

Nordea

**Your bank
at home**



**You can do your
everyday banking
from the comfort
of your home**

- You can now do your banking at your own pace from the comfort of your home without having to go to the bank, like before.
- You always start by identifying yourself when banking from home. Identifying yourself means the same as presenting ID at a bank branch.
- To identify yourself, BankID is used. BankID is safe when used securely. Always read through what you are signing before entering your security code.

Your bank at home



secure



**wherever it suits
you**



**whenever it suits
you**

You can do it too!

To start with, banking from home can feel unfamiliar, but it gets easier after just a couple of times. If you have any questions you can always call Nordea Customer Service for assistance. You can also watch our guides and instruction films on our website [Nordea.se/blimerdigital](https://www.nordea.se/blimerdigital).

Nordea Customer Service
0771 - 22 44 88

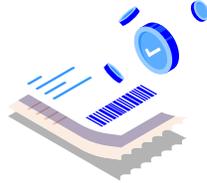
A local network or mobile call fee will be charged for the call.
Nordea does not charge any extra fees for the call.



"I usually say that BankID is the key to everything – not just the bank but also to a number of useful services. When you've learned to use BankID, many doors are opened, such as to the Swedish Social Insurance Agency, the Swedish Tax Agency and the Swedish Pensions Agency."

**Lina,
Nordea Jönköping**

– pay



– check deposits made into your account such as salary or pension



– check your account balance



In this guide, we show the most common banking services

You can easily do these yourself from home or wherever suits you best.

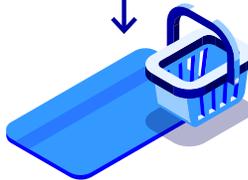
– notify the bank if you lose a bank card



– card withdrawals



– check card purchases



Choose your method



– On a tablet or
smartphone in Nordea's
mobile bank



– On a computer in
Nordea's **online bank**



– By phone through
Nordea's
Voice Response

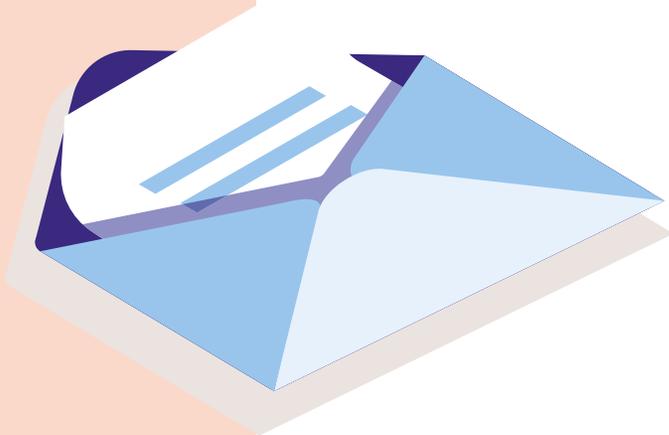
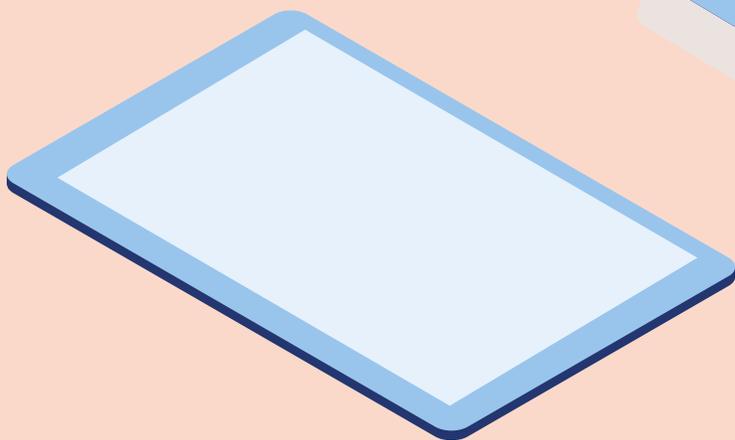
How to make a payment

