

General terms and conditions for Euro-denominated payments transmitted within the single euro payments area

These are Danske Bank's general terms and conditions for payment transfers

In the event of any discrepancies between the different language versions of these general terms and conditions, the Finnish version shall prevail. These general terms and conditions for the account take effect on 9 October 2025.

1. Scope of application of the terms and conditions

Unless otherwise agreed, these general terms and conditions apply to euro-denominated account transfers, SEPA instant transfers, money orders and the cash services intended in these terms and conditions executed in the Single Euro Payments Area if no foreign exchange is involved and the service providers participating in the execution of the payment order are based in the Single Euro Payments Area.

These general terms and conditions also apply to other payment services such as direct debits and card payments to the extent that this has been agreed in the terms and conditions concerned.

In addition, the relevant account agreement and any other service agreements shall be applied on the transfer of payments.

These terms and conditions are not applied to cheques.

2. Definition of terms

Commencement date is the banking day on which the payer's service provider commences the execution of the payment order.

BIC (Bank Identifier Code, ISO 9362) is the international code identifying the bank. The BIC code is also known as the SWIFT code.

EEA states refer to member states of the EU and other member states of the European Economic Area (Iceland, Liechtenstein and Norway).

SEPA (Single Euro Payments Area) is a single Europe-wide payments area created by European banks, the European Central Bank and the European Commission.

IBAN (International Bank Account Number, ISO 13616) is an account number expressed in an international format.

Consumer is a natural person who, in the capacity of payment service user, agrees on a payment transaction primarily for purposes other than the user's trade or business.

National instant transfer is a national credit transfer service provided by banks that is processed as urgent and where the funds are transferred to the payee's bank on the commencement date of the payment.

Payer is the issuer of the payment order.

Payer's service provider is the bank or the payment institution which receives a payment order and transmits it to an intermediary bank or to the payee's service provider.

Due date of a payment is the day which the payer notifies its bank as the commencement date for the execution of a payment order.

Money order is a payment order by the payer to their bank to transfer funds to the payee.

Payment service user is the party who, based on its agreement with the Bank, may use the payment service or services in the capacity of payer or payee, or both.

Payee, in account transfers, is the payment service user who has access to the account to which funds are transferred, and in the case of money orders, the person to whom the funds are made available.

Payee's service provider is the bank or the payment institution that receives the funds on behalf of the payee and transfers them to the payee's account or keeps them available to the payee.

Verification of payee (VoP) service is a service in which the payer's payment service provider verifies with the payee's service provider that the SEPA instant transfer or account transfer information received from the payer matches the payee's name and account number. The bank may also offer the payer the possibility to use another identifier of the payee as a reference. The payee's payment service provider informs the payer's service provider whether the information matches, does not match or closely matches. If there is a close match, the payee's service provider informs the payer's payment service provider of the payee's real name for approval by the payer.

Payment transaction is a procedure by which funds are transferred, withdrawn or made available.

Payment order is an order placed by the payment service user to their bank to execute a payment transaction as, for instance, an account transfer, a money order or a cash payment. Execution of a payment order includes the measures by the service provider to process the order and transmit the payment.

Banking day is a day when the payment service provider of the payer or the payee is open for business so that it can execute the payment order on its part. In Finland banking days are weekdays Monday through Friday, excluding Finnish public holidays, Finnish Independence Day, May Day, Christmas Eve, Midsummer Eve and any days not otherwise considered to be banking days.

Money transfer is a service by which the bank receives cash to be transferred to the payee's account or to be made available to the payee.

A SEPA instant credit transfer is a euro-denominated credit transfer transferred from a payment account in the Single European Payments Area, which is executed immediately, around the clock and on all calendar days.

Account transfer refers to debiting the payer's payment account on the payer's initiative for a transfer of funds to the payee's payment account. In a national credit transfer, the payer's and payee's service providers are located in Finland.

In trans-border account transfers, the payer's and payee's service providers are located in different states within the Single European Payments Area.

Intermediary bank is a bank or another institution which, in addition to the payer's payment service provider and the payee's service provider, is involved in the transfer of funds on an order by the payer's payment service provider or the payee's service provider.

3. Issuance of details for a payment order

The payer makes a payment order by providing the bank with the details required to execute the payment. The payer consents to the execution of the payment order by signing a payment order form or by confirming the payment order using a personal or business identification code issued by the bank, or in another manner agreed upon with the bank. In the same context, the payer gives their consent to the use of its personal data that is necessary for the provision and execution of the payment order or other payment service at any given time.

The payer must provide the following details:

- payer's details
 - payer's name
 - any of the following details: address, date and place of birth of the payer, customer number given by the bank, personal or business identification number (for payments from an account, the bank may complete the payment details from its own systems for this part and so the payer does not need to provide the relevant details separately)
 - account number in IBAN format where payment is debited from an account
- payee's details
 - payee's name
 - for account transfers and SEPA instant transfers, the identifier of the payee's payment service provider
- account number in IBAN format
 - address of the payee in the money order
- amount of payment
- other information provided, requested or required by the bank to transmit the payment.

In addition, the payer's bank may grant the payer a possibility to provide other details, including the:

- due date of the payment
- payee's address
- payee's identifying details
- payment identification provided by the payer
- name of the original payer
- name of the ultimate payee
- subject of payment

- payment identification for the payee (reference number or message).

If requested, the payer shall prove their identity and specify the source of the funds and the purpose of their use. The bank is entitled to check the details of the payer.

Banks and payment systems processing payments may be obliged to provide information on the payer to the authorities of different countries under the legislation or agreements they have entered into in the country where they are located.

The payer is responsible for the authenticity of the details of a payment order. The payer's bank is not responsible for correcting or completing a payment order, unless otherwise agreed. If, however, the bank on receipt of a payment order detects an error in it, it shall seek to notify the payer of the error as far as possible.

The payer's bank provides a verification of payee (VoP) service for certain payments. Account transfers and SEPA instant transfers are transmitted to the payee solely on the basis of information accepted by the payer.

A money order is transferred to the payee based on the name and address of the payee as notified by the payer.

3.1 International sanctions

The Bank may compare payment information to the economic or other sanctions imposed by the European Union or the UN Security Council, as well as other sanctions, notices and provisions (hereinafter "international sanctions") issued by domestic and foreign authorities or other similar parties, such as the Office of Foreign Assets Control (OFAC) and, if necessary, require additional information about the payment from the user of the payment service, and to take the action required in the provisions mentioned above to comply with the international sanctions.

If the Bank considers that sanctions imposed by the UN, the UK, the USA, the EU or any member state of the EEA (or a party acting on their behalf) or any locally