Nordea

Savings Account for enterprises General Terms and Condition

1. General provisions
These general terms and conditions constitute the Bank's general terms and conditions for Savings Accounts for enterprises.

A Savings Account for an enterprise is a bank account for savings intended for enterprises and associations. Debit cards and certain payment services cannot be connected to the Account. The Account can only be used in SEK.

A joint account can only be held by two natural persons in connection with that they jointly conduct business. A joint account may not be opened for legal entities. Where the Account is held by two persons, each person operates the Account individually. The Bank can not be held liable in case one of the Account Holders operates the Account contrary to the other Account Holder's intentions. Any restrictions on the right to operate the Account or any other modification of the rights associated with the Account, as well as the closing of the Account, may only be effected by the Account Holders jointly. The Account Holders must confirm the change in writing. When submitting reports to the Swedish Tax Agency, which the Bank is required to submit by law, interest and claims are apportioned equally between the Account Holders unless the Account Holders notify a different apportionment to the Bank. Such change in the apportionment does not entail a change in the right of the Account Holders to operate the Account.

When a payment service is provided by the Bank through an agent, it is processed with direct legal effect between the Bank and the Account Holder, which means that the Bank is liable vis-à-vis the Account Holder.

Any and all information provided by the Bank to the Account Holder which relates to the Bank and the payment service(s) which is/are covered by the Agreement is contained in the Agreement or, where applicable, in service descriptions, or is provided in another manner in conjunction with Payment Transactions. The Bank does not provide any additional information other than where specifically agreed with the Account Holder.

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

Account: The bank account at the Bank intended for the execution of Payment Transactions which is held by the Account Holder and is specified in the Agreement.

Account Holder: The holder or holders of the Account specified in the Agreement.

Account information service: an online service to provide compiled information regarding one or more payment accounts which the Account holder has with one or more other payment service providers.

Agreement: Application/Agreement, account holder confirmation or the equivalent relating to the Account, including applicable appendices, and these general terms and conditions.

Authentication: A procedure through which an Account Holder's Security solution is used and through which a payment service provider can verify the identity of the or the validity of the Payment instrument.

Bank: Nordea Bank Abp, filial i Sverige, reg. no. 516411-1683. The registered office of the company is in Helsinki, Finland. The Bank is a banking company licensed to conduct banking business. The Bank is subject to the supervision of European Central Bank (ECB), the Finnish Financial Supervisory Authority and the Swedish Financial Supervisory Authority (Finansinspektionen).

Bankgiro: Bankgirocentralen BGC AB.

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

Connected Service: A service specifically agreed with the Bank through which the Account Holder operates the Account, inter alia the Internet Bank.

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.

Internet bank: The Bank's Internet bank or mobile bank or an equivalent Internet service agreed between the Bank and the Account Holder.

Mobile BankID: An electronic identity card on a Mobile unit consisting of a BankID security app and an electronic certificate issued by the Bank, or another authorized issuer.

Mobile unit: A mobile telephone, tablet, watch, wristband or similar equipment with access to the Internet or other network for telephone or data traffic.

Payment initiation service: A service to initiate a Payment order, at the request of the Account holder,

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

from a payment account with another payment service provider.

Payment Instrument: A personal instrument or personal procedure regarding which the Account Holder and the Bank have entered into a specific agreement or as accepted by the Bank and which is used by the Account Holder to initiate a Payment Order, inter alia a bank card and a Personal Code.

Payment Order: An instruction which the Account Holder submits to the Bank to execute a Payment Transaction.

Payment Transaction: A deposit, withdrawal, or transfer of funds to or from the Account.

Personal code: For example, a PIN code, single use code, SMS code or corresponding code.

Sanctions Provision: Economic, trade, or financial provisions, or prohibitions or restrictive measures which the Bank takes into consideration in its operations and which are administered or issued by national public authorities, including the OFAC (Office of Foreign Assets Control) or international bodies such as the EU or UN.

