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1. General provisions

These General Terms and Conditions govern Nordea's Internet and telephone service which is provided by Nordea Bank AB (publ) (referred to below as the "Bank"), reg. no. 516406-0120, 105 71 Stockholm. The registered office of the company is in Stockholm. The Bank is a banking company licensed to conduct banking business. The Bank is subject to the supervision of the Swedish Financial Supervisory Authority. The language which is used in contacts between the Customer and the Bank is Swedish.

The Bank recommends that the Customer print out these General Terms and Conditions. Where this is not possible for the Customer, print-outs of the General Terms and Conditions may be obtained from a local Nordea branch or may be ordered from Nordea's Customer Services Centre on telephone number 0771-22 44 88. In addition, during the contractual relationship, the Customer shall be entitled, upon request, to be provided with these General Terms and Conditions and other written information about Nordea's Internet and telephone service which was issued by the Bank prior to or in conjunction with the execution of the Agreement in paper form or in another readable and durable form which is accessible to the Customer.

Sections 8, 15 and 19, third paragraph, only relate to Payment Transactions executed within the EEA in EUR, SEK, or the currency of another EEA country, which means that both the payer's bank and the payee's bank must be located within the EEA.

2. Definitions

In these General Terms and Conditions, the following terms (including grammatical forms thereof, etc.) shall have the meanings stated below:

Agreement: Application/Agreement, customer confirmations, or the equivalent, relating to Nordea's Internet and telephone service, including applicable appendices and these General Terms and Conditions.

Bank Day: A day on which participating banks or other payment service providers are open for business to the extent required to execute a Payment Transaction.

Connected Service: A service provided from time to time by the Bank relating to the use of Nordea's Internet and telephone service for whose use the Customer has entered into a separate agreement or has otherwise agreed upon with the Bank.

Co-User: A person who, in accordance with an agreement between the Bank and the Customer, is entitled to execute orders which are binding on the Customer when submitted in accordance with the provisions of the Agreement.

Credit: each amount that, in accordance with the Customer's application and after customary credit assessment, is made available to the Customer by the Bank. A Credit may be connected to an account (an account credit) or be separate. The terms and conditions for a Credit is agreed between the Customer and the Bank in separate agreement (Credit Agreement).

Credit Agreement: any application/agreement or other document in legible and durable form and available to the Customer, containing the particulars in respect of the Credit, including any general terms and conditions and/or appendices thereto.

Cut-Off Time: A certain specified final point in time which is used to determine which Bank Day the Bank will be deemed to have received funds or a Payment Order.

Payment Instrument: A card or any other personal instrument or personal procedure regarding which the Customer and the Bank have entered into an agreement and which is used by the Customer to initiate a Payment Order, such as a debit card or PIN code.

Payment Order: Each instruction which the Customer submits to the Bank to execute a Payment Transaction.

Payment Transaction: A deposit, withdrawal, or transfer, of funds to or from an account.

Unique Identifier: A combination of letters, numerals, or symbols which is provided by a bank or other payment service provider and which a customer is required to state in order to unambiguously identify another payment service user or their payment account, for example an account number.

3. Description of Nordea's Internet and telephone service

Nordea's Internet and telephone service entails that the Customer can elect to use different services via a data communication network (such as the Internet) and/or over the telephone. The Bank announces which services are available from time to time and, upon application by the Customer, decides which services the Customer may subscribe to. Certain services are included in the basic package for Nordea's Internet and telephone service, whereas the Customer must sign a specific agreement or otherwise agree with the Bank to use other services. In such case, the latter services constitute "Connected Services", and all Connected Services are governed, where applicable, by these General Terms and Conditions.

In addition to the terms and conditions of the Agreement, any provisions notified by the Bank from time to time shall govern the use of Nordea's Internet and telephone service. In addition to the terms and conditions of the Agreement and the provisions notified by the Bank, Connected Services and Credits shall be governed by the terms and conditions specifically applied by the Bank in respect of the Connected Service and the Credit in question.

