

Conditions for Nordea Business Debit

Effective from 1 June 2026

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.

1. Conditions for Nordea Business Debit	2
2. What can the cardholder use the card for?	2
2.1. Withdrawal of cash	2
2.2. Purchases from merchants	2
2.3. Authorisation hold and charges to the account	2
2.4. Contactless payment function	2
2.5. Spending limits, fees and charges	2
2.6. Cash deposits to the account holder's account	2
3. Use of the card	3
3.1. Payment	3
3.2. Other conditions concerning payments	3
3.3. Nordea Business Debit in wallets	3
3.4. Online shopping and use of card number, expiry date and card verification number	3
3.5. Prior registration of card details	3
3.6. Automatic updating of card details	3
3.7. Geographical blocking	4
3.8. Blocking or limiting online purchases	4
3.9. Individual limit for cash withdrawals from ATMs	4
4. Safeguarding the card and personal security measure	4
4.1. Card	4
4.2. Personal security measure – physical stores and ATMs	4
4.3. Personal security measure – online shopping	4
5. The accountholder's duty to cancel the card	4
6. Checking account transactions	4
7. Reversal of payments approved by the cardholder	5
7.1. If the cardholder did not know the final amount at the time of approval	5

7.2. Online purchases, mail orders and telephone transactions etc.	5
7.3. Other options for having a payment reversed for distance selling, etc.	5
8. Reversal of payments not approved by the cardholder	5
9. The cardholder's/acountholder's duty to block the card	6
9.1. Cards	6
9.2. Cards in wallets	6
10. Liability for use and misuse of Nordea Business Debit	6
10.1. The accountholder's liability for use and misuse of the card	6
10.2. The cardholder's liability for use and misuse of the card	6
11. Nordea's rights and responsibilities	7
11.1. Nordea's right to block the card	7
11.2. Replacement of the card	7
11.3. Nordea's liability	7
11.4. Industrial disputes	7
11.5. Errors and defects	7
12. Expiry	7
13. Termination	7
14. Change of conditions and prices	7
15. Complaints	7
16. A new copy of these conditions	8
17. Charges and currency conversion	8
17.1. Nordea's fees and charges	8
17.2. Merchants' charges	8
17.3. Currency conversion rates when using the card abroad	8
17.4. Information about Nordea's foreign exchange fee relative to the reference rate of the European Central Bank (ECB)	8
17.5. Currency conversion in stores abroad (dynamic currency conversion – DCC)	8
18. Credit assessment of card applicant	8
19. Processing and use of personal data	8
20. Registration of blocked cards	9
21. Supervision	9
22. Glossary	10

1. Conditions for Nordea Business Debit

These conditions apply to the use of Nordea Business Debit in Denmark and abroad. The card is issued by Nordea Danmark, filial af Nordea Bank Abp, Finland ("Nordea").

The conditions apply to cardholders as well as accountholders. The accountholder is responsible for ensuring that the cardholder knows and follows the rules.

The conditions apply to card payments at physical stores as well as for online shopping.

The rules apply to Nordea Business Debit both as a physical and a digital card.

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

2. What can the cardholder use the card for?

Nordea Business Debit is a Visa card with company liability that can be used as a payment instrument for business purposes in Denmark and abroad. Merchants will display signs on their premises or information at their website on whether they accept Visa cards.

Card transactions are generally subject to balance checks, meaning that the limit set for the card and/or the accountholder's available balance on the linked account at any given time cannot be exceeded. This does not apply, however, if, for example, offline transactions are carried out where balance and amount checks are not possible at the time of the transaction.

The card must not be used for illegal purposes, including purchase of goods and services which are illegal under local legislation.

The card must not be used to pay stakes for gambling or similar activities.

Note that fees may be charged for using the Nordea Business Debit card in Denmark and abroad and that the transaction amount will be included in the daily spending limit for the cardholder's card, see condition 2.5.

