

## Conditions for Netbank – Personal

(applicable from 1. August 2024)

The conditions for Netbank – personal customers apply between the customer and Nordea Denmark, filial af Nordea Bank Abp, Finland (the “Bank”). You can get online access to Netbank in the Bank in various ways, for instance via your browser (Netbank) or via apps on your mobile phone or tablet (Nordea Mobile). Read more about your options at [nordea.dk/netbank](https://nordea.dk/netbank) and [nordea.dk/mobilbank](https://nordea.dk/mobilbank).

### 1 What can you use Netbank for?

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

- [view balances, transactions and interest rates on all your current and future deposit and investment accounts, including accounts from other banks that you have added to Netbank](#)
- [view the value of your pension accounts in Nordea and associated pension accounts as well as relevant trades and transactions on the mentioned custody accounts and accounts](#)
- [view balances, transactions and interest rates on all your current and future loan accounts, including overdraft facilities](#)
- [view mortgage loans with Nordea Kredit](#)
- [view the value of all your security custody accounts and associated income accounts as well as relevant trades and transactions on the mentioned custody accounts and accounts](#)
- [view and access electronic communications in Mail and Chat](#)
- [view your agreements and documents with the Bank and view direct debit statements of completed and archived payments](#)
- [pay bills from your accounts through direct debit, for example by setting up payment agreements via Betalingservice](#)
- [view Card details \(for example balance, transactions, card type, expiry date\) for all your existing and future debit cards and credit cards issued according to agreement with the Bank and block your cards](#)
- [View the PIN for your cards and activate your payment cards in other digital wallets or on other mobile devices](#)
- [get a visual overview in Nordea Mobile of your finances via your payment transactions, including a list of your current subscriptions and the option to cancel them. This requires your consent, which you give via Nordea Mobile.](#)
- [Transfer money and pay bills from your accounts with the Bank to accounts with banks in Denmark and outside Denmark.](#)
- [use of the Services function in Netbank, which gives access to for example orders/changes in the areas of Cards, Savings and investments, Accounts and Payments, Pension, Insurance, Finances and Digital services](#)
- [edit contact information under personal profile](#)
- [calculate remortgaging of Nordea Kredit mortgage loan and apply for a loan with Nordea Kredit via eBolig](#)
- [Lock in the price of Nordea Kredit mortgage loan in eBolig](#)
- [give or withdraw consents](#)
- [view insurances taken out with Topdanmark in Nordea Mobile](#)

You have online access to Netbank around the clock every day of the year. In Netbank special deadlines referred to as cut-off times apply to receipt of your instructions in terms of executing them on a business day, see condition 2.5. Special deadlines in Netbank also apply to cancellation of your instructions, see condition 2.6.

### 2 Conditions for the use of Netbank and payment services

#### 2.1 Use MitID or Nordea ID for online access

You need MitID or Nordea ID to be able to use Netbank and payment services.

MitID or Nordea ID consists of a user ID that you use together with the authenticators that are from time to time linked to your MitID and/or Nordea ID.

Authenticators must be approved by the Bank.

The authenticators can be a password, a PIN, an app, a code display, an audio code reader or a chip that you need to verify your identity and log in to Netbank and/or approve a payment instruction in Netbank.

The preferred MitID and Nordea ID authenticator is an app that you can

download and use on your smartphone and/or tablet.

The conditions for using MitID and Nordea ID, including the conditions for keeping your user ID, passwords, PINs and authenticators safe, appear from:

- *the Terms and conditions for MitID*, which are available at [www.mitid.dk](https://www.mitid.dk) and
- *the Nordea ID rules*, which are available at [www.nordea.dk/nordeaid](https://www.nordea.dk/nordeaid)

#### 2.2. Creating and using personal codes for MitID and Nordea ID

To be able to use MitID and Nordea ID for identification and authentication, you must enter your user ID together with a personal code of your choice (password or PIN) or together with codes from your authenticators.

#### 2.2.3 Storage and protection of passwords, PINs and authenticators for MitID and Nordea ID

The conditions for storage and protection of your passwords, PINs and authenticators for MitID and Nordea ID appear from:

- *the Terms and conditions for MitID*, D.4, which are available at [www.mitid.dk](https://www.mitid.dk), and
- *the Nordea ID rules, condition 2.2.*, which are available at [www.nordea.dk/nordeaid](https://www.nordea.dk/nordeaid).

If you suspect that your password or PIN has become known to any other person and/or unauthorised persons have access to your authenticators, you must immediately block your Netbank, MitID and/or Nordea ID. See conditions 11.2 and 11.3 below.

#### 2.3 Young people under the age of 18

If you are under 18, you will get a version of Netbank with limited functions as you are underage. Therefore, you cannot for example use the functions in Netbank that require confirmation via electronic identification. Read more about limitations and possibilities at [nordea.dk](https://nordea.dk).