Security solution: Personal authorization functions, i.e. personally adapted functions which the Bank provides or accepts for Authentication, for example Personal code or a reader of biometric information such as a fingerprint reader or iris scanning.

Strong Customer Authentication: An Authentication which is based on at least two of the following three alternatives which are independent of each other:

a) something which only the account holder knows (for example a number code);
b) something which only the Account Holder has (for example a physical bank card);
c) a unique characteristic of the Account Holder (for example a fingerprint).

Third party provider: A payment service provider other than the Bank which holds the necessary license, or is registered, to provide Payment initiation services and/or Account information services.

Unique Identifier: A combination of letters, digits, or symbols which is provided by a payment service provider and which a account holder must state in order to identify, unequivocally, another payment service user or their payment account, e.g. an account number or bankgiro number.

3. Operation of the Account

The Account Holder operates the Account via Connected Services on the terms and conditions specified for a relevant Connected Service from time to time or through the submission of a Payment Order at a branch of the Bank. In the event of any discrepancy between the provisions of the Agreement and an agreement for a Connected Service, the provisions of the agreement for a Connected Service shall prevail with respect to the matters relating to the Connected Service.

The Account is governed by the rules on withdrawals which the Bank generally applies to this type of account from time to time. The Account Holder also accesses available funds in the Account by means of withdrawal slips at branches of the Bank and its co-operating partners.

The Bank may debit the Account, without a withdrawal slip being issued by the Account Holder, for amounts which the Account Holder ordered or approved for debiting.

The Bank may also debit the Account for any fees and costs related to the Account. The Bank may also debit the Account for amounts corresponding to the fees, costs, and disbursements relating to orders executed on behalf of the Account Holder, as well as payments for any other debts due which the Account Holder owes to the Bank.

The Bank is also entitled to debit the Account pursuant to the previous paragraph on a day which is not a Bank Day.

The Account Holder shall ensure that there are sufficient funds in the Account when amounts are debited.

For the purpose of preventing fraud and/or abuse, the Account Holder agrees that the Bank has the right to verify to a third party (the payer) whether the Account Holder's account number (including Bank identifier) and name match with the information received from such third party requesting the verification in relation to any intended payment transactions. Furthermore, the Bank has the right to provide information on the Account and payment transactions to other payment service providers.

The Account Holder undertakes not to use the Account in breach of legislation.

4. Third party providers

Payment services in the form of Payment Initiation Services and Account Information Services may also be used regarding the Account where available online for the Account Holder via the Bank. These services can be provided by parties other than the bank. Where the Account Holder wishes to use such a Third-Party Provider, the Account Holder must enter into an

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

agreement with the Third-Party Provider regarding this.

Where the Account Holder uses Account Information Services via the Bank, the Bank is not liable for ensuring that information received from another bank is correct. The Bank is not liable for any loss which arises as a consequence of incorrect account information received from another bank.

Account Information Services or Payment Initiation Services may only be linked to accounts over which the Account Holder has sole control. In order to link Account Information Services to an account, or to carry out a payment initiation via an account which is controlled jointly by two or more persons acting together, the approval of all account holders is required.

In the event the Account Holder wishes to revoke consent which the Account Holder has provided to a provider of Account Information Services, the Account Holder must contact the provider.

5. Pledging and assignment
A claim under the Account may only be assigned to a particular individual. In conjunction with assignments or pledges, a new right holder should, for its own security, give notice thereof to the Bank.

6. Reservation
Any reservation on behalf of the Account Holder regarding the right for another person to operate the balance on the Account, or other reservation, may only be made using the wording stipulated by the Bank.

7. Approval of a Payment Transaction, Cut-Off Time, receipt of a Payment Order, and revocation
Approval of the execution of a payment transaction is submitted directly to the Bank via the payee or the provider of Payment Initiation Services.

A Payment Transaction shall be regarded as approved where the Account Holder has provided its consent to its execution.

