

Conditions for Netbank Personal – with users (applicable from 1. August 2024)

The Conditions for Netbank Personal – with users apply between the customer and Nordea Danmark, filial af Nordea Bank Abp, Finland (the “Bank”) The User can get online access to Netbank in the Bank in various ways, for instance via their browser (Netbank) or via apps on their mobile phone or tablet (Nordea Mobile). For more information on the options, visit nordea.dk/netbank and nordea.dk/mobilbank.

1 What can the User use Netbank for?

In Netbank the Customer can give one or more Users access to the services included in the agreement.

The scope of the User’s access and type of authorisation is described in a special appendix that the Customer fills in when the agreement is entered into.

Before the Customer can give the User access to Netbank and Nordea Mobile, the User must give consent to the User’s personal registration (CPR) number being passed on to the Bank to identify the User.

The User has access to the same information in Netbank and the mobile banking app as the Customer.

Depending on the unit that is being used, the User can get access to the following services:

- view balances, transactions and interest rates on all the Customer’s current and future deposit and investment accounts, including accounts from other banks that the Customer has added to Netbank
- View the value of the Customer’s 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 the Customer’s current and future loan accounts, including overdraft facilities
- Mortgage loans with Nordea Kredit.
- View the value of all the Customer’s security custody accounts and associated return 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 the Customer’s agreements and documents with the Bank and view direct debit statements of completed payments
- pay bills from the Customer’s 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 the Customer’s existing and future debit cards and credit cards issued according to agreement with the Bank as well as block the Customer’s cards
- get a visual overview in Nordea Mobile of the Customer’s finances via their payment transactions, including a list of current subscriptions and the option to cancel them. This requires the Customer’s consent, which the Customer gives via Nordea Mobile.
- Transfer money and pay bills from the Customer’s 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

The User has online access to Netbank around the clock every day of the year (24/7/365).

If the Customer has or in future will have jointly owned accounts, deposits and loans, custody accounts etc. or a power of attorney for accounts, deposits and loans, custody accounts etc., the User will not have access to information about these, and the User’s access to agreements, documents and archives as well as mail and chat records will be closed.

In Netbank special deadlines referred to as cut-off times apply to receipt of the User’s instructions in terms of executing them on a business day, see condition 2.4. Special deadlines in Netbank also apply to cancellation of your instructions, see condition 2.5.

What can mail and chat be used for?

The Customer authorises the User to exchange (send and receive) electronic communication with the Bank over the internet via an encrypted connection. This enables the User to see the electronic mail which the Customer, the User and other users have exchanged with the Bank.

The User must not use mail and chat to send:

- payment instructions
- other financially binding orders
- personal banking transactions

If the User nevertheless sends a payment instruction or other similar instruction via mail and chat, the Bank is not obliged to execute the instruction.

2 Conditions for the use of Netbank and payment services

2.1 Use MitID or Nordea ID for online access

The User needs MitID or Nordea ID to be able to use Netbank and payment services.

MitID or Nordea ID consists of a user ID that the User uses together with their authenticators that may from time to time be linked to 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 the User needs to verify their 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 the User can download and use on their 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 and
- *the Nordea ID rules*, which are available at 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, the User must enter their user ID together with a personal code of their choice (password or PIN) or together with codes from their authenticators.

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

The conditions for storage and protection of the customer's passwords, PINs and authenticators for MitID and Nordea ID appear from:

- *Terms and conditions for MitID*, D.4, which are available to the
- Customer and the User at www.mitid.dk, and
- *Nordea ID rules, condition 2.2.*, which are available at www.nordea.dk/nordeaid.

If the User suspects that their password or PIN has become known to any other person and/or unauthorised persons have access to your authenticators, the User must immediately block their Nordea Netbank, MitID and/or Nordea ID. See conditions 12.2 and 12.3 below.

2.3 Submitting a payment instruction in Netbank

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

2.3.1 Confirmation of a payment instruction in Netbank via a browser
The User must confirm their instruction for a transfer or a bill payment by clicking the Transfer button on the screen in Nordea Netbank. In addition, the User will be asked to confirm the instruction using their MitID or Nordea ID authenticators.

2.3.2 Confirmation of a payment instruction in Nordea Netbank via a mobile phone/tablet
To confirm an instruction for a transfer between the Customer's own accounts, the User should just click 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 – the User should select the Transfer button. In addition, the User will be asked to confirm the instruction using their MitID or Nordea ID authenticators.