2.1. Withdrawal of cash

The cardholder can use the card to withdraw cash from ATMs in Denmark and abroad that accept Visa cards.

The cardholder can also use the card to withdraw cash at banks abroad that accept Visa cards.

The fee for the use of the card and spending limits, if any, can be seen at nordea.dk/nordeabusinessdebit

2.2. Purchases from merchants

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

If the cardholder is owed money by a merchant, the refund can often be transferred into the accountholder's account through the card.

When making purchases abroad, the cardholder may be asked whether it 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 the 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 to the cardholder and accountholder.

The authorisation hold can be placed on an amount from 10 to 30 days if the amount has not yet been withdrawn from the account.

When the cardholder buys petrol at a self-service petrol pump, an authorisation hold is often placed on a fixed amount. Any excess authorisation hold is deleted when it is cancelled by the merchant, and the payment is debited to the account when Nordea receives the transaction.

As a general rule, Nordea cannot delete an authorisation hold, as this is a matter between the cardholder/acountholder and the merchant.

Purchases and cash withdrawals may not exceed the current balance of the cardholder's account unless the accountholder has agreed otherwise with Nordea – see condition 2.5.

2.4. Contactless payment function

When the cardholder makes a purchase in physical stores, the cardholder can choose to use the contactless payment function. The contactless payment function makes it possible to pay without inserting the card into the terminal. The cardholder pays by holding the card close to the terminal (0-3 cm). The contactless symbol on terminals looks like this:



The cardholder may make contactless payments up to an upper limit per transaction without having to key in the PIN. The upper limit may be changed; the cardholder 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, the cardholder will be asked to approve the payment by entering the PIN at the payment terminal. The cardholder may also be asked to enter their PIN even though the amount is within the current amount limit.

If the cardholder is using the card in a wallet, the cardholder will be asked to use a personal security measure on their mobile phone.

2.5. Spending limits, fees and charges

A spending limit has been fixed stipulating a daily maximum amount for payments and cash withdrawals. The maximum amount appears from the price list.

Unless the cardholder has agreed otherwise with Nordea, the cardholder may only withdraw cash or make purchases within the maximum amount up to the amount available on the accountholder's account. The cardholder should note that a fee may be charged for cash withdrawals (also specified in the price list).

Via one of the bank's digital services, for example Nordea Business, the accountholder can grant a user online access to change the daily cash withdrawal amount within the fixed maximum amount, see the price list. More about this in condition 3.8.

2.6. Cash deposits to the account holder's account

The cardholder may use the card to deposit cash into the linked account at Nordea ATMs equipped with a deposit function. Amounts may be deposited in DKK and EUR.

At nordea.dk/nordeabusinessdebit, the cardholder can find information on how to make deposits easily and securely using the card. The cardholder can also find information about ATMs that accept deposits.

As a general rule, deposits made using the card will be credited to the account holder's account on the same business day on which the bank receives the funds.

Cash deposits may be made up to a total of DKK 250,000 per month across the account holder's accounts with Nordea, unless otherwise agreed between the account holder and Nordea. The card does not have a maximum limit for deposits per day.

Once the cardholder has confirmed the deposit at the ATM, the ATM count shall be deemed final. In the event of any discrepancy between the receipt information and the deposited amount, the ATM count shall prevail.

3. Use of the card

3.1. Payment

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

The cardholder should make sure to get a receipt for the transaction (however, sometimes self-service machines do not provide receipts). The cardholder must check that the amount matches the purchase or cash withdrawal and that the date is correct. The cardholder should keep the receipt until cardholder/accountholder has checked that the correct amount has been charged to the accountholder's account, see condition 6.

When the cardholder pays, the card details are used to execute the payment. The card details are read via the chip, magnetic strip or wallet app on the cardholder's mobile phone. When the cardholder uses the contactless payment function, the chip is read, and if the cardholder pays via the wallet app, the data is read via the cardholder's mobile phone. When the cardholder shops online or takes out a subscription, the cardholder must enter the card details (card number, expiry date and card verification code) – see conditions 3.3. and 3.4.