4. Information required to enable the execution of a Payment Order

To enable the execution of a Payment Order, the Customer must provide information regarding the payment pursuant to the instructions provided by the Bank to the Customer when the Payment Order is submitted. However, the Customer must in all cases provide details of the payee's Unique Identifier, as well as information which enables the payee to identify the Payment Transaction.

Where the Customer has executed a Payment Order using a Unique Identifier, the Bank shall be deemed to have executed the Payment Transaction correctly if the funds are transferred to the payee specified in the Unique Identifier. The Bank is not liable if the Unique Identifier which is specified by the Customer is incorrect.

5. Approval of a Payment Transaction, receipt of a Payment Order, and revocation

A Payment Transaction shall be regarded as approved where the Customer has provided its consent to the execution of the Payment Transaction. Where Payment Order has been submitted to the Bank by use of the Customer's codes or another security solution selected by the Customer or allocated by the Bank, the Customer shall be deemed thereby to have consented to the execution of the relevant Payment Transaction(s).

The above shall also apply where the order or instruction is submitted using the security solution of a guardian or Co-User.

The time of receipt of a Payment Order is the time at which a correct order has been received by the Bank. A Payment Order must be received by the Bank not later than the specified Cut-Off Time in order for it to be possible to begin the execution of the Payment Transaction on the same Bank Day. Details of established Cut-Off Times are stated in the Cut-Off Time Appendix. Where the time of receipt is not on a Bank Day or occurs after an applicable Cut-Off Time, the Payment Order shall be deemed to have been received on the following Bank Day. The Cut-Off Time Appendix is available at branches of the Bank and on the Bank's website.

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Once the Bank has received the Payment Order, the Customer shall not be entitled to revoke the Payment Order or its approval of the Payment Transaction.

In cases where the Customer, when initiating a Payment Order, intends the time of receipt of the payment to be deemed a different, later, time than that set forth above, a future date must be stated in accordance with the instructions set forth in Nordea's Internet and telephone service when the Payment Order was submitted. In such case, the Payment Order may be revoked not later than at the end of the Bank Day preceding the payment date specified by the Customer. However, in respect of a payment made to Bankgiro, revocation may take place not later than the established Cut-Off Time at the end of the Bank Day preceding the payment date specified by the Customer.

6. Other orders or instructions

In addition to the provisions of section 5 regarding Payment Orders, where an order or instruction is submitted to the Bank via Nordea's Internet and telephone service using the Customer's security solution, the Customer is bound by such order or instruction. The aforementioned also applies where the order or instruction is submitted using the security solution of a guardian or Co-User.

7. Execution time of payments

Where, pursuant to section 5 above, the Bank is deemed to have received a Payment Order on a particular Bank Day, the payment will be received by the payee's bank not later than:

- on the same Bank Day, where a Payment Transaction is in SEK or EUR and is made between accounts at the Bank, provided the transaction does not involve a currency exchange of the transferred amount;
- on the following Bank Day, where a Payment Transaction is in SEK and made to an account at another bank in Sweden (including bankgiro), where a Payment Transaction is in EUR and made to an account at a bank within EU/EEA, as well as where a Payment Transaction in EUR is made to an account at a bank within EU/EEA and is preceded by a currency exchange if such exchange is made in Sweden from SEK and the transfer is made in EUR;
- within four (4) Bank Days, where a Payment Transaction is made to an account at a bank within the EU/EEA in SEK or in an EEA currency other than EUR.

Details of execution times in respect of other payments will be provided by the Bank at the Customer's request.

8. Bank's liability for executing payments

The Customer shall ensure that there are sufficient funds for any Payment Orders submitted and that information provided in the Payment Order is sufficient and accurate. The Bank shall ensure that amounts and information are transferred to the payee's bank. Provided the conditions in the first sentence are satisfied and the amount is nonetheless not transferred to the payee's bank or the Payment Transaction is otherwise executed incorrectly and the Customer has given notice of the defect in accordance with section 22, the Bank shall, in an appropriate manner and without unnecessary delay, repay the amount or restore the balance on the debited account to that which it would have been had the incorrectly executed transaction not occurred.