Nordea's mobilebank

1. Open Nordea's mobile bank on your tablet or smartphone by touching the Nordea Mobile icon.
2. Log in using **BankID**.
3. Enter your **BankID pin code** on the screen that opens.
4. You are now logged into Nordea's Mobile Bank.
5. Click on the **Payment** symbol in the top row.
6. From Account, choose an account from which you can make **Bankgiro/PlusGiro** payments.
7. Touch **Scan bill** at the top right.
8. The mobile bank opens the camera on your device. Point the camera at the Bankgiro/ Postgiro number.
9. Point the camera at the **OCR** number/reference number.
10. Point the camera at the amount.
11. Choose **due date** by touching the calendar in the lower area of the screen. Click on OK to approve.
12. Choose whether the bill should be paid once or multiple times by clicking on "Recurring". If you do not make any change, the bill will be paid once.
13. Click on **Continue** to approve the payment.
14. **Sign** the selected payment at the bottom.
15. **Confirm** the payment with your BankID.
16. The bill is now **paid**. You can log out from the mobile bank.

You will need:

- A bill you wish to pay.
 - Your tablet or smartphone on which you have downloaded Nordea's mobile bank.
 - A downloaded and active BankID
-



How to make a payment in **Nordea's online bank**

You will need:

- A bill you wish to pay.
- Your computer.
- A downloaded and active BankID.

1. Open the browser on the computer and go to the online bank at **www.nordea.se**
2. Click on **Log in**, in the right-hand corner.
3. Click on **Log into online bank**, under Log in as private customer.
4. Choose an **identification method**. Click on BankID. Follow the instructions on the screen.
5. When you have identified yourself, the online bank opens securely on your screen.
6. Choose **Payments** at the top of the page, then **Payments and Transfers**.
7. Enter the bill details in the online bank.
8. Click on sign and follow the instructions
9. The bill is now **paid**.





“The most convenient way of paying bills in the mobile bank is by scanning the bill’s barcode with your phone camera. It’s also secure because you don’t need to fill in the bill details yourself.”

**Lina,
Nordea Jönköping**

**Nordea Customer Service
0771-22 44**

A local network or mobile call fee will be charged for the call.
Nordea does not charge any extra fees for the call.

How to do your banking using **Nordea's Voice response**

In Nordea's Voice Response you can do a great deal of your banking business around the clock. You can carry out much of your banking business using the buttons on your phone. To the right is a list of quick command codes for different services.

How to call Voice Response

1. Call 0771-22 44 88. You will be welcomed to Nordea.
2. State your personal identity number. 10 digits.
3. Enter your PIN. If you wish to use BankID, say yes. Follow the instructions to identify yourself.
4. Explain what you need help with by giving a short description. Say Voice Response.
5. You will now be connected to the Voice Response service.

You can also use voice-controlled Voice Response. State the nature of your business, such as "balance", "transactions" or "transfer", and you will be connected.

You will need:

- Your mobile phone or push-button phone.
- A downloaded and active BankID.

Voice response codes

ACCOUNT INFORMATION	CODE
Balance	21#
Latest transactions	22#
Balance and latest transactions	23#
Value of fund account	26#
IBAN and BIC information	27#
TRANSFERS	CODE
Transfer to a Nordea account of your own	31#
Transfer to someone else's Nordea account	32#
Transfer to an account at another bank	33#
PAYMENTS	CODE
Remove entered payment	40#
Payment to PlusGiro	41#
Payment to bankgiro	42#
Sign payment	43#
Read out forthcoming payments	48#
OTHER SERVICES	CODE
Choose/change PIN	58#
PERSONAL SERVICE	CODE
Personlig service	91#
Securities services	98#



Now that you've tried this
you can also...