When the cardholder enters their PIN or uses other personal security measures, the cardholder must make sure that others do not have access to the cardholder's codes etc.

3.2. Other conditions concerning payments

In some self-service machines (for example parking meters) the cardholder can use the card without entering the PIN or signing. In these machines the cardholder accepts the transaction either when the card is read by the machine or when the cardholder subsequently presses "approve".

If the cardholder allows the merchant to withdraw an additional amount on their card, for example tips, the cardholder should make sure to get a receipt for the full amount.

When using the card for renting a car or checking into a hotel, the cardholder 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 example car rental firms and hotels, may also place an authorisation hold on an amount via the card for full or

part payment of the final bill. However, a merchant may only place an authorisation hold on an amount accepted by the cardholder.

3.3. Nordea Business Debit in wallets

The cardholder can link the card to an app on their mobile phone (for example Apple Pay or Google Pay).

Information, instructions and rules on set-up and use will appear from the selected wallet. The extent to which the cardholder may link their 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, the cardholder 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), the cardholder generally has to use an extra personal security measure in the form of MitID or Nordea ID when approving a payment online.

Before approving the payment using MitID or Nordea ID, the cardholder must 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, the cardholder must state the card number, the expiry date of the card, the card verification number and occasionally also name and address. In connection with mail order transactions the cardholder must also sign an order form.

The cardholder must never state their PIN or disclose details about – or let others use – their personal security measures in connection with online purchases or mail order and telephone transactions etc.

3.5. Prior registration of card details

The cardholder may register their card details with a merchant or a digital wallet provider. Then the cardholder does not need to enter card details every time the cardholder shops online.

The cardholder must follow the instructions from the merchant or the digital wallet provider.

The cardholder may agree with a merchant that the cardholder's card details are registered for the purpose of paying for subscriptions or other recurring purchases. The merchant will deduct the agreed payments, so the cardholder does not need to approve each payment.

However, the cardholder must always approve the first payment by using their personal security measure.

If the cardholder uses the card to pay for a subscription or similar services, the cardholder must make sure that they can be terminated again and note the provider's conditions.

3.6. Automatic updating of card details

The card is registered for a service that enables automatic update of cardholder's card details with merchants where the cardholder has subscriptions or recurring purchases or other places where the cardholder's card data is registered for the purpose of payment.

The details are updated when the card is replaced following, for example, blocking or expiry, so the cardholder avoids having to update their card details with the individual merchant. However, it

is a prerequisite that the individual merchant has signed up for this service.

If the cardholder wants to cancel this service, the cardholder or account holder must contact Nordea.

3.7. Geographical blocking

Via one of the bank's digital services, for example Nordea Business, the account holder may grant a user online access to restrict the geographical areas in which the card can be used.

Generally, the card will work all over the world when the cardholder receives it, but it is possible to block the following areas:

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

The card can be blocked in Europe and the Nordics without at the same time blocking Denmark, but it cannot be blocked in Denmark and still be open for use in Europe or the Nordics. If Europe is blocked, the card cannot be used in any European country. However, if the payment terminal abroad is an old offline terminal, the payment will be completed anyway.

We recommend that the card is blocked for all areas except Denmark and only unblocked for relevant areas when the cardholder travels. Do not forget to change back when the holiday is over.

3.8. Blocking or limiting online purchases

The account holder may grant a user online access, via one of the bank's digital services, for example Nordea Business, to block or restrict the use of the card for internet transactions.

It is possible to completely block online card purchases. If all online purchases are blocked, payments made for example via MobilePay or subscription payments will be rejected. This minimises the risk of misuse.

If online purchases are restricted to merchants that use "Visa Secure" as an additional security measure, transactions may only be completed if they are authenticated using, for example, MitID or Nordea ID.