Where the Bank is able to demonstrate that the recipient bank has accepted the transaction, the recipient bank is liable for the non-execution or deficient execution of the transaction. In the event that, notwithstanding such liability, the payee's bank returns the amount, the Bank shall ensure that the amount is promptly repaid to the Customer.

The Bank shall not be liable in cases where the Customer provides incorrect details of the payment (for example, the wrong Unique Identifier, such as the wrong account number). At the Customer's request, the Bank shall take reasonable measures to recoup the amount to which the payment relates.

The Customer shall be entitled to compensation for any fees and interest incurred as a consequence of the non-execution or deficient execution of a Payment Transaction where such was not due to the Customer.

9. Security solutions and the Customer's obligation to safeguard and report the loss of a Payment Instrument

The Bank provides security solutions for the identification of the Customer in Nordea's Internet and telephone service and Connected Services. The security solutions may vary from time to time. The Bank designates which security solution the Customer shall use. The security solution may be governed by a separate agreement. A separate fee may be payable for the security solution. In addition to the terms and conditions of the Agreement concerning the Customer's security solution, the Customer shall be obliged to comply with the security regulations notified by the Bank from time to time. The following provisions shall apply to security solutions whereby the Customer uses a card, PIN code, other code or corresponding Payment Instrument.

The Payment Instrument shall be stored securely and under the supervision required for the circumstances. It shall be handled in the same manner as cash and other documents of value. The Customer shall take any measures necessary to ensure that the Payment Instrument is not used without authorisation. It may only be used by the Customer. In addition, the Customer shall:

- keep the PIN code and any other code secret;
- destroy the document containing the PIN code or other code which the Customer received from the Bank;
- not write down the PIN code or other code on the card, card reader, or other Payment Instrument, or allow a written version of the code to be attached to or otherwise stored together with the Payment Instrument;
- if the PIN code or other code is written down, not specify that it is a code or its connection to the Bank, and not store the written version of the code together with the card or card reader.

The Payment Instrument may not be used in breach of applicable legislation. The Customer shall promptly report to the Bank upon becoming aware of the loss of the Payment Instrument, the use of the Payment Instrument without authorisation, or that an unauthorised person knows the PIN code or other code. Such report to the Bank must be made via the Bank's block service or Card Service or at a local Nordea branch.

Where a Co-User is specified in a supplement to the Agreement pursuant to section 11, the Customer shall ensure that the Co-User also complies with these security provisions.

Where the Customer is a minor represented by a guardian, the Customer's guardian shall also be obliged to comply with these security provisions.

10. Payment liability for unauthorised transactions

Where an unauthorised transaction has been executed as a consequence of a failure by the Customer to safeguard a personal code, the Customer shall be liable for the amount, up to a maximum of SEK 1,200.

Where an unauthorised transaction has been executed as a consequence of the Customer's grossly negligent breach of any of its obligations pursuant to section 9 above, the Customer shall be liable for the entire amount, up to a maximum of SEK 12,000. However, the Customer shall be liable for the entire loss where the Customer has acted recklessly.

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The Customer shall not be liable for any loss arising from an unauthorised transaction which is executed after the Customer, in accordance with the Bank's instructions, has given notice that the Payment Instrument must be blocked, unless the Customer has acted fraudulently.

The Customer shall in all cases be liable for the entire amount where the Customer fails to notify the Bank without unnecessary delay upon becoming aware of the unauthorised transaction. The Customer, who is liable to pay for unauthorised transactions, shall also pay any amounts charged to the account as a result of the account being overdrawn or an approved overdraft facility being exceeded.

The obligations specified in section 9 above shall also apply to a Co-User and, where applicable, the guardian of a Customer who is a minor. Accordingly, the Bank shall be entitled to assert its rights under the Agreement against the Customer in respect of any breach of such obligations by the Co-User or the Customer's guardian.

