

# Conditions for Nordea Pay

This document has been translated from Danish into English. However, the original Danish text is the governing text for all purposes, and in case of discrepancy the Danish wording will be applicable.

Effective from October 22<sup>nd</sup> 2025

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## Useful advice about Nordea Pay

### 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

If you need to make a physical note of your PIN, it must be kept in a safe place. The PIN must always be kept separate from the card and never be written on the card.

You can also see your PIN in Nordea's mobile banking app and Netbank.

### 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 any other person. 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 save your PIN on a mobile phone or similar.

### Be careful when using your PIN

Stand close to the terminal or ATM 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

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.

### Do not forget your passport

Always bring your passport or photo identification when you need to withdraw cash in banks abroad.

### Keep accounts

Keep your receipts and withdrawal slips and compare them with the statement received from Nordea. Pay particular attention when you have used your card for mail order or telephone transactions or online shopping.

### Pay attention to the expiry date of the card

After the expiry date the card will be rejected if you try to use it. Your card is replaced by Nordea before expiry.

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

### Online shopping

When using your card for online shopping, it is important that the computer you use is protected against virus attacks.

### Disclosure of card details

Never disclose your card details to third parties sending unsolicited e-mails or text messages. 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 Nordea Pay abroad

Contact Nordea on +45 70 33 33 33 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.

### You can block the card immediately both through the mobile banking app and NetBank.

If you do not use the mobile banking app or NetBank, you can contact Nordea's Spærreservice (card loss centre), on telephone +45 70 33 22 49.

## If you are under 18 years old

You have now ordered your Nordea Pay, which we hope that you will be satisfied with. To get started with your new card, please read the below text carefully.

When you receive your card remember to:

- activate the card – see the guidance in the letter received together with the card
- memorise your PIN
- Add Nordea's Spærreservice (card loss centre), +45 70 33 22 49 to your mobile phone contacts.
- Note that some of the card features can only be used if you have reached the age of 18.

When you use your card remember to:

- cover the keys with our free hand while keying in your PIN so no other person can see it
- make sure that the date and amount are correct before approving the purchase by your PIN
- check your account regularly, for instance in Netbank, mobile banking app., Netbank konto-kik or by contacting Nordea – if there are payments that you do not recognise, please contact Nordea immediately
- only make purchases over the internet via a secure connection (look for a locked padlock in the text field of your browser screen and check that the web pages starts with https) – for more information, see [nordea.dk/sikkerhandel](https://nordea.dk/sikkerhandel).

Please pay particular attention to the following:

- You must never hand over your card or disclose your PIN to any other person.
- Your PIN must never be kept with your card.
- If you suspect that your PIN has become known to any other person, or your card has been copied, your card must be blocked immediately.
- Check regularly that you have not lost your card and block it immediately if you lose it.
- The Danish Consumer Ombudsman demands that we inform your parents that we have issued a Nordea Pay card to you.

Your liability if any other person misuses your card:

- If you lose your card and any other person misuses your card, you will generally not be liable for the loss – not even for the excess of DKK 375.
- However, under the Danish Guardianship Act or the regulations on young people's liability for damages you may become liable for the misuse if, for instance, the misuse is made possible as a result of your grossly negligent conduct.
- Grossly negligent conduct is, for instance, if you give your card and disclose your PIN to any other person who may then misuse your card. Grossly negligent conduct may also be if you write your PIN on your card and leave your card lying around, for instance in your classroom.

## 1. Conditions for Nordea Pay

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

The conditions apply to physical Nordea Pay cards as well as virtual cards stored in a wallet.

See condition 22 for a glossary of the terms and expressions used.

## 2. What can you use the card for?

Nordea Pay is a payment instrument which you can use in Denmark and abroad. Merchants will display signs on their premises or information at their website on whether they accept Visa cards.

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

Note that fees may be charged for using your Visa card abroad and that the transaction amount will be included in the monthly spending limit for your Visa card, see condition 2.5.

### 2.1. Withdrawal of cash

You can use the card to withdraw cash from Danish ATMs.

You can use the card to withdraw cash at banks abroad that accept Visa cards. In addition, you can use the card to withdraw cash from foreign ATMs that accept Visa cards.