Such consent shall be provided or shall be deemed to have been provided pursuant to the terms and conditions agreed between the Account Holder and the Bank for a Connected Service. Where the Bank has received Payment Order, the Account Holder shall be deemed to have thereby consented to the execution of a relevant Payment Transaction(s) if the Bank has been able to verify the consent with the Account Holder's Security Solution.

The time of receipt of a Payment Order is the time at which an approved 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. 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. Details of the established Cut-Off Times are available at branches of the Bank, on its website, or are set forth in a Connected Service. These Cut-Off Times may be changed from time to time.

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

A Payment Order which the Bank has refused to execute according to section 11, is deemed to have never been received by the Bank.

8. Execution time of payments
Where, pursuant to section 6, 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.

The periods stated above may be extended by one (1) additional Bank Day for paper initiated Payment Transactions. Details of execution times in respect of other payments will be provided by the Bank at the Account Holder's request.

Information regarding approximate execution times for payments in currencies other than those set forth above, or for payments to recipients outside of the EU/EEA, or for express payments, are provided by the Bank upon request by the Account holder.

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

Nordea

Savings Account for enterprises
General Terms and Condition

The Bank has a right to extend the execution time, if execution of the Payment Transaction requires investigation measures required by sanction rules.

9. The Bank's responsibility to execute payments

Payment made from the Bank

The Account Holder is responsible for ensuring that there is sufficient coverage for Payment Orders submitted and that information provided in the Payment Order is sufficient and correct. The Bank is responsible in such cases for ensuring that sums and information are transferred to the payee's bank. Where the conditions set forth in the first sentence have been fulfilled and the sum has not yet been transferred to the payee's bank or the Payment Transaction has otherwise been executed incorrectly and the Account Holder has filed a complaint according to the section entitled "Complaints", the Bank shall make repayment of the sum in an appropriate manner and without unnecessary delay or reinstate the balance on the debited account to the balance which would have applied had the incorrectly executed transaction not taken place.

Where the Bank can prove that the recipient bank received the transaction, the recipient bank shall be liable in the event the transaction is not executed or is executed incorrectly. Notwithstanding such liability, in the event the payee's bank returns the sum, the Bank shall be liable to ensure that the sum is immediately repaid to the Account Holder.

Irrespective of whether the Bank is liable according to the provisions set forth above, at the request of the Account Holder, the Bank shall attempt as soon as possible to trace the payment transaction and notify the Account Holder of the results. The aforementioned service shall be free of charge to the Account Holder. Where a payment transaction is executed with the aid of a Unique Identifier, the payment transaction is deemed to have been correctly executed with respect to the payee stated in the Unique Identifier. The aforementioned shall apply notwithstanding that the Account Holder provided additional information beyond the Unique Identifier.

The Bank shall not be liable in the event the Unique Identifier provided by the Account Holder is incorrect. The Bank has no obligation to investigate whether the Unique Identifier is correct. However, at the request of the Account Holder, the Bank shall take reasonable measures to recoup any funds covered by the payment transaction. The Bank shall be entitled to charge a fee for the aforementioned services.

Paragraphs 1 - 3 above shall not apply where a payment service provider in a payment transaction is domiciled outside of the EEA.

Payment made to the Bank

The Bank shall credit the Account Holder's payment account as soon as possible after the Bank has received the funds. Before a transfer is credited to the Account Holder, any fees set forth in agreements and the Bank's price list shall be deducted. In the event the payor's bank can prove that the Bank received the payment transaction, the Bank shall liable for ensuring that the payment transaction is executed correctly. In such cases, provided the Account Holder has filed a complaint according to the section entitled "Complaints", the Bank shall immediately make the funds covered by the payment transaction available to the Account Holder or credit the Account Holder's account by a corresponding amount. The Bank shall be entitled to withdraw funds incorrectly deposited on the Account Holder's account, for example in cases where the funds were credited to an incorrect payee according to the payment order or where funds were deposited on the account in excess of the correct amount.

