together with your password for online shopping when making purchases from merchants that use Mastercard Identity Check.

Device:

The smartphone, computer, tablet etc that you use for online shopping.

Family card:

For Nordea Black a family card can be issued. The spending will be debited to the same account as your own spending. A purchase insurance is also attached to the family card.

Physical store:

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

Password for online shopping:

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

Contactless payment:

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



Cards:

The physical card or virtual card in a wallet.

Credit card limit:

The maximum amount you can withdraw and buy for and postpone for later payment. Only applies to credit cards with instalments.

Mastercard:

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

Mastercard Identity Check:

Mastercard Identity Check provides extra protection against misuse of card details when shopping online.

MitID:

MitID is the next generation of NemID. This is the ID that you need for digital self-service solution to confirm your identity. You need to use MitID for everything that you currently use NemID for.

NemID:

NemID is a digital signature. A distinction is typically made between NemID for your bank and NemID for public digital signature (OCES), but you can use both types when signing up for Mastercard Identity Check.

Nets:

Nets Denmark A/S – the company administering credit cards for Nordea. Nets is part of the Nexi Group.

Personal security measure:

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

PIN:

The secret personal identification number attached to the card.

Tariff guide:

The list of fees and charges etc in force from time to time. You can get the tariff guide at Nordea.

Currency conversion rate:

The conversion rate used for converting amounts of purchases abroad into Danish kroner. Nordea's currency conversion rate consists of a reference exchange rate from Mastercard and a foreign exchange fee for European currencies and one for other currencies. See the Mastercard reference exchange rate at www.nets.eu/valutakurser. Nordea's foreign exchange fee is stated in the tariff guide.

Transaction:

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

Wallet:

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

Wallet provider:

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

24 Fees and charges for Mastercard Premium

The fees and charges apply from August 2022

Annual fee for Premium customers (payable in advance)	DKK 675
Lounge access: 4 annual lounge visits Current price for subsequent visits is available on nordea.dk/lounge	
Express order	DKK 250
Sending cards Ordinary mail Denmark, Western Europe, North America	DKK 0
Registered mail Eastern Europe	DKK 250
Courier service to other countries	DKK 500
Replacement card	DKK 150
Reordering PIN	DKK 45
Withdrawal of cash from cash machines/banks: 2% of the amount withdrawn, minimum charge per withdrawal	DKK 50
Foreign exchange fee*	
European currencies	1.0 %
Other currencies	1.5 %
Copy of sales voucher or withdrawal slip, per copy	DKK 75
Copy of payment summary (Betalingsservice)	DKK 0
Change in spending limit – temporary	DKK 100
Change in spending limit – permanent	DKK 0
Monthly interest rate	0 %
Annual borrowing rate	0 %

*Purchases and cash withdrawals in foreign currency are converted into DKK based on Nordea's conversion rates. Nordea's currency conversion rate consists of a reference exchange rate from Mastercard and a foreign exchange fee for European currencies and one for other currencies (see the tariff guide above). Mastercard's reference rate is published on nets.eu/valutakurser

Cash withdrawal limits

You may generally withdraw a maximum of DKK 8,000 per day at cash machines. Your monthly amount of withdrawals and payment transactions may not exceed the individually agreed spending limit.