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

#### 2.4 Submitting a payment instruction in Netbank

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

##### 2.4.1 Confirmation of a payment instruction in Netbank via a browser

You must confirm your instruction for a transfer or a bill payment by clicking the Transfer button on the screen in Netbank. In addition, you will be asked to confirm your instruction using your MitID or Nordea ID authenticator.

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

To confirm an instruction for a transfer between your own accounts, jointly held accounts and accounts you are authorised to operate, select the Transfer button.

To confirm an instruction for a transfer to accounts held by a third party with the Bank – or other banks in Denmark – select the Transfer button. In addition, you will be asked to confirm your instruction using your MitID or Nordea ID authenticator.

##### 2.4.3 Confirmation of certain types of payment instructions in Netbank

For certain types of transfers and bill payments created in Netbank, you may be asked to confirm your instruction by way of a text message. You will receive a text message on the mobile number you have registered in Netbank. To confirm your instruction you must answer “ja” (yes). If you do not answer “ja”, your instruction will be deleted automatically.

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

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

The user's instruction must be received in Netbank no later than 24.00 on the business day on which the user wants the transfer to be executed.

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

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

Your instruction must be received no later than 18.00 on the business day on which you want the transfer to be executed.

The amount will be available in the beneficiary's bank's account no later than on the business day after the day on which the transfer was executed, see condition 2.7.

However, if your instruction for a standard credit transfer to accounts with other banks in Denmark is received no later than 12.00 on the business day on which you want the transfer to be executed, the instruction will automatically be executed as a same-day credit transfer. This implies that the amount will be available in the beneficiary's bank's account on the same business day as the transfer is executed, see condition 2.7.

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

The user's instruction must be received in Netbank no later than 24.00 on the business day on which the user wants the transfer to be executed.

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

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

Your instruction must be received no later than 18.00 on the business day on which you want the payment to be executed.

The amount will be available in the beneficiary's bank's account no later than on the business day after the payment was executed, see condition 2.7.

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

## 2.6 Cancellation of a payment instruction

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

If you have submitted an instruction for a same-day credit transfer to another bank in Denmark on the business day on which you want the transfer to be

executed, you cannot cancel the instruction once you have confirmed it using your MitID or Nordea ID authenticator.

If you have submitted an instruction for an express credit transfer to another bank in Denmark, you cannot cancel the instruction once you have confirmed it using your MitID or Nordea ID authenticator.

If you have submitted an instruction for a transfer to an account with the Bank on the business day on which you want the transfer to be executed, you cannot cancel the instruction once you have confirmed it using your MitID or Nordea ID authenticator.

Transfers and bill payments can only be cancelled in Netbank if you have ordered them via Nordea Netbank.

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

## 2.7 Maximum execution time

The execution time for standard credit transfers via Netbank to and from accounts with the Bank is zero business days, see condition 2.5(1). Amounts are credited to the beneficiary's account on the business day on which the instruction is executed.

The execution time for standard credit transfers to other banks in Denmark and bill payments to a beneficiary in Denmark is one business day, see condition 2.5(2). Amounts are credited to the beneficiary's bank's account one business day after the transfer or the payment is executed.

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

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

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

## 2.8 Maximum amounts for Netbank

The total amount for a payment instruction via Netbank where the order date and the execution date are the same, every day of the week between 00:00 and 24:00, cannot exceed DKK 50,000, unless otherwise agreed with the Bank.

The maximum amount applies to all standard credit transfers, same-day credit transfers and express credit transfers, bill payments, as well as to international payments, see condition 2.5, nos 1-5.

In addition, for security reasons and to limit misuse, the Bank may unilaterally and without prior notice refrain from executing a payment instruction received by you in Netbank.

In all cases where the Bank does not execute your payment instruction, you will receive a message from the Bank in Netbank, stating that you must contact our Customer Service on telephone 70 33 33 33.

## 3 Fee charged for the use of Netbank

An annual fee is charged per user in the household for online access via Netbank. As a customer you get benefits if you register for Min hverdag. Read more at [nordea.dk](https://nordea.dk)

You will be charged a fee for paying bills and for transferring amounts to accounts with other banks. See the current fees and charges in Netbank or ask your branch office. The fee will automatically be debited to your account at least once a month.

We can change fees and charges for services by giving two months' notice. Changes in your favour may take effect without notice. If fees and charges are changed, you will be notified by Netbank, Konto-kik or you will receive a letter about the change.

## 4 Technical requirements

You can test your device and internet connection at [nordea.dk/netbank/tekniskekrav](https://nordea.dk/netbank/tekniskekrav). We recommend that you always keep your antivirus program and operating system updated. Read more about safe use at [nordea.dk](https://nordea.dk).

### 4.1 Encryption

All personal data sent via the internet between the Bank and your unit will be encrypted. This means that the data will not be disclosed to others.