11. Purchase and redemption of fund units

The following shall apply provided the Bank offers the Customer the opportunity to purchase and redeem fund units via Nordea's Internet and telephone service.

Fund savings shall be governed by the relevant fund's rules and, where applicable, its prospectus.

The Customer is bound by the Bank's order execution policy and general terms and conditions governing trading in fund units or terms and conditions governing fund accounts for units in SICAV companies (foreign collective investment undertakings). The Customer is obliged to keep him or herself apprised of, and comply with, such policy and terms and conditions.

Fund rules and/or prospectuses can be obtained from branches of the Bank and the Bank's website.

12. Credit

The Customer may through Nordea Internet apply for and enter into agreements with the Bank concerning a Credit. The Bank decides what types of credits that are at each time made available through Nordea Internet. An application for a Credit or a Credit Agreement is electronically signed by the Customer by using the security solution for identification at each time provided by the Bank (see section 9 above). By signing the application/agreement with the use of the security solution for identification provided by the Bank, the customer confirms and accepts the terms and conditions for the Credit and is bound thereby, as if the application/agreement had been signed by the hand of the Customer. If the Customer, when applying for Credit or when requesting amended terms and conditions for the Credit online or by phone, represents one or several more borrowers, the Customer is responsible for requisite consent to the measure having been obtained from other borrowers and any pledgors (other than the borrower(s)).

The Customer agrees that, where an application for a Credit is made through Nordea Internet, the Bank may communicate the result of its credit assessment (i.e. whether the credit has been approved or not) to the Customer notifying the Customer through logged in pages on Nordea Internet and furthermore agrees that the Credit Agreement and other documentation to be provided by the Bank in connection with an application for a Credit or the Credit Agreement itself will be made available to the Customer through logged in pages on Nordea Internet.

A Credit Agreement is deemed to have been entered into when the Customer through the use of the security solution for identification provided by the Bank accepts the content of the Credit Agreement. When entering into an agreement through Nordea Internet, the Customer is ensured a right of withdrawal in accordance with the Consumer Credit Act (Konsumentkreditlagen (2010:1846)).

Information concerning the right of withdrawal and how to exercise that right is included in the form "Standard European Consumer Credit Information" provided by the Bank and also in the Credit Agreement. The right to withdrawal does not apply to Credit Agreements secured by a mortgage or by another comparable security commonly used on immovable property or secured by a right related to immovable property.

It is recommended that the Customer prints the Credit Agreement and other documents provided by the Bank in connection with an application and/or entering into the Credit Agreement. If the Customer does not have the possibility to print out the Credit Agreement and other documentation, such prints can be provided by a Nordea branch office or ordered at Nordea Kundcenter, tel 0771 – 22 44 88.

13. Co-Users

The Customer may not, without the Bank's consent, represent any other party (for example, pursuant to a power of attorney) in respect of Nordea's Internet or telephone service and Connected Services or allow him or herself to be represented by any other party in contacts with the Bank in respect of Nordea's Internet and telephone service and Connected Services.

Notwithstanding the provisions of the first paragraph, where agreed with the Customer the Bank may execute an order submitted by a Co-User according to information in the supplement to the Agreement (see: Supplemental Agreement regarding Nordea's Internet and Telephone Service).

When executing such an order, in order for the order to be binding on the Bank the Bank is not obliged to verify whether any mandate relationship exists between the Customer and the Co-User.

The Customer may, at any time, by giving notice to the Bank, revoke the Bank's right to execute orders submitted by a Co-User.

14. Customers who are minors

If the Customer is the guardian of a minor, the Customer may represent the minor and sign agreements to connect the minor to various services of the Bank. The Bank decides on the services which may be the object of such signing of agreements.

The Bank shall be entitled to assume, with binding effect on the minor, that such signing of agreements regarding connection to the services of the Bank has taken place exclusively on behalf of the minor and, where the minor is represented by more than one guardian, to assume, with binding effect on the minor, that such signing of agreements regarding connection to services has been executed by all guardians acting in mutual agreement. Each guardian shall be individually entitled to terminate such connections.