Payments received are credited to the Account Holder's account in currency of the Payment Transaction notwithstanding that another one of the Account Holder's accounts with the Bank was stated in the payment order. Where the Account Holder does not have an account in the currency of the Payment Transaction, currency exchange will take place pursuant to the terms and conditions and prices applied by the Bank from time to time.

Payment initiated by, or via, the payee

If the payee's bank is not liable to the payee, the Bank shall be liable to the account holder for ensuring that the payment transaction is executed correctly. In such cases, provided the Account Holder has filed a complaint according to the section entitled "Complaints", the Bank shall immediately make repayment to the Account Holder of the amount of the payment transaction or reinstate the balance on the debited account to the balance which would have applied had the incorrectly executed transaction not taken place.

The Bank's right to not offer payment services in certain currencies or to/from certain countries

The Bank has the right to decide in which currencies or which countries it executes payments to/from, and may from time to time not offer payments in certain currencies or to/from certain countries. Such restrictions may also be applied for payments in certain channel services.

Information on restrictions regarding currencies and/or countries, and any changes thereto, will be published on the Bank's website) or a channel service used by the Account Holder. Changes will take effect immediately after such publication

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

Nordea

10. Repayment of Payment Transactions initiated by the payee

The Account Holder is entitled to repayment from the Bank of an already approved and executed Payment Transaction initiated by, or via, a payee where:

1. the exact amount of the Payment Transaction was not stated in conjunction with approval of the transaction; and
2. the amount of the Payment Transaction exceeds the amount which the Account Holder reasonably could have anticipated taking into consideration previous fee patterns, the terms and conditions of the master agreement, and relevant circumstances.

The shall demonstrate that the conditions for repayment have been fulfilled. The right to repayment shall not exist where the Account Holder provided consent to the Bank and received information regarding the future Payment Transaction at least four weeks prior to the final payment date. There is no right to repayment where the difference in the amount is a consequence of currency exchange rates and the reference exchange rate the parties previously agreed on was used.

The terms and conditions for repayment as set forth in the first paragraph, subsections 1 and 2, shall not apply where the Payment Transaction was executed with a service based on SEPA Direct Debit, or where one of the payment service providers in a payment transaction is domiciled outside of the EEA.

The request for repayment of an approved Payment Transaction must be made within eight weeks of the day on which the account was debited the funds. The Bank shall make repayment of the entire amount within ten Bank Days from receipt of the request or state reasons for refusing repayment including information regarding where the Account Holder can refer the matter.

11. Verification measures, etc.

The Bank shall be entitled to suspend the processing of a Payment Order it has received where, in the Bank's opinion, there is cause to take special measures to identify the Account Holder, check their authority, or verify the order.

The Bank shall be entitled to refuse to process any Payment Order that the Bank deems erroneous, incomplete, inconsistent, or that is in breach of legislation or rules and terms and conditions for the Bank's services. In cases where the Bank has cause to refuse to execute a Payment Order, the Bank shall inform the Account Holder as soon as possible. The Account Holder receives such notification by post or via a Connected Service. Such notice will not be given by the Bank, however, for payment transactions such as Direct Debit (Autogiro), recurring transfers, and payment transactions initiated by the payee.

The Bank verifies Payment Transactions against Sanctions Provisions which the Bank is obligated or entitled to apply from time to time by law, a decision of a public authority, or for other reasons. The Bank shall be entitled at all times to postpone or refuse the execution of a Payment Order where, in the opinion of the Bank, verification against Sanctions Provisions gives cause to do so.

Where the Bank is of the opinion that a Payment Transaction initiated via a Third Party Provider and received by the Bank should not be executed, the Account Holder will be notified of such via a Connected Service or the Internet Bank.

Where the Bank is of the opinion that a Third Party Provider must be refused access to the Account Holder's information or account with the Bank, the Account Holder shall be notified of such via a Connected Service or the Internet Bank, unless doing so is in contravention of the law or where it is justified for security reasons not to do so.