Wherever possible, we recommend only allowing online card purchases that use Visa Secure.

When the cardholder receives the card, it is not blocked or restricted for any types of online card purchases.

3.9. Individual limit for cash withdrawals from ATMs

Via one of the bank's digital services, for example Nordea Business, the account holder can grant a user online access to change the daily cash withdrawal amount within the fixed maximum amount, see the price list.

When the cardholder receives the card, cash withdrawals can be made at ATMs in Denmark and abroad in accordance with the price list. If the cardholder never withdraws cash, the daily amount can be reduced. It can also be increased if there is a need for this for a period of time.

We recommend setting the amount as low as possible and only increasing it when the cardholder needs it.

4. Safeguarding the card and personal security measure

4.1. Card

The card is personal and may only be used by the cardholder.

The card must not be handed over to or entrusted to any other person. This also applies if the cardholder has registered the card in a wallet on the cardholder's mobile phone.

4.2. Personal security measure – physical stores and ATMs

The cardholder's personal security measure, for example PIN, is personal and may only be used by the cardholder.

If the cardholder also has online access, for example as a user of Nordea Business, the cardholder can easily and quickly find their PIN. For security reasons the cardholder needs to use their MitID, Nordea ID or another biometric security solution to see the PIN.

If the cardholder receives the PIN by letter in connection with ordering a new card, they should check whether it looks like others have opened it to see the PIN. If the cardholder does not use the bank's digital services, for example Nordea Business, the cardholder should memorise the PIN.

The PIN must not be kept with the card or written on the card or stored in or together with the cardholder's mobile phone.

The cardholder must not disclose their PIN or other personal security measures to any other person or otherwise let their security measures become known to any other person.

When using their personal security measure, the cardholder must make sure that no other person can see it.

If the cardholder suspects that their personal security measure has become known to another person, the cardholder must immediately contact Nordea.

4.3. Personal security measure – online shopping

When the cardholder receives the card, it will automatically be registered for Visa Secure, which provides extra protection against misuse of the cardholder's card details when shopping online. This protection is generally used for online shopping, and it is the merchant's responsibility to provide this security solution. Nordea is under certain circumstances legally entitled to reject the cardholder's payment if this extra protection is not part of the merchant's check-out process.

The protection consists in requiring the cardholder, when making online purchases and after entering the card details, 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 on the cardholder's card require Visa Secure even if the merchant displays the logo.

5. The account holder's duty to cancel the card

If the account holder no longer wishes a cardholder to have access to use a card, for example in connection with the cardholder leaving their position with the account holder, the account holder must immediately cancel the card by contacting Nordea.

6. Checking account transactions

The account holder must regularly check the transactions on the account. If, during this review, the account holder identifies transactions that do not correspond with the cardholder's receipts, or which the cardholder does not believe they have

made, the account holder and/or the cardholder must contact Nordea as soon as possible. The account holder can grant a user online access to the bank's digital services, for example via Nordea Business. Please note the deadlines stated in conditions 7 and 8.

When checking the transactions, the account holder should note that when the card is used 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, for example, airline tickets or concert tickets where an agreement on prepayment is entered into, the merchant will charge the amount already at the time of booking or ordering.

7. Reversal of payments approved by the cardholder

Transactions approved by the cardholder cannot be revoked. In some situations, however, the cardholder and the account holder may have a card payment reversed, see below.

7.1. If the cardholder did not know the final amount at the time of approval

If the cardholder did not know the final amount when approving the payment and the amount that was subsequently debited to the account is significantly higher than what could reasonably be expected, the cardholder and/or account holder may be entitled to demand reversal of the payment.

This may, for example, occur in connection with renting a car or checking out from hotels where the cardholder has allowed them to subsequently withdraw an amount for petrol or consumption from the mini bar or the like.

The cardholder and/or account holder must contact Nordea no later than 8 weeks after the amount has been debited to the account if the cardholder and/or account holder believe they are entitled to a reversal and the cardholder has not approved the final amount.