Insofar that the Customer signs such agreements on behalf of the minor through the Internet or telephone bank, without binding effect on the minor, the Customer is liable to pay amounts to the Bank equalling the loss thus incurred by the Bank. The limitations on amounts specified in section 10 above do not apply to the Customer's liability according to this section.

15. Bank's right to take verification measures and to refuse to execute a Payment Order

The Bank shall be entitled to defer the execution of an order which the Customer has requested via Nordea's Internet and telephone service if, in the Bank's opinion, there is cause to take special measures to identify the principal or verify the order. The Bank shall inform the Customer as soon as possible in cases where it finds cause to refuse to execute a Payment Order. The Customer receives such notification by post or via Nordea's Internet and telephone service.

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16. Exchange rate

For Payment Transactions in a currency other than the currency of the payment account, the currency is exchanged prior to the execution of the Payment Transaction. Unless otherwise agreed, the exchange rate used by the Bank is a reference exchange rate. The reference exchange rate used is the applicable exchange rate on the currency market for purchases or sales of currency at the time at which the Bank executes the Payment Transaction. Reference exchange rates can be obtained on a preliminary basis from the Bank via branches of the Bank or the Customer Services Centre. Since the currency exchange does not take place until the Bank executes the Payment Transaction and then at the applicable exchange rate on the currency market, the exchange rate which is used may differ from the preliminary rate.

17. Term and termination of the Agreement, etc.

The term of the Agreement shall commence when the Customer has executed the Agreement or signed these General Terms and Conditions via Nordea's Internet and telephone service. Thereafter, the Agreement shall apply until further notice. The Bank shall be entitled to terminate the Agreement on two (2) months' notice. The Bank may terminate the Agreement with immediate effect if the Customer is in material breach of contract.

The Customer shall at all times be entitled to terminate Nordea's Internet and telephone service as of the date on which the Bank receives a notice of termination of Nordea's Internet and telephone service signed by the Customer. A fee for the notice of termination, if any, shall be payable in accordance with the Bank's price list applicable from time to time.

This Agreement is terminated upon the death of the Customer. Where the Customer is declared bankrupt or where a guardian is appointed pursuant to Chapter 11, section 7 of the Children and Parents Code, the right for the Customer to use Nordea's Internet and telephone service shall terminate with immediate effect, whereupon the Bank shall be entitled to terminate this Agreement.

According to the Payment Services Act, a consumer who is a legal resident within the EEA is entitled to a current account with basic functions linked to such an account. At Nordea, the Personal Current Account (Personkonto) is such a current account, and "basic functions" refer to a Nordea Electron card that is linked to that account, and Nordea's internet bank with the "payments" option (Nordea via Internet and Telephone). In cases where the Nordea via Internet and Telephone agreement is such a basic service, the following grounds for termination apply: The Bank is entitled to terminate the Personal Current Account agreement, the Nordea Electron agreement and the Nordea via Internet and Telephone agreement with a two-month notice period if no transactions have occurred on the Personal Current Account in the past 24 months, or if special grounds exist. The Bank is entitled to terminate the Personal Current Account agreement, the Nordea Electron agreement and the Nordea via Internet and Telephone agreement with immediate effect if the Customer has intentionally used the Personal Current Account for illegal purposes or if the Customer has provided erroneous information in order to be able to open a Personal Current Account with basic functions, and accurate information would have led to a refusal to the Customer opening such an account.

18. Bank's right to suspend Nordea's Internet and telephone service

The Bank shall be entitled to suspend Nordea's Internet and telephone service in order to maintain or update Nordea's Internet and telephone service or where, in the Bank's opinion, there is a tangible risk that the Bank or its customers will incur loss through the Bank continuing to provide Nordea's Internet and telephone service.