In Nordea's
mobilebank



See balance



Withdrawals



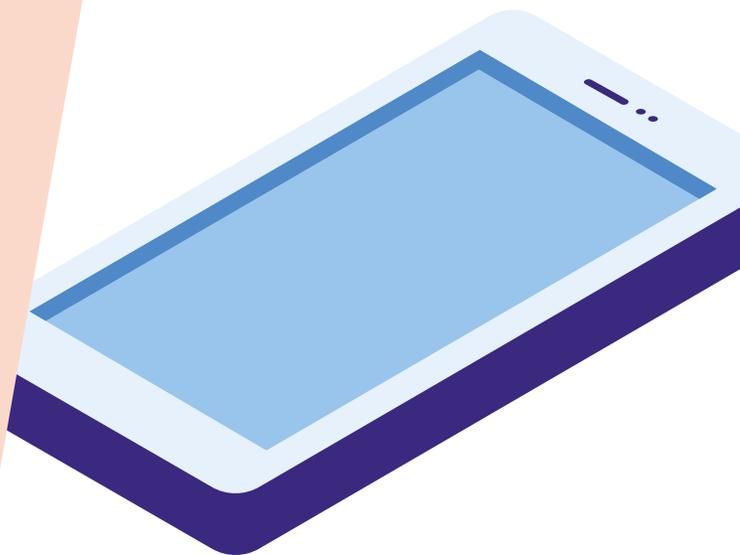
See cash



See debits

You need:

- Your tablet or smartphone with BankID



Log into the Mobile Bank:

1. Open the mobile bank on your smartphone or tablet by touching the Nordea Mobile icon.
2. Touch BankID.
3. Enter your BankID security code on the screen that opens.
4. You are now logged into Nordea's Mobile Bank.

See balance

Account and balance are shown immediately when you have logged into the mobile bank. The balance shows how much money you have in your account.

See debits

When you touch the required account, you see:

- payments made from the account
- bills debited (drawn) from your account
- card purchases made with your bank card, marked in **black**

When you touch the row you can see more information about the debit, e.g. where the purchase was made or the payee of a bill.

See cash withdrawals

When you touch the required account, you see: Cash withdrawals made from the account marked with a minus sign (-) before the amount.

See deposits

When you touch the required account, you see:

- deposits made into your account, marked in **green**
- what the deposit concerns, e.g. Pension or Child benefit

You come back to the first page of the mobile bank by touching the arrow at the top left.

Remember to close the mobile bank when you have finished your banking business. Touch the Log out button under Shortcuts on the first page of the mobile bank.

You have securely **logged out** of the mobile bank.

Now that you've tried this,
you can also...

In Nordeas
online bank

You need:

- Your computer
- An active BankID on your smartphone or tablet



See balance



See debits



See cash
withdrawals



See
deposits



Log into the online bank:

1. Open the browser on your computer and go to the online bank at www.nordea.se
2. Click on **Log in** in the right-hand corner.
3. Click on **Log into online bank**, under Log in as private customer.
4. Choose an **identification method**. Click on BankID. Follow the instructions on the screen.
5. When you have identified yourself, the online bank opens securely on your screen.

See balance

Account and balance are shown immediately when you have logged into the mobile bank. The balance shows how much money you have in your account.

See debits

When you click on the required account, you see:

- payments made from the account, marked in **black** with a minus sign (-) before the amount.
- bills debited (drawn) from your account.
- card purchases made with your bank card. The name of the purchasing outlet is marked in **blue**.

When you click on the row you can see more information about the debit, e.g. where the purchase was made or the payee of a bill.

See cash withdrawals

By clicking on the required account you can see cash withdrawals made from the account marked with a minus sign (-) before the amount.

See deposits

By clicking on the required account you can see what the deposit concerns, e.g. Pension or Child benefit.

You come back to the first page of the online bank by clicking on Nordea in the left corner. Remember to log out of the online bank when you've finished your banking business. Click on your name at the top right and select **Log out**.

You have now securely logged out of the online bank.

How to call Nordea's customer service

Whatever your banking business, you can call Nordea Customer Service on **tel.** 0771–224488

A call might sound like this:

1. Welcome to Nordea.
2. State or enter your personal identity number. 10 digits.
3. Enter your PIN. If you wish to use BankID, say yes. Follow the instructions to identify yourself.
4. Explain what you need help with by giving a short description. E.g. transfer.
5. You will be put through to an advisor.



Did you know that you can call Customer Service through the Mobile Bank? When you call from the app, you have already been identified and will therefore get through faster. In the Mobile Bank choose Contact > Phone



Remember:

BankID is your key to the bank – don't use it at someone else's request.

If you've been the victim of fraud (or suspect that you have), or lost your card or phone with BankID, call Nordea Customer Service on 0771-224488 or our Blocking Hotline. Our Blocking Hotline (08-4025710) is open 24/7.

You will be assisted with blocking your card and/or BankID and can ask for advice.

More information is available here about how to do your
banking from the comfort of your home:

nordea.se/blimerdigital



Nordea