12. Documents substantiating authority, change of name, etc.

The Account Holder shall ensure that the Bank is at all times in possession of up-to-date information regarding the Account Holder's name, address, and telephone number, as well as relevant documents substantiating their authority (certificate of registration, power of attorney, etc.) to act on behalf of the Account Holder and to operate the Account.

Changes to the authority are not valid vis-à-vis the Bank until the Account Holder has notified the Bank of the change in writing.

In order to make a withdrawal from the Account in cash, up-to- date documents substantiating authority and ID documents approved by the Bank must be presented.

13. Payment Transaction Reporting

Where the Account Holder has access to Internet banking or another reporting service offered by the Bank, the Account Holder shall receive regular reports of Payment Transactions by means of executed and received payments being reported in the manner and with the frequency applicable for such services.

In case of an overseas payment made at a branch of the Bank, the Account Holder will receive a report of the Payment Transaction via regular mail.

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

In other cases, information regarding Payment Transactions shall be provided or made available in the manner and with the frequency applied by the Bank from time to time or as separately agreed between the Account Holder and the Bank.

The Account Holder shall regularly review the Bank's reporting of the balance and transactions for the Account and shall report any errors to the Bank without unreasonable delay.

The Account Holder shall always notify the Bank as set forth above in the event an unauthorized or incorrect transaction has been initiated through a Third Party Provider.

14. Interest
Where interest is payable, it shall be calculated based on the interest rate(s), and in accordance with the principles, applied by the Bank from time to time for this type of account. Interest is normally credited to the Account after the end of the year and at the time at which the Account is closed. Details of applicable interest rates and grounds for calculating interest are available at Nordea branches and on the Bank's website. Where the interest is determined as a percentage of the Bank's base rate, currently NSS (Nordea Sverige Stiborbas) and BAS (Nordea Basränta), the interest is calculated based on the actual number of days. NSS and BAS are calculated according to the formula 365/360, and in a leap year 366/360. Where the interest is not determined as a percentage of the Bank's base rate, the interest is calculated based on the actual number of days according to the formula 365/365, and in a leap year 366/366.

NSSI denotes the Bank's base rate, Nordea Sverige Stiborbas, for account balances. This base rate, which is based on the deposit market's fixing on Tuesdays (or, if such day is not a Bank Day, the Bank Day immediately preceding such day) of 1 W Stibor less what is referred to as the market spread, is regularly adjusted on a weekly basis based on changes in market interest rates. In cases where 1 W Stibor changes significantly in the course of a week, the Bank shall also be entitled to make an equivalent change to the interest rate on another day.

BAS denotes the Bank's base rate, Nordea Basränta, for account balances and loans. This base rate is determined by the Bank each Bank Day and constitutes the Bank's assessment of the price of on demand deposits on the overnight deposit market.

15. Fees
Both fixed fees and transaction-based fees shall be payable in accordance with the Bank's price list applicable from time to time. The price list is available at branches of the Bank and on the Bank's website. In the event the Account is closed by order of the Account Holder for a period for which the Account Holder has paid the fees, the Account Holder shall not be entitled to reimbursement of any portion of the fees for the period.

Specific provisions regarding foreign payments
For payment transactions executed within the EU/EEA, which means that both the payor's bank and the payee's bank are located within the EU/EEA, the payor and the payee shall pay the fees which their respective banks charge in conjunction with a payment. The aforementioned shall apply regardless of which currency the payment transaction is affected in.

For payment transactions where the payee's bank is located outside of the EU/EEA, where the Account Holder wishes for the payee not to be debited for receipt of the transaction amount, the Account Holder shall instead instruct the Bank to undertake vis-à- vis the payee's bank to bear such costs in exchange for the bank not charging any fee of the payee. Where the Account Holder instructs the Bank to make such an undertaking, a separate fee is charged for this.

In the event the amount which the Bank ultimately must pay to the payee's bank as a consequence of the undertaking exceeds the separate fee which the Account Holder has paid, the Account Holder, at the request of the Bank, shall compensate the Bank for what the Bank actually paid less the separate fee. In the event the Account Holder can demonstrate that, despite the Bank's separate undertaking, the payee's bank charged a separate fee of the payee for receipt of the transaction amount, the Account Holder shall be entitled upon request to a refund of the separate fee which the Account Holder paid for the Bank's undertaking.