The fee for the use of the card and spending limits, if any, can be seen in condition 23 and at [nordea.dk](http://nordea.dk).

### 2.2. Purchases at merchants

You can use Nordea Pay to pay for goods and services at merchants that accept Visa cards. You can also use the card to make online purchases and purchases by mail or telephone order. In addition, you can use the card to make payments at self-service machines.

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

If you use your Visa card for purchases abroad, you will be asked whether the purchase should be done in the local currency or in Danish kroner, see condition 17.5 for more information.

### 2.3. Authorisation hold and charges to your card account

An authorisation hold is placed on the amount in the account immediately after Nordea has received notice of the transaction. This means that the amount is no longer available on your account. The amount may appear as reserved on the account until it is completed.

The authorisation hold is automatically deleted after 7 business days – and after 30 days for online purchases (distance selling) – if the amount has not been withdrawn from the account. When you buy petrol at a self-service petrol pump, an authorisation hold is often placed on a fixed amount. The surplus amount is deleted when the payment is withdrawn from the account.

Amounts withdrawn from Nordea's own ATMs in Denmark are debited the account immediately.

Purchases and cash withdrawals may not exceed the current balance in your account unless otherwise agreed with Nordea – see condition 2.5.

## 2.4. Contactless payment function

If your card has a contactless payment function, you may choose to use contactless payments for 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 confirm the payment with your PIN. 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 automatically be asked to approve the payment by entering your PIN at the payment terminal. You may also be asked regularly to enter your PIN even though the amount is within the current amount limit.

If you are using your card in a wallet, you will be asked to use a personal security measure on your phone.

## 2.5. Spending limits and prices

A spending limit has been fixed stipulating a daily maximum amount for payments and cash withdrawals. The limits can be seen in condition 23. Unless otherwise agreed with Nordea, you can only make withdrawals and purchases for up to the funds available on your account.

Note that a fee may be charged for cash withdrawals (also specified in the price list, condition 23).

The settings for the spending limits of your card can be changed via Nordea's mobile banking app or Netbank.

## 2.6. Other functions of Nordea's ATMs

You can use your card to transfer amounts between your own accounts using Nordea's ATMs.

You can use your card to order bank statements for your own accounts in Nordea's ATMs.

At some ATMs you can deposit Danish kroner and euro on your account.

## 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. Transactions 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 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. 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 3.4.

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 (such as parking meters) you can use the 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 rental firms and hotels, may also place an authorisation hold on an amount via your card for full or part coverage of the final bill. However, a merchant must only place an authorisation hold on 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, instructions and rules 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 "Visa Secure (see condition 4.3), you generally have to use an extra personal security measure in the form of MitID or Nordea ID when approving a payment online.

Before you approve the payment using MitID or Nordea ID, make sure that the MitID or Nordea ID app shows 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 PIN or disclose details about – or let others use – your personal security measures in connection with online purchases or mail order and telephone transactions etc.

### 3.5. Prior registration of card data

You may register your card data 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 retailer 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, so you don't have 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 the automatic updating 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 data 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. Online shopping with Click to Pay

To make it easier for you to make online payments using Nordea Pay, you have the option to register your card for the Click to Pay solution. Click to Pay is offered by Nordea in cooperation with Visa.

With Click to Pay you can make online payments without having to enter the card number, expiry date and card verification number. Instead you have to enter your e-mail address or telephone number. You will still have to use "Visa Secure" to approve payments (see condition 4.3).

When you have registered your card and are to make an online payment using Click to Pay, Nordea and Visa will share your name, e-mail address, telephone number, address and card details with the merchant, others involved in the payment transaction and other card solutions participating in Click to Pay when you make the payment.

Your information is stored securely at Visa and only used for card payments and shared for you to be able to choose the card you want to pay with (see condition 19).

☞ You will see this Click to Pay icon at merchants where you can use the solution. If you have set up other cards for Click to Pay, you can see them when making a payment – even if they have been issued by another card issuer. The criteria for which cards to be shown are specified by the individual card schemes and may be changed on an ongoing basis.

You may at any time cancel Click to Pay for your cards issued by Nordea either via the mobile banking app or by contacting Nordea customer service. We reserve the right to restrict or suspend the access to the service or change it.