### 4.2 Checking incoming and outgoing payments

You must check transfers and bill payments to and from your account. You can do that via Netbank, Konto-kik, Nordea Mobile, bank statements or by calling the Bank on +45 70 33 33 33 around the clock.

If you find entries that you do not recognise, you must contact us as soon as possible. Please note the deadlines stated in condition 5.

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

### 4.3 A new copy of these conditions

If you lose these conditions or for other reasons need a new copy, the conditions are always available in Netbank or at [nordea.dk](https://nordea.dk).

### 5 Disputing transfers and bill payments not confirmed by you

As soon as you become aware of it, you must dispute unauthorised or erroneous transfers and bill payments which you have not confirmed.

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

Under all circumstances you must contact us no later than 13 months after the relevant amount has been debited to your account.

We will then investigate your dispute. The relevant amount will normally be credited to your account while your dispute is being investigated. If your dispute turns out to be unjustified, the amount will be debited to your account once more. If the investigation shows that an unauthorised party has used Netbank, we may hold you liable, see condition 5.1.

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

### 5.1 Your liability in case of misuse of Netbank

If any other person has misused Netbank, the Bank will be liable for the loss unless it is covered by the conditions below. The Bank must prove that the loss is covered by the conditions below.

If any other person has misused Netbank and used your MitID or Nordea ID authenticator, you will be liable for up to DKK 375.

You are liable for up to DKK 8,000 of any loss (including own liability) if any other person has misused Netbank and used your MitID or Nordea ID authenticator, and:

- you have failed to inform us as soon as possible after you learned that your MitID or Nordea ID authenticator had become known to another person
- you have deliberately disclosed your MitID or Nordea ID authenticator to the person who misused Netbank, but did not realise or could not have been expected to realise the risk of misuse, or
- you made the unauthorised use possible through your grossly negligent conduct.

You are liable for the entire loss if you have deliberately disclosed your MitID or Nordea ID authenticator to the person who misused Netbank under circumstances where you realised or ought to have realised that there was a risk of misuse.

You are also liable for the entire loss if you have acted fraudulently or have deliberately or through gross negligence failed to fulfil your obligations to protect your NemID or Nordea ID authenticator, see condition 2.2, or to block your online access to Netbank, see condition 11.2.

You are not liable for any loss arising after you have blocked your online access to Netbank.

You can read more about the rules on liability in section 100 of the Danish Payments Act.

If you are under 18, your liability for any other person's misuse of Netbank will be evaluated in accordance with the Danish Guardianship Act and the

liability rules governing minors. Accordingly, we will only apply the liability rules of the Danish Payments Act if it is to your advantage. The rule regarding own liability of DKK 375 is not applicable if you are under 18.

Irrespective of the above, the Bank is liable for any misuse if the Bank does not require strong customer authentication, unless you have acted fraudulently.

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

## 5.2 The Bank's liability

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

The liability also includes errors made by the Bank according to the general liability rules. The Bank is not liable for any loss arising from operational disruptions that prevent or interrupt the use of Netbank. The Bank is not liable for your equipment, such as your device, software and router.

On suspicion of misuse, actual misuse or security threats, the Bank will notify you by telephone, text message and/or e-mail if you have stated a telephone number or an e-mail address. Alternatively, you will be informed via Netbank/Konto-kik.

## 5.3 Complaints

If a disagreement with the Bank is not settled to the customer's satisfaction, complaints may be submitted to the Customer Service Manager (kundeservicechefen), who is responsible for complaints. The Customer should contact Nordea, Kundeservicechefen, at the address Postboks 850, 0900 København C, Denmark, by e-mail to klageansvarlig@nordea.dk or at nordea.dk.

Any complaints about the Bank may be submitted to [the Danish Financial Complaint Board](http://www.fanke.dk), [www.fanke.dk](http://www.fanke.dk), address: Amaliegade 7, 1256 Copenhagen K, Denmark, which is the alternative dispute resolution board according to the Danish Consumer Complaints Act.

The European Commission's online complaint portal may also be used for submitting a complaint. This is especially relevant for customers residing in another EU country. The complaint is submitted at <http://ec.europa.eu/odr>. When submitting a complaint, please state the Bank's e-mail address: klageansvarlig@nordea.dk.

Any complaints concerning the Bank's compliance with financial legislation may be submitted to the Danish Financial Supervisory Authority, [www.finanstilsynet.dk](http://www.finanstilsynet.dk) (for example standards of good business practice), the Finnish Financial Supervisory Authority, [www.finansinspektionen.fi](http://www.finansinspektionen.fi), or the European Central Bank (ECB), [www.bankingsupervision.europa.eu](http://www.bankingsupervision.europa.eu).