The Bank shall also be entitled to suspend Nordea's Internet and telephone service upon suspicion of unauthorised use, in the event of repeated failed login attempts, where the Customer is using Nordea's Internet and telephone service in a manner which may harm or disrupt the service, or in the event of a violation of instructions, terms and conditions, or provisions governing Nordea's Internet and telephone service.

The Bank shall notify the Customer of the suspension in reasonable time where the Bank can anticipate the suspension and it can be assumed that the suspension is of more than minor importance for the Customer. Notification may be provided, inter alia, by means of information about the suspension being provided via the Internet or over the telephone.

19. Amendments

The Bank shall be entitled to amend the scope and content of Nordea's Internet and telephone service and Connected Services. Where, in the Bank's opinion, the amendments are not to be regarded as insignificant, the Customer shall be informed and shall be entitled immediately to terminate the Agreement prior to the date on which the amendments are to take effect. Where notice of termination is not given, the Customer shall be deemed to have approved the amendments.

The Bank shall notify amendments to the Agreement not later than two (2) months prior to the date on which they are to take effect. Customers who do not approve the amendments shall be entitled, immediately and at no charge, to terminate the Agreement prior to the date on which the amendments are to take effect. Where notice of termination is not given, the Customer shall be deemed to have approved the amendments.

Amendments to exchange rates which are based on an agreed reference exchange rate pursuant to section 15 above may be applied immediately without notification.

20. Limitation of the Bank's liability

The Bank shall not be liable for loss due to Swedish or foreign legislation, measures taken by Swedish or foreign public authorities, acts of war, strikes, blockades, boycotts, lockouts, or other similar circumstances. The reservation with respect to strikes, blockades, boycotts, and lockouts shall apply notwithstanding that the Bank is itself the object of, or takes, such measures.

Loss which has arisen in cases other than those stated above shall not be compensable by the Bank provided it has exercised normal care.

As regards the execution of payment services, in lieu of the provisions in the first and second paragraphs of this section above, the Bank shall not be liable in cases of unusual or unforeseeable circumstances over which the Bank, or a party engaged by the Bank to execute a payment service, has no control and the consequences of which would have been impossible for the Bank, or the party engaged by the Bank, to overcome, despite all efforts to the contrary. Nor shall any liability arise for the execution of payment services pursuant to this section where the Bank or the party engaged by the Bank acts in accordance with Swedish law or EU law.

Where the Bank is prevented from executing a payment or taking any other measure due to an event set forth in the first paragraph or covered by the third paragraph of this section, the measure may be postponed until the impediment has ceased. In the event of a deferred payment, where interest has been agreed upon, the Bank shall pay interest based on the interest rate applicable on the due date. Where interest has not been agreed upon, the Bank shall not be obliged to pay interest at an interest rate which is higher than the rate equivalent to the applicable reference interest rate from time to time pursuant to section 9 of the Interest Act (SFS 1975:635) plus two percentage points.

Where the Bank is prevented from accepting a payment due to an event set forth in the first paragraph or covered by the third paragraph of this section, the Bank shall only be entitled to interest for the period of the impediment as set forth in the terms and conditions applicable on the due date.

The Bank shall not be liable for indirect loss unless such loss was caused by the Bank's gross negligence.

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21. Means of communication between the parties, requirements as regards the Customer's equipment and software

The use of Nordea's Internet and telephone service requires a touch tone telephone and/or connection to a data communication network (such as the Internet). Such connection requires computer and communication equipment, software and an Internet subscription. Since the Bank is continually developing the functionality of Nordea's Internet and telephone service, the Bank recommends that the Customer use an operating system and web browser which are updated and supported by the manufacturers. Details of which operating systems and web browsers are required from time to time for access to Nordea's Internet and telephone service are provided on Nordea.se.

The customer is at all times personally responsible for access to the technical equipment and software required to use Nordea's Internet and telephone service, as well as for any costs for such equipment. The Customer shall exercise normal care when using Nordea's Internet and telephone service and shall safeguard his or her technical equipment against unauthorised use, inter alia, by using antivirus programs which are updated automatically and firewalls.