2.3.3 Confirmation of certain types of payment instructions in Netbank

- 2.4 For certain types of transfers and bill payments created in Netbank, the User may be asked to confirm their instruction by way of a text message. The User will receive a text message on the mobile number registered by the Customer in Netbank. To confirm their instruction the User must reply "ja" (yes). If the User does not reply "ja", their instruction will be deleted automatically. 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 Customer 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 2.6.

- 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.

The User's instruction must be received no later than 18.00 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 no later than on the business day after the day on which the transfer was executed, see condition 2.6.

However, if the User's 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 the User wants 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 2.6.

- 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 2.6.

- 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.

The User's instruction must be received no later than 18.00 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 no later than on the business day after the payment is executed, see condition 2.6.

- 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.

2.5 Cancellation of a payment instruction

If the User has 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 the User has submitted an instruction for a same-day credit transfer to another bank in Denmark on the business day on which the User wants the transfer to be executed, the User cannot cancel the instruction once they have confirmed it using their MitID or Nordea ID authenticators.

If the User has submitted an instruction for an express credit transfer to another bank in Denmark, the User cannot cancel the instruction once the User has confirmed it using their MitID or Nordea ID authenticators.

If the User has submitted an instruction for a transfer to an account with the Bank on the business day on which the User wants the transfer to be executed, the User cannot cancel the instruction once they have confirmed it using their MitID or Nordea ID authenticators.

Transfers and bill payments can only be cancelled in Netbank if the User has ordered them via Netbank.

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

2.6 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 2.4(1). Amounts are credited to the beneficiary's account on the business day on

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 2.4(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 2.4(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 2.4(3). If it is not possible to execute the transfer, the User will be able to see it 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.

2.7 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 2.4, 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, the User will receive a message from the Bank in Netbank, stating that the User 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

The Customer pays a fee for paying bills and for transferring amounts to accounts with other banks. This also applies to the bill payments and transfers that the User makes on behalf of the Customer. 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 via Netbank, Konto-kik or you will receive a letter about the change.

4 Technical requirements

The User can test their device and internet connection at nordea.dk/netbank/tekniskekrav. We recommend that the User always keeps their antivirus program and operating system updated. Read more about safe use at nordea.dk.

4.1 Encryption

All personal data sent via the internet between the Bank and the User's device will be encrypted. This means that the data will not be disclosed to others.

4.2 Checking incoming and outgoing payments

The Customer and the User must check transfers and bill payments to and from their accounts. The Customer must agree with the User specifically

how these checks can be made. The checks can be made via Netbank, Konto-kik, Nordea Mobile, bank statements or by calling the Bank on +45 70 33 33 33 around the clock. If the User finds entries which the User does not believe to have made, the User must contact us as soon as possible. In this connection the User must 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 the Customer or the User lose these conditions or for other reasons need a new copy, the conditions are always available in Netbank or at nordea.dk.

5 Objection to transfers and payments of bills not confirmed by the User

As soon as the Customer and the User become aware of it, they must dispute unauthorised or erroneous transfers and bill payments which the User has not confirmed.

When assessing whether the Customer or the User has contacted us in due time, their obligation to check the entries to the Customer's account will be taken into consideration, see condition 4.2.

Under all circumstances the Customer must contact us no later than 13 months after the relevant amount was debited to the Customer's account.

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

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

5.1 The Customer's 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 than the User has misused Nordea Netbank and used the User's MitID or Nordea ID authenticator, the Customer will be liable for up to DKK 375.

The Customer is liable for up to DKK 8,000 of any loss (including own liability) if any other person has misused Netbank and used the User's MitID or Nordea ID authenticator, and:

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

The Customer is liable for the entire loss if the misuse of Netbank was done by the person who the User deliberately disclosed their MitID or Nordea ID authenticator to under circumstances where the User realised or ought to have realised that there was a risk of misuse.

The Customer is also liable for the entire loss if the User has acted fraudulently or has deliberately or through gross negligence failed to fulfil their obligations to protect the MitID or Nordea ID authenticator, see condition 2.2.3, or to block their online access to Nordea Netbank, see condition 12.2.

The Customer is not liable for any loss arising after the Customer or the User has blocked the User's access to Netbank.

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

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

Irrespective of the above, the Bank is also liable for any misuse if the User was in a position where they would not know that the card had been lost or stolen or the User's 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 the User's equipment, such as their device, software and router.

On suspicion of misuse, actual misuse or security threats, the Bank will inform the Customer by telephone, text message and/or e-mail if the Customer has stated a telephone number or an e-mail address. Alternatively, the Customer 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, 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 (for example standards of good business practice), the Finnish Financial Supervisory Authority, www.finansinspektionen.fi, or the European Central Bank (ECB), 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

6 Changes to these conditions

Changes to these conditions to the Customer's detriment may be made by giving two months' notice. Changes in the Customer's favour may take effect without notice. If the conditions are changed, the Customer will be notified via 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 the Customer unless the Customer has informed us before the new conditions take effect that the Customer does not want to be bound by the new conditions.

If the Customer informs us that they 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

The Customer 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 the Customer will be reimbursed for the proportionate share of any fees the Customer has paid in advance for the use of Netbank.

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

7 Beneficiaries

The User may save the beneficiaries that are used frequently. In this way the User only has to enter the information once.

The User can freely change or delete the information about beneficiaries.

The User's beneficiaries are saved in the User's personal register which no other person has access to. However, the User should note that we have access to the information in the following way:

Information about the User's 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 the User with an overview of the Customer's current subscriptions which are paid with the Customer's payment cards.

The subscription overview requires the Customer's consent.

Details about current subscriptions linked to the Customer's account are retrieved for example from the Customer's card transactions. The Bank cannot guarantee that the overview of the Customer's 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 the User's behalf.

When the Customer signs the power of attorney in Netbank, the Customer authorises the Bank/Bank's sub-supplier to collect information about the terms and conditions for the Customer's subscription from the provider and to terminate the Customer's 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 the Customer/User. The same applies if the termination cannot be completed due to other factors. The Customer and the User can track the status of the termination of the Customer's subscription in Netbank.

The Bank/Bank's sub-suppliers will inform the Customer or the User if the subscription cannot be terminated on the Customer's behalf.

The Customer can revoke the power of attorney by calling Nordea on +45 70 33 33 33 around the clock

9 Creditworthiness

The Customer's access to Netbank requires that the Customer's finances are in order.

10 Use, storage and disclosure of personal data

The Bank processes personal data about the Customer and the User to be able to provide the agreed products and services. The Bank's processing of personal data and the Customer's/User's rights are described in the Bank's Privacy Policy, which is available at nordea.dk or by contacting the Bank. We only record the data required, for example to make transfers and pay bills. This data includes the Customer's and the User's user ID, the Customer's 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 the User transfers amounts to other banks, the beneficiary will be informed of the amount and any messages from the User, for instance payment references, so that the beneficiary can see who has 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 Netbank the User gets direct access to information about loans, if any, with our mortgage institution, Nordea Kredit. The Bank cannot view or use the information. If the User does not want to see the information, it can be hidden so that it is not shown on the front page of Netbank.

12 Suspension or blocking of the User's authenticators (MitID and Nordea ID)

12.1 Automatic blocking

If the User enters their MitID password incorrectly three times, the User's MitID will be suspended for an hour.

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

If the User enters their Nordea ID password incorrectly six times, the user's Nordea ID will be blocked.

The User can have their access opened again by contacting the Bank on +45 70 33 33 33 around the clock or by visiting a branch office.

12.2 The Customer's/User's obligation to block their online access to Netbank

The Customer/User must block their online access as soon as possible if they detect or suspect:

- that any other person knows the password or PIN for the User's MitID or Nordea ID
- that any other person knows the codes for the User's authenticators (app, audio code reader or code display)
- that any other person has gained unauthorised access to the User's authenticators or
- that any other person has made unauthorised use of the User's online access to Netbank.

The Customer/User can block their 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.

The customer will receive a confirmation containing details of the time when their access was blocked.

The Customer/User can also block their online access by blocking the authenticator for MitID and/or Nordea ID that the User uses for Netbank.

12.3 The User's obligation to block their MitID or Nordea ID

Condition D.7. of the Terms and conditions *for MitID* specifies when the User must block their MitID. The User can read the rules at www.mitid.dk

Condition 2.5.1 of the Nordea ID rules specifies when the User must block their Nordea ID. The User can read the rules at www.nordea.dk/nordeaid.

12.4 Operational disruptions

When the User logs on to Netbank, they will, to the extent possible, be notified of errors and operational disruptions