At nordea.dk/nordeabusinessdebit the cardholder and account holder can find guidelines and forms explaining how to dispute the transaction.

7.2. Online purchases, mail orders and telephone transactions etc

If the cardholder has used the 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 used to complete the transaction
- purchases via self-service machines without using the personal security measure

the cardholder 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 or
- the cardholder has exercised an agreed or statutory withdrawal right before the product or service has been delivered.

The cardholder must try to solve the problem with the merchant before contacting Nordea. The cardholder must be able to produce documentation that the cardholder has contacted or attempted to contact the merchant – for example in the form of emails/letters.

It is a condition that the cardholder or the account holder contacts Nordea and submits a dispute as soon as possible after the cardholder has become, or should have become, aware of one or several unauthorised withdrawals from the account. The

cardholder or, where applicable, the account holder must, as far as possible, submit the dispute to Nordea no later than 14 days after the cardholder became, or should have become, aware of the potential claim.

At nordea.dk/nordeabusinessdebit the cardholder and account holder can find guidelines and forms explaining how to dispute the transaction.

When assessing whether the account holder or the cardholder has submitted a dispute to Nordea on time, the account holder's duty to regularly review account transactions will be a relevant factor, see condition 6.

After receiving the dispute, Nordea will investigate the transaction and the dispute. The disputed amount will normally be credited to the account while the dispute is being investigated. If the dispute turns out to be unfounded, Nordea will debit the amount to the account again.

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

These rules apply regardless of whether the cardholder has used the physical card or made purchases via a digital wallet.

7.3. Other options for having a payment reversed for distance selling, etc.

Cardholders or account holders can in some situations have a payment reversed if the purchase is made online or by mail or telephone order, etc.

The cardholder or the account holder can find further information at nordea.dk/nordeabusinessdebit or by contacting Nordea.

8. Reversal of payments not approved by the cardholder

If the cardholder thinks that one or more payments have been made using the card, which the cardholder has not approved, contributed to or made, the account holder and/or the cardholder must contact Nordea as soon as possible after they have become aware of the unauthorised transaction.

The cardholder and/or account holder must contact Nordea as soon as possible and no later than 8 weeks after the relevant amount has been debited to the account.

At nordea.dk/nordeabusinessdebit the cardholder and account holder can find guidelines and forms explaining how the cardholder can dispute the transaction.

Nordea will then investigate the dispute. The disputed amount will normally be credited to the account while the dispute is being investigated. If the dispute turns out to be unfounded, Nordea will debit the amount to the account again.

If the investigation shows that an unauthorised party has used the card, Nordea may hold the cardholder responsible, see condition 10.

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

9. The cardholder's/accontholder's duty to block the card

9.1. Cards

The cardholder/accontholder must contact Nordea as soon as possible to block the card if

- the cardholder loses the card
- one of the cardholder's personal security measures, for example the PIN, becomes known to any other person
- the cardholder and/or accontholder discovers that the card has been misused
- the cardholder and/or accontholder suspects that the card has been copied
- the cardholder and/or accontholder otherwise suspects that the card may be at risk of misuse.

The accontholder can grant a user online access to block the card via one of the bank's digital services, for example Nordea Business.

The cardholder or the accontholder can also block the card by contacting Nordea's Spærreservice (card loss centre) on +45 70 33 22 49, which is available around the clock. When contacting Nordea's Spærreservice the cardholder or accontholder must state name and address, the name of the account holding branch office and, if possible, the card number, account number, CPR or CVR number.

Once the card has been blocked, the cardholder or the accontholder will be informed of the time at which the card was blocked. Note that once the card has been blocked, the cardholder will also be unable to use the card in wallets.

If a blocked card is found again, the cardholder or the accontholder must contact Nordea for information on how the cardholder should proceed. Nordea may under certain circumstances be able to unblock the card.