### 3.8. Geographical blocking

You can restrict the geographical areas where your card can be used. Generally, your card will work all over the world when you receive it, 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 change the settings for the card via Nordea's mobile banking app and Netbank.

### 3.9. Blocking or limiting online purchases

You can opt to block or limit the possibility of using your card for online purchases.

You can choose to completely block the possibility of using your card for online purchases. If you block all online purchases, payments made with your card online, for example via MobilePay, or subscription payments will also be rejected. This way you minimise the risk of misuse.

You can also choose to limit online purchases made with your card, so that transactions with the card outside of the EU/EEA are only executed if approved with for example MitID or Nordea ID, or if you have recently approved a payment at that specific merchant with MitID or Nordea ID.

We recommend that you, to the extent possible, only allow payments with your card online at merchants outside of the EU/EEA that require approval with MitID or Nordea ID. This is also the default setting on your card.

You can change the settings for online purchases via Nordea's mobile banking app or Netbank.

### 3.10. Individual limit for cash withdrawals from ATMs

When you receive your card, you can withdraw cash from ATMs in Denmark and abroad, see condition 23 at the end of the card conditions. If you never withdraw cash, you can lower the daily limit. You can also increase the limit for a period of time as needed.

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

## 4. Safeguarding your card and personal security measures

### 4.1. Card

Your 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 ATMs

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, fingerprint or another biometric security solution (such as FaceID or TouchID) to see your PIN.

If you do not have access to Nordea's mobile banking app, 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.

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

When you receive your card, it will automatically be registered for Visa Secure, which provides extra protection against misuse of card details when shopping online. This protection is generally used for online shopping and it is the merchant's responsibility to provide this security solutions. 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 a personal security measure in the form of MitID or Nordea ID to approve the purchase.

Please note that not all card transactions require Visa Secure even if the merchant displays the logo.

## 5. Authorisation

If you want another person to be able to use your account for card transactions using a card, they must be authorised to access your account and have their own card, PIN and personal security measure. An additional cardholder's use of the card is subject to the same conditions as your own use.

Remember to inform Nordea if you no longer want the additional cardholder to be able to make withdrawals from your account. Nordea will cancel the authorisation and inform you when the card is blocked/returned.

## 6. Checking entries on your account

You have an obligation to check the entries to your account on an ongoing basis. If you find transactions when checking that do not tally with your receipts or you think that you have not made, you must contact Nordea as soon as possible. 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 where an agreement on payment in advance is entered into, 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.



You can find guidelines on how to dispute your transaction at [nordea.dk/indsigelse](https://nordea.dk/indsigelse). You can submit your dispute digitally via the mobile banking app or Netbank or by forwarding a form to Nordea by ordinary post.

## 7.2. Online purchases, mail and telephone orders 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 (MitID or Nordea ID) 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 exercised 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 or letters.

It is a condition that you raise your dispute 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.

You can find guidelines and forms on how to dispute your transaction at [nordea.dk/indsigelse](https://nordea.dk/indsigelse). You can submit your dispute digitally via the mobile banking app or Netbank or by forwarding a form to Nordea by ordinary post. 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 dispute Nordea will investigate the disputed transaction. The disputed amount will normally be credited to your account while your dispute 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 condition 23.

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

## 7.3. Reversal of payments by Nordea Pay

If you have paid using your card, see condition 2.2, the payment can in some other situations be reversed.

For further information see [nordea.dk/indsigelse](https://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. You can find guidelines on how to dispute your transaction at [nordea.dk/indsigelse](https://nordea.dk/indsigelse). You can submit your dispute digitally via the mobile banking app or Netbank or by forwarding a form to Nordea by ordinary post.

Nordea will then investigate your dispute. The disputed amount will normally be credited to your account while your dispute is being investigated. If the 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 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 condition 23.

## 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 or suspect that your card has been misused
- you discover or 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. When you contact Nordea's Spærreservice, state your name and address, 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 if:

- you lose your mobile phone
- you discover or suspect that your card in a wallet has been misused
- you otherwise discover or suspect that the card in a wallet may be misused.

To block your card in a wallet, contact Nordea Spærreservice any time of day on +45 70 33 33 22 49.