16. Claims
In the event the Account Holder wishes to bring a claim against the Bank, the Account Holder shall notify the Bank in writing and request rectification as soon as possible upon becoming aware of an unauthorised or erroneously executed Payment Transaction. However, such notice may under no circumstances be given later than three (3) months after the date on which the transaction has been booked. Where the Account Holder fails to give such notice within the specified period, the Account Holder may not bring a claim against the Bank based on the error.

The Account Holder shall always notify the Bank according to the above in the event an unauthorized or incorrect transaction was initiated through a Third Party Provider.

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

Nordea

17. 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 governmental 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.

Nor shall the Bank be liable for loss caused by outages or other disruptions in automatic data processing, data transfer, telecommunications, other electronic communications, or electricity supply or due to other similar circumstances beyond the Bank's control.

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

As regards Payment Transactions which are executed within the EEA (i.e. the payer's bank and the payee's bank are located in the EEA) in SEK, EUR, or in the currency of another EEA country, in lieu of the provisions above in this section, 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 Transaction, 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 a Payment Transaction pursuant to this section where the Bank or the party engaged by the Bank acts in accordance with Swedish law or EU law.

Under no circumstances shall the Bank be liable for indirect loss, such as loss of profit, loss of market or other indirect loss of any kind whatsoever.

Where the Bank is prevented from executing a payment or taking any other measure due to a circumstance set forth in the first or second paragraphs above, 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 stipulated by Sweden's Riksbank from time to time pursuant to section 9 of the Swedish Interest Act (SFS 1975:635) plus two (2) percentage points.

Where the Bank is prevented from accepting a payment due to a circumstance set forth in the first or second paragraphs above in 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.

18. Complaints
Where the Account Holder is dissatisfied with the Bank's handling of a matter during the term of the Agreement, the Account Holder should, in the first instance, contact its local branch of the Bank, customer services, or, where the Account Holder has a personal adviser at the Bank, its adviser. Where the Account Holder wishes to file a complaint, such complaint should be in writing unless the nature of the matter causes otherwise.

When an Account Holder has filed a complaint, the Bank may communicate with the Account Holder via the Connected Service, Internet Bank, mail, by telephone or in connection with a physical meeting, depending on what is appropriate in each case.

19. Notices
Information and notices provided by the Bank to the Account Holder pursuant to the Agreement may be provided in accordance with the provisions of this section set forth below. Letters which the Bank sends to the Account Holder shall be deemed to have reached the Account Holder not later than the fifth calendar day after the date of dispatch, provided the letter has been sent to the address stated to the Bank or which is otherwise known to the Bank.

For Account Holders who have Internet Bank, other Internet banking or Internet services, the Bank may provide information and notices via such channels. The Account Holder shall always be deemed to have received the information and the notice which the Bank provides in this matter at the time it is made available by the Bank.

Notice of any changes in terms and conditions which is provided via an electronic communications services such as the Internet Bank, or other Internet bank service, or Internet service, shall be deemed to have been received by the Account Holder as soon as it has been made available and the Bank has notified the Account Holder of this by letter or electronic notice such as text message, email, or other electronic notification.

The Account Holder shall immediately notify the Bank of any change of name, address or telephone number. In the event the Account Holder wishes to use an address different than the address set forth in the National Population Register, notice of such must be provided to the Bank in writing.

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

Nordea

20. Amendments
The Bank shall be entitled unilaterally to amend the Agreement on 14 days' notice which, inter alia, means that the Bank is entitled to amend the scope and content of services relating to the Account. Account Holders who do not approve such amendment shall be entitled, immediately, to terminate the Agreement prior to the date on which the amendment is to take effect. Where notice of termination is not given, the Account Holder shall be deemed to have approved the amendment.