Software and security equipment provided by the Bank to the Customer confer only a right of use. No ownership rights or copy-right shall vest in the Customer. In addition to the terms and conditions stated in the Agreement, the right of use is subject to the terms and conditions prescribed by the manufacturers.

Software provided by the Bank may contain encryption procedures and, therefore, under certain circumstances may be subject to specific export and exit rules. If the Customer intends to take software provided by the Bank outside Sweden, the Customer is under an obligation to verify that this is compatible with applicable export and exit rules.

Certain countries impose very strict rules governing the importation, possession and use of software which contains encryption procedures. Therefore, before the Customer brings software provided by the Bank into another country, the Customer should check which rules apply in that country.

22. Fees

Fees for Nordea's Internet and telephone service are payable in accordance with the Bank's price list (see Price Appendix). The price list is available at branches of the Bank and on the Bank's website. The Bank shall be entitled to debit the Customer's accounts at the Bank in the amount that the Customer shall pay.

23. Claims

The Customer shall promptly read and review the information regarding executed Payment Transactions which is provided or made available to the Customer. The Customer shall notify the Bank in writing and request rectification without unnecessary delay upon becoming aware of a defect in Nordea's Internet and telephone service, erroneously executed Payment Transactions or unauthorised transactions ("Notice of a Defect"). However, such notice may under no circumstances be given later than 13 months after the account has been debited for the amount or after the defect arose. Where the Customer fails to give Notice of a Defect within the prescribed period, the Customer may not bring a claim against the Bank based on the defect.

Where the Customer denies having provided its consent to an executed Payment Transaction or claims that the Payment Transaction was not executed correctly, at the Bank's request, the Customer shall assist the Bank to identify the Payment Transaction and shall conduct any necessary investigation of the unapproved and executed Payment Transaction.

Where there is a provision regarding claims in the separate terms and conditions regarding a Connected Service, such provision shall apply in lieu of this provision.

A shorter complaints period relating to the purchase or redemption of fund units applies in accordance with the provisions of the general terms and conditions governing trading in fund units or terms and conditions governing fund accounts for units in SICAV companies (foreign collective investment undertakings).

24. Notices

Notifications issued by the Bank to the Customer in accordance with these general terms and conditions, or other general terms and conditions which permit electronic communication, may be issued in accordance with what is stipulated in this section. Where a notification relates to a matter other than giving notice of termination of an agreement and the notification was available to read or otherwise obtain through Nordea's Internet or telephone service, the Customer shall be deemed to have received the notification upon it being made available. Where the Bank has dispatched a notification of the type referred to in the previous sentence by post to the address stated in the application regarding connection to Nordea's Internet and telephone service or to an address of which the Bank is otherwise aware, the Customer shall be deemed to have received the notification no later than on the fifth day following dispatch. The Customer shall immediately inform the Bank of any change of name and address.

25. Assignment

The Customer may not assign its rights and obligations under the Agreement to a third party. The Bank shall be entitled to assign its rights and obligations under this Agreement to another company within the Nordea group. "Nordea group" means the Bank and its subsidiaries.

26. Governing law

The Agreement shall be governed by Swedish law and, where an action is brought by the Bank, the dispute shall be decided by Swedish courts. However, the Bank shall be entitled to bring an action in a court in another country.

27. Complaints

Where the Customer is dissatisfied with the Bank's handling of Nordea's Internet and telephone service, the Customer should, in the first instance, contact its adviser at the Bank, its local branch of the Bank, or the Customer Services Centre. The Customer may also contact the Bank's Customer Ombudsman. Where the Customer wishes to file a complaint, such complaint should be in writing unless the nature of the matter dictates otherwise. In the event of a dispute with the Bank, the Customer can contact the National Board for Consumer Complaints.