9.2. Cards in wallets

As with the physical card, the cardholder and/or the accontholder must block the card in a wallet if:

- the cardholder loses their mobile phone
- the cardholder and/or accontholder discovers or suspects that a card in a wallet has been misused
- the cardholder and/or accontholder otherwise discovers or suspects that the card in a wallet may be misused.

To block the card in a wallet, the cardholder or accontholder must contact Nordea's Spærreservice on +45 70 33 22 49, which is available around the clock.

When a card in a wallet has been blocked, the cardholder or the accontholder will be informed of the time of the blocking by letter or electronically via one of the bank's digital services, for example Nordea Business.

If a mobile phone with a blocked card in a wallet is found again, the cardholder or the accontholder must contact Nordea for information on how the cardholder should proceed. If someone else becomes aware of the access code for the wallet in which the cardholder has registered the card, the cardholder must change it as soon as possible. Follow the guidelines in the cardholder's wallet and contact Nordea for further instructions on what the cardholder should do.

10. Liability for use and misuse of Nordea Business Debit

10.1. The accontholder's liability for use and misuse of the card

The accontholder is liable for any use and misuse of the card. If the cardholder has used the card for personal spending, the

accontholder and the cardholder are jointly and severally liable for such spending.

The accontholder's liability includes interest, fees and expenses etc., including expenses as a result of the accontholder's and/or the cardholder's late payment or non-payment. Any outstanding amounts between the accontholder and the cardholder are of no concern to the bank.

If the card has been misused by any other person than the cardholder, the accontholder is liable with the same limitations as the cardholder, see condition 10.2.

The accontholder is responsible for setting rules governing which of the accontholder's employees may make purchases and withdrawals using the card.

The accontholder's liability ceases when the bank has received a request to block the individual cards. However, the accontholder will continue to be liable for transactions not yet debited to the accontholder's account. Transactions already made cannot be revoked.

The accontholder must also indemnify the bank for any expenses as a result of the cardholder's or the accontholder's non-compliance with these conditions.

10.2. The cardholder's liability for use and misuse of the card

If the card has been misused by any other person and the cardholder's personal security measure has been used in this connection, the cardholder must cover losses of up to DKK 375.

The cardholder will be liable for DKK 8,000 of any loss if any other person has misused the cardholder's personal security measure, and

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

The cardholder is liable for the entire loss if the cardholder's personal security measure was used in connection with the misuse on the following conditions:

- the cardholder has intentionally disclosed their personal security measure to the person who misused the card, and
- it happened under circumstances where the cardholder realised or ought to have realised that there was a risk of misuse.

The cardholder will also be liable for the entire loss if the cardholder has acted fraudulently or deliberately failed to fulfil their obligations under these rules. This includes keeping the card and mobile phone used for the personal security measure safe, see condition 3.2, or blocking the card, see condition 3.5.

The cardholder is moreover liable for any use of the card which the bank can prove has occurred at a point in time when the cardholder knew or ought to have known that the accontholder would not be able to meet their obligations towards the bank.

The cardholder's liability ceases when the bank has received a request to block the card.

11. Nordea's rights and responsibilities

11.1. Nordea's right to block the card

Nordea is entitled to cancel the use of the card, if:

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

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

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

When Nordea has blocked the card, the cardholder will be informed of the reason for and the time of the blocking by letter or electronically via one of the bank's digital services, for example Nordea Business. The account holder can see whether the card is blocked in Nordea Business.

On suspicion of misuse, actual misuse or security threats, Nordea or one of Nordea's suppliers (such as Tieto) will notify the cardholder by telephone, text message and/or email if the cardholder has stated their phone number or email address. If the cardholder is not sure where the notification comes from, the cardholder should always contact Nordea.

The cardholder should be aware that Nordea, Tieto, merchants and others will never ask the cardholder to disclose information about their MitID or Nordea ID, their PIN or any other personal security measure.