Amendments which, in the Bank's opinion, are insignificant, or amendments which are for the benefit of the Account Holder, may be applied with immediate effect.

21. Term and termination of the Agreement, etc.
The term of the Agreement shall commence when the Account Holder has received notice from the Bank that the Account has been opened. Thereafter, the Agreement shall apply until further notice and may be terminated after a reasonable notice period.

When the Account is closed or terminated in accordance with the below it means that the Agreement shall cease to apply.

The Account Holder shall be entitled at any time to close the Account on written notice to the Bank.

The Bank shall close the Account as soon as possible upon receipt of such notice. Any funds and accrued interest in the Account shall be paid to the Account Holder.

The Bank shall be entitled to close the Account where there has been no transaction on the Account during the preceding 36 months. Notice shall be given to the Account Holder before the Account is closed.

The Bank shall be entitled to discontinue use of the Account and/ or terminate the Account effective at a time determined by the Bank in the event:

- The Account Holder does not reply to the Bank's questions or otherwise fails to assist the Bank in regularly achieving know your customer knowledge;
- the Bank is unable to fulfil its obligations according to money laundering regulations or other applicable legislation;
- the Account Holder has committed a material breach of contract, failed to comply with these general terms and conditions, or separate terms and conditions, or other instructions or agreements applicable to the Account;
- the Bank suspects that the Account will be used for criminal activities or otherwise used in violation of applicable legislation or Sanctions Provisions or that the use of the Account contributes to the Bank violating, or that it might violate, applicable legislation or Sanctions Provisions;
- the Bank has cause to assume that the Account Holder has otherwise acted, or will act, in a manner which may cause damage to the Bank or a third party; or
- the Account Holder, a person acting on behalf of the Account Holder, or an owner or owner group, directly or indirectly, becomes is subject to Sanctions Provisions.

The right to use a Connected Service shall terminate automatically where the Bank, according to the preceding paragraph, discontinues use of the Account or the Account is closed.

22. Governing law and dispute resolution
The Agreement shall be governed by Swedish law. Disputes concerning the execution, interpretation, and application, of the Agreement and future agreements and legal relations derived therefrom shall be determined by Swedish courts, whereupon the Stockholm District Court shall be the court of first instance. However, the Bank shall be entitled to bring legal action in another country where the Account Holder is domiciled or where the Account holder has assets.

General information

Information regarding processing of personal data
As a data controller the Bank processes personal data to deliver the products and services that are agreed between the parties and for other purposes such as to comply with laws and other regulations. For detailed information on processing of personal data, please review the Bank's privacy policy, which can be found by following this link nordea.se/dataskyddspolicy or by contacting the Bank. The privacy policy contains information about the rights in connection with the processing of personal data such as the access to information, rectification, data portability, etc.

The Account holder shall forward the Bank's privacy policy to the individuals whose personal data it discloses to the Bank.

Information on the deposit guarantee scheme
The account is covered by the Finnish deposit guarantee scheme, which provides compensation up to EUR 100,000 per person and institution. Should the corresponding value of EUR 100,000 be lower than

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office

Nordea

Savings Account for enterprises
General Terms and Condition

SEK 1,150,000, the Swedish guarantee can supplement the compensation up to SEK 1,150,000.

In certain special situations, compensation of up to SEK 5 million is granted, for example for deposits of severance pay and insurance compensation. Money to be used for the acquisition of a new private home can be compensated in full if it derives from the sale of a former home. This protection is valid for six months after the deposit from the home sale.

A decision on compensation will be made by the Finnish Financial Stability Authority and will be paid out through the Swedish National Debt Office within seven working days.

Certain depositors are not covered by the guarantee, such as financial institutions, insurance companies, mutual benefit societies, funds, pension foundations and authorities.

Nordea Bank Abp, filial i Sverige, Reg No. 516411-1683, Swedish Companies Registration Office
Nordea Bank Abp, public company, FO-number 2858394-9, Helsinki, Finnish Patent and Registration Office