Any complaints about the Bank's processing of personal data may be submitted to the Danish Data Protection Agency, [www.datatilsynet.dk](http://www.datatilsynet.dk)

## 6 Changes to these conditions

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

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

If you inform us that you do not want to be bound by the new conditions, the agreement will be deemed to be terminated at the time when the new conditions take effect.

### 6.1 Term of the agreement

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

### 6.2 Termination

You may terminate the agreement at any time without giving notice. We may terminate the agreement by giving two months' notice. In the event of termination you will be reimbursed for the proportionate share of any fee you may have paid in advance for the use of Nordea Netbank.

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

## 7 Beneficiaries

You can save the beneficiaries that you use frequently. In this way you only need to enter the information once.

You can freely change information about beneficiaries or delete them.

The beneficiaries are kept in your personal register which no other person has access to. However, please note that we have access to the information in the following way:

Information about your beneficiaries will be saved at the Bank. At the Bank only the system administrator will be able to gain access to the information and any messages to beneficiaries. The access will only be used to correct any errors and for maintaining Netbank.

The information will not be disclosed to any other persons.

## 8 Subscription overview

Netbank provides an overview of your current subscriptions which are paid with your payment cards.

The subscription overview requires your consent.

Details about current subscriptions linked to your account are retrieved for example from your card transactions. The Bank cannot guarantee that the overview of your current subscriptions is complete as the Bank may not be able to identify some subscriptions. In Netbank it is possible to search for subscriptions that do not appear from the subscription overview and add them, if relevant.

## Cancellation of subscriptions

By giving the Bank a power of attorney, which is assumed by the Bank's sub-supplier, subscriptions can be terminated on your behalf.

When you sign the power of attorney in Netbank, you authorise the Bank/Bank's sub-supplier to collect information about the terms and conditions for your subscription from the provider and to terminate your subscription.

The Bank/Bank's sub-supplier may suspend or cancel the termination before it has been completed if the Bank/Bank's sub-supplier cannot get in contact with the provider of the subscription or you. The same applies if the termination cannot be completed due to other factors. You can track the status of the termination of your subscription in Netbank.

The Bank/Bank's sub-suppliers will inform you if the subscription cannot be terminated on your behalf.

You can revoke your power of attorney by calling Nordea on +45 70 33 33 33 around the clock.

## 9 Creditworthiness

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

## 10 Use, storage and disclosure of personal data

The Bank processes personal data about you to be able to provide the agreed products and services. The Bank's processing of personal data and your rights are described in the Bank's Privacy Policy, which is available at [nordea.dk](http://nordea.dk) or by contacting the Bank.

We only record the data required, for example to make transfers and pay bills. This data includes your user ID, account numbers, the amount and the date of execution. The data will be used for our bookkeeping, on bank statements and in connection with correction of errors. If you transfer amounts to other banks, the beneficiary will be informed of the amount and any messages from you, for example payment references so that the beneficiary can see who sent the amount.

The data will only be disclosed in accordance with the applicable rules. The

data will be stored for ten years.

## 11 Data from Nordea Kredit

### 11.1 Nordea Kredit

Via Nordea Netbank you get direct access to information about loans, if any, with our mortgage institution, Nordea Kredit. The Bank cannot view or use the information. If you do not want to see the information, you can hide it so that it does not show on the front page of Nordea Netbank.

## 12 Suspension or blocking of your authenticators (MitID and Nordea ID)

### 12.1 Automatic blocking

If you enter your MitID password incorrectly three times, your MitID will be suspended for an hour.

If the password is entered incorrectly three times after the suspension is lifted, your MitID will be blocked.

If you enter your Nordea ID password incorrectly six times, your Nordea ID will be blocked.

You can have your access opened again by contacting the Bank on +45 70 33 33 33 around the clock or by visiting your branch office.

### 12.2 Your obligation to block your online access to Nordea Netbank

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

- that any other person knows the password or PIN for your MitID or Nordea ID

- that any other person knows the codes for your authenticators (app, audio code reader or code display)
- that any other person has made unauthorised use of your authenticators, or
- that any other person has made unauthorised use of your online access to Nordea Netbank.

You can block your online access in two ways:

- by calling the Bank on +45 70 33 33 33 around the clock
- by calling Spærreservice (blocking service) on +45 33 33 22 49 around the clock.

You will receive a confirmation containing details of the time when your access was blocked. You can also block your online access by blocking the authenticators you use for Nordea Netbank.

### 12.3 Your obligation to block your MitID or Nordea ID

Condition D.7. of the *Terms and conditions for MitID* specifies when you must block your MitID. The Terms and conditions are available at [www.mitid.dk](http://www.mitid.dk).

Condition 2.5.1 of the Nordea ID rules specifies when to block your Nordea ID. The rules are available at [www.nordea.dk/nordeaid](http://www.nordea.dk/nordeaid).

### 12.4 Operational disruptions

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