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 in a wallet is found again, you must contact Nordea to agree what action to take. If someone else gets access to your PIN for the wallet, in which your card is 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. If you are over 18, the following rules apply:

#### 10.1.1. 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 10.1.2 and 10.1.3 below. Nordea must prove that the loss is comprised by conditions 10.1.2 and 10.1.3.

#### 10.1.2. 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.

#### 10.1.3. 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 personal security measure 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.

#### 10.1.4. 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 branch offices 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.

### 10.2. If you are under 18, the following rules apply:

If you lose your card and any other person misuses your card, you will generally not be liable for the loss – not even for the excess of DKK 375, see condition 10.1.2.

However, under the Danish Guardianship Act or the regulations on young people's liability for damages you may become liable for the misuse if, for instance, the misuse is made possible as a result of your grossly negligent conduct.

Grossly negligent conduct is, for instance, if you give your card and disclose your PIN to any other person who may then misuse your card. Grossly negligent conduct may also be if you write your PIN on your card and leave your card lying around, for instance in your classroom.

In cases where your legal situation in connection with misuse will improve, the rules on liability in condition 10.1 will apply.

## 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 that you overdraw 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.

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 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, the mobile banking app 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 about your MitID, 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.

Nordea is entitled not to replace the card if you have not notified Nordea of changes to your address, see condition 14.

### 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.

Nordea is not liable for any loss arising as a consequence of:

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



for operating the systems

- failures of Nordea's electricity supply or telecommunications, statutory intervention or administrative orders, 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 beyond 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 Nordea Pay card 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 retailer.

#### 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 cut it in two across the magnetic stripe before disposing of the card.

#### 14. Change of conditions and prices

Amendments to the conditions and the prices are subject to two months' notice if they 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 address and/or e-mail address and mobile phone number 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 e-mail address, mobile phone number and/or address.

An amendment to these terms and conditions will be deemed to be approved by you unless you have informed Nordea before the new terms and conditions take effect that you do not want to be bound by the new terms and 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, Store Kongensgade 62, 2., 1264 Copenhagen C (mail: [sek@fanke.dk](mailto:sek@fanke.dk)), Tel. +45 35 43 63 33. You can use a link via their website:

<https://fanke.dk/det-finansielle-ankenaevn/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](http://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](http://www.datatilsynet.dk), e-mail: [dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)).

See more general information on where to direct consumer complaints at the website of the Danish Financial Supervisory Authority: <https://www.finanstilsynet.dk/finansielle-temaer/forbruger-og-investorinformation/her-kan-du-klage>

#### 16. A new copy of these 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 in condition 23. Here you can also see when fees and charges are debited and whether they are paid in advance.

##### 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 Visa and a foreign exchange fee for European currencies and one for other currencies. See the Visa reference exchange rate at [www.nets.eu/valutakurser](http://www.nets.eu/valutakurser). Nordea's foreign exchange fee is stated in the tariff guide, condition 23.

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. Foreign 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 mobile banking app. You can switch off such notifications in your mobile phone. The electronic notification does not affect the provisions of the card rules 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

Nordea Pay cards are issued subject to individual credit assessment.

#### 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 2021/679 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 your Nordea Pay card, information needed to make your payment will also be stored by Visa 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.

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.

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, [www.datatilsynet.dk](http://www.datatilsynet.dk), e-mail: [dt@datatilsynet.dk](mailto: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 Tietoevry. Blocked Visa cards may also appear from Visa's international list of blocked cards.

Financial institutions and merchants that accept Visa cards can check with Tietoevry if a card used for payment is 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  
Tel: +49 69 1344 0

The Finnish Financial Supervisory Authority  
Snellmannsgatan 6, PB 103  
00101 Helsinki  
Finland  
Mail: [kirjaamo@fiva.fi](mailto:kirjaamo@fiva.fi)  
Tel: +358 9 183 5339

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

The Danish Financial Supervisory Authority  
Strandgade 29  
1401 København K  
Mail: [finansstilsynet@ftnet.dk](mailto:finansstilsynet@ftnet.dk)  
Tel: +45 33 55 82 82

## 22. 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.

### Cards

The physical card or virtual card in a wallet.