11.2. Replacement of the card

Nordea may at any time replace the card.

Nordea is entitled not to replace the card if the cardholder has not notified us of a change of 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.

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

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

- In any case Nordea is liable for the cause of the loss according to Danish law.

11.4. Industrial disputes

The cardholder cannot use the 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 the cardholder will be informed by advertisements in the press and/or via Nordea's website.

The cardholder should not expect to be able to use the 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. In the event of an industrial dispute that does not involve Denmark, the cardholder will still be able to use the 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 merchant.

12. Expiry

The cardholder can use the card up to and including the expiry date stated on the card, after which the card is no longer valid. A card in a wallet expires at the same time as the card it is linked to. The cardholder will receive a new card before the old card expires.

13. Termination

Nordea may terminate the agreement with one month's notice. In the event of termination, the account holder will not be refunded a proportionate share of the annual card fee that the account holder may have paid in advance prior to using the card.

The cardholder may terminate the agreement with Nordea giving one month's notice. In the event of termination, the account holder will not be refunded any fees that the account holder may have paid in advance prior to using the card.

14. Change of conditions and prices

Changes to conditions and prices etc. in the price list may be made with one month's notice if the changes are not in the account holders favour.

Changes in the account holder's favour may be made without notice. The account holder will be notified in writing of any changes, either electronically or by physical post. The account holder is responsible for notifying Nordea of any changes to their address and/or email address, as well as any change of mobile phone number, and the account holder bears responsibility for not receiving notification of changes if the account holder has not notified Nordea of a change of email address, mobile phone number and/or address.

Changes to these conditions will be considered approved unless the account holder has informed Nordea before the new conditions take effect that they do not want to be bound by the new conditions.

If the account holder notifies us that they do not wish to be bound by the new conditions, the agreement will be deemed terminated at the time the new conditions enter into force. If the account holder has prepaid an annual fee for the use of the card, the account holder will not receive a proportional refund of the fee.

15. Complaints

If the account holder wishes to complain about issues relating to the card, a complaint may be submitted to Kundeservicechefen

(the customer service manager), who is responsible for handling complaints. Enquiries should be addressed to Nordea, Kundeservicechefen, Helgeshøj Allé 67, 2630 Taastrup, by email to klageansvarlig@nordea.dk or via 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.ecb.europa.eu.

Any complaints about the bank's processing of personal data may be submitted to the Danish Data Protection Agency, datatilsynet.dk.

16. A new copy of these conditions

If the cardholder or the account holder loses these conditions or for some other reason needs a new copy, they are available on Nordea's website.

17. Charges and currency conversion

17.1. Nordea's fees and charges

Any fees are listed in the price list available on Nordea's website at nordea.dk/nordeabusinesdebit. It also states when fees are charged and whether they are charged in advance.

17.2. Merchants' charges

When the card is used in Denmark and abroad – including in Danish and foreign online stores, the merchant may charge a fee.

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 the account holder's 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 <https://www.visa.dk/support/consumer/travel-support/exchange-rate-calculator.html>. Nordea's foreign exchange fee is stated in the price list.

Changes to the reference rate take effect without notice.

Nordea's currency conversion rate may have changed between the time the cardholder used the card, and the amount was debited to the account holder's 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.

The account holder bears the risk of any changes in the exchange rate during the period from the cardholder's purchase or cash withdrawal until the amount is debited to the account holder's account.

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, the cardholder is by law entitled to information about our foreign exchange fee as the difference in per cent between Nordea's currency conversion rate and a reference rate quoted by the European Central Bank. Exchange rates vary from day to day. To see the current foreign exchange fee the cardholder can use the exchange rate converter at <https://fxcards.nordea.com/dk>.

When the cardholder makes a purchase or a cash withdrawal with the card in an EEA currency other than Danish kroner, Nordea does not provide the cardholder with any information about Nordea's foreign exchange fee expressed as a percentage in relation to the ECB reference rate.

17.5. Currency conversion in stores abroad (dynamic currency conversion – DCC)

If the cardholder uses the card abroad, the merchant may offer to make a currency conversion into Danish kroner before the payment is made, so the cardholder pays an amount in Danish kroner.

Before the cardholder approves the purchase, the merchant must state the fees charged and the conversion rate used by the merchant.

Note that the conversion rate used by the merchant may differ from Nordea's conversion rate if the cardholder chooses 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 Business Debit cards are issued subject to individual credit assessment.

19. Processing and use of personal data

The information about name, address, telephone number, email address and CPR number or CVR number that the cardholder or account holder provides to Nordea is used to set up and manage the card.

The CPR number is used, among other things, to obtain address details from the national register, to block cards and to ensure definitive identification of each individual cardholder.

The CVR number is used, among other things, to obtain information from the Danish Business Authority and to ensure clear identification of the company.

Personal data is stored for as long as the cardholder has a card.

When the card is used, the card number and the amount, date and place of the transaction and other details are considered personal data.

Information about the use of the card is stored by the merchant, the merchant's bank and its data service provider, and is stored by Nordea for the purposes of accounting, account statements and any subsequent error correction.

When the cardholder uses the card, information needed to make the 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 about the use of the card is disclosed only for the purpose of carrying out transactions, where required by law, or to prevent misuse of the card.

If the cardholder or account holder is not satisfied with the processing of their personal data, they may contact Nordea's data protection officers by sending an email to dataprotectionoffice@nordea.com. It is also possible to send a letter to: Nordea, Helgeshøj Alle 67, 2630 Taastrup.

It is also possible to submit a complaint to, or contact, the Danish Data Protection Agency. The contact details can be found on the Danish Data Protection Agency's website.

Further information about the bank's processing of data can be

found in "Nordea's Privacy Policy", which is available on nordea.dk.

20. Registration of blocked cards

If the card has been blocked, see conditions 9 and 11, it will be registered as blocked with Tieto. Blocked cards may also appear from Visa's international list of blocked cards. Financial institutions and merchants that accept Visa cards can check with Tieto 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
E-mail: kirjaamo@fiva.fi
Tel: +358 9 183 51

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

The Danish Financial Supervisory Authority (FT. Nr. 2222)
Strandgade 29
1401 Copenhagen K
E-mail: finanstilsynet@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.

Digital wallet or wallet:

A digital wallet is a personal software-based solution where the cardholder registers their card details for future purchases from a store or an online merchant. A digital wallet or wallet is an app that the cardholder can download to their mobile phone.

Dynamic currency conversion (DCC):

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

Physical store:

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

Contactless payment:

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



Accountholder:

The natural person or legal entity (for example a business or an association) that owns the account to which the Nordea Business Debit card is linked and that, following an application, is issued the card for themselves or their employees.

Cards:

The physical card or virtual card in a wallet.

Cardholder:

A natural person employed by the accountholder who is issued with a Nordea Business Debit card for business purposes.

Receipts:

Evidence of a payment in paper or electronic form.

MitID:

MitID is a common login solution with a digital signature for use on both private and public websites in Denmark.

Nordea ID

Nordea ID is Nordea's login solution, which can be used via an app or with a code display. The cardholder can also use Nordea ID to confirm an online card payment.

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, code for a digital wallet, fingerprint, and Face ID. Personal security measures are used when making payments in physical stores (for example PIN) and for online shopping (for example Visa Secure).

PIN:

The secret personal identification number attached to the physical card and the secret personal code that the cardholder has chosen for a digital wallet.

Price list:

The list of fees and charges etc in force from time to time. It is available at nordea.dk/nordeabusinessdebit

Currency conversion rate:

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

Tieto:

Tieto Oyj is a service provider in connection with the issuance of Nordea Business Debit cards for Nordea.

Transaction:

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

Visa Secure:

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

Visa:

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

Wallet provider:

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