28. Information regarding processing of personal data, etc.

Personal data provided by the Customer in connection with a notification of interest/application/agreement or which is otherwise registered in connection therewith is processed by the Bank for preparation and administration of the service in question. The personal data also constitutes a basis for marketing and customer analyses, business follow-up, business and methods development as well as risk management. Risk management also includes processing of data concerning a borrower and loans for an evaluation of the quality of loans for the purposes of capital adequacy. The personal data is also used for marketing purposes.

Subject to the limits of the applicable confidentiality provisions, processing of personal data may also be carried out by other companies in the Nordea group and other companies with which the group co-operates in its operations, such as Bankgirocentralen and SWIFT (Society for Worldwide Interbank Financial Telecommunication). Transactions via SWIFT entail that personal data in respect of the order is processed in SWIFT central transaction databases both in Europe and in the US. Information in respect of the order can thereby also be provided to governmental authorities in countries other than Sweden pursuant to local legislation. The Bank may check the payment information against sanction lists which, either by law or a decision of a governmental authority, the Bank is obliged or entitled to apply for the purpose of ensuring that the payment is executed.

The Customer may obtain information as to which personal data regarding him or her is processed by the Bank by submitting a request in writing to Nordea Bank AB (publ), Controller of Personal Data, 105 71 Stockholm, Sweden. The Customer may contact the Bank at the aforementioned address to request rectification of erroneous or misleading data.

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Information regarding distance contracts about the Internet and telephone service**Generally**

A distance contract occurs when you and the bank do not meet personally before entering into the contract. Examples of distance contracts include contracts entered into via the Internet, via the telephone banking service or by responding to a mail out/advertisement.

Prices, fees and charges

Access to Nordea's Internet and telephone service is free of charge. You can find information regarding fees for the different options under the heading "Internet och telefon" at nordea.se/privat. Variations may apply in conjunction with campaigns or other offers. In addition, further taxes, charges or costs may also be payable which are not imposed or paid by the bank.

If you change your mind

If you change your mind and no longer wish to receive the agreed service, as a consumer you are entitled to withdraw from the distance contract you entered into. You have what is known as a "right of withdrawal". The right of withdrawal does not apply to the transactions, services or the equivalent which are performed according to the product agreement. Nor do the right of withdrawal provisions apply if, at your request, both parties have performed their obligations.

Period for withdrawing from the contract

The deadline for withdrawing from the contract is 14 days calculated from the date on which you entered into the agreement, for example when you signed the contract or approved the general terms and conditions governing the service.

How do you exercise your right of withdrawal?

Before the deadline for withdrawing from the contract runs out, you must notify the bank that you wish to exercise your right of withdrawal. The easiest way to do this is by writing to/contacting your Nordea branch. You can find contact information on nordea.se – Om Nordea – Kontakt – Kontakt Privat.

When you have exercised the right of withdrawal

When you have exercised your right of withdrawal, you must refund the amounts and send back the material you received from the bank as soon as possible and, in any event, within 30 days.

How much does it cost to exercise your right of withdrawal?

If you have exercised your right of withdrawal, the bank must refund the amount you have paid as soon as possible, and not later than 30 days from the date on which the bank received notice that you had changed your mind. However, the bank may deduct from the amount which is to be refunded an amount equal to the portion of the financial service which has been provided as well as reasonable costs for the period prior to the date on which the bank received your notice regarding withdrawal from the contract.

In terms of the Internet and telephone service, the bank refunds the portion of the annual or monthly fee which has been charged relating to the period after the date on which you gave notice of withdrawal from the contract.

Agreement

Pursuant to the provisions of sections 5 and 11 of the general terms and conditions relating to the agreement regarding connection to Nordea's Internet and telephone service, orders and instructions submitted using a security solution belonging to co-users specified below shall also be deemed binding on the customer.

The obligations applicable to the customer in accordance with the general terms and conditions governing connection to Nordea's Internet and telephone service and Connected Services also apply to co-users. Accordingly, the bank may also assert its rights under the terms and conditions of this agreement against the customer in cases where it is the co-user who has acted or been negligent.