### 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: 

### Currency conversion rate

The conversion rate used for converting amounts of purchases abroad into Danish kroner.

### 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.

### Dynamic currency conversion

Used by some merchants and ATMs to enable you to pay abroad in Danish kroner. The merchant will make the currency conversion, and Nordea has no influence on the conversion rate used.

### MitID

MitID is a common log-in solution in Denmark for use on both private and public websites in Denmark.

### Nordea ID

Nordea ID is Nordea's digital login solution which can be used via an app to access Nordea's digital service including mobile banking app and Netbank. Nordea ID may also be used to approve online card transactions.

### 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.

### 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 for online shopping for instance Visa Secure).

### Physical store

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

### PIN

The secret personal identification number attached to your physical card and the secret personal code you have chosen for a wallet.

### Receipts

Evidence of a payment in paper or electronic form.

### Tariff guide

Condition 23 of this document shows a list of fees and charges etc. in force from time to time. The fees and charges are also available at [nordea.dk/priser](https://nordea.dk/priser).

### Tietoevry

Tietoevry Oyj: Service provider in connection with issuance of the Nordea Pay card for Nordea.

### Transaction

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

### Visa

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

### Visa Secure

Visa Secure provides extra protection against misuse of card details when shopping online.

### 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.

## 23. Fees and charges etc for Nordea Pay

The fees and charges apply from October 2025.

	Price
Annual card fee as part of Min hverdag* Payable in advance.	DKK 0
Annual card fee not as part of Min hverdag* Payable in advance.	DKK 350
Express order (physical card)	DKK 250
Replacement card (physical card)	DKK 150
<b>Sending cards</b>	
Ordinary mail Denmark, Western Europe, North America	DKK 0
Registered mail Eastern Europe	DKK 250
Courier service Other countries	DKK 500
<b>Using the card in Denmark</b>	
Purchases from merchant You can use up to DKK 30,000 per day with the card if you have sufficient funds on your account. You can withdraw cash up to DKK 30,000 per continuous 30 days	
Withdrawal of cash	
At Nordea's ATMs you may withdraw up to DKK 15,000 per day at all times of the day, all year round, if you have sufficient funds on your account.	DKK 0
At the ATMs of other banks you may withdraw up to DKK 5,000 per day.	
Withdrawal at other banks' ATM up to DKK 5,000 per day	DKK 10
In addition, the paying bank or ATM may charge a fee for the withdrawal. Information on such fee can be obtained from the paying bank or the ATM.	
<b>Using the card abroad</b>	
Purchases from merchants From merchants connected to the Visa system.	DKK 0
Stores and online merchants in countries outside the EU/EEA may charge a fee for the use of the card.	
Withdrawals in foreign currency At Nordea's ATMs in Finland, Norway, Poland and Sweden.	DKK 0
Withdrawals of EUR from ATMs in the EU/EEA.	DKK 10
Foreign currency withdrawals except EUR via Nordea's and other banks' ATMs in the EU/EEA: 1% of the amount withdrawn, minimum charge per withdrawal.	DKK 30
Withdrawal of foreign currency from ATMs/banks outside the EU/EEA: 1% of the amount withdrawn, minimum charge per withdrawal.	DKK 30
In addition, the paying bank or ATM may charge a fee for the withdrawal. Information on such fee can be obtained from the paying bank or the ATM.	
You can withdraw up to the equivalent of DKK 5,000 per day in foreign currency.	
<b>Exchange rate surcharge for completing a card transaction (purchase and withdrawal) with exchange**</b>	
Exchange rate supplement for carrying out a transaction abroad with exchange from a European currency to DKK	0.5%
Exchange rate supplement for carrying out a transaction abroad with exchange from a foreign currency (apart from European currencies) to DKK	1.5%
Copy of sales voucher or withdrawal slip, per copy Charged only if the entry corresponds to the voucher or withdrawal slip.	DKK 75

\* Read more about Min hverdag at [nordea.dk/minhverdag](https://nordea.dk/minhverdag) and see the products and services comprised by the tariff guide above for charges for personal customers.

\*\* Read more about foreign exchange fees in condition 17.4. Visa's reference rate is published on [nets.eu/valutakurser](https://nets.eu/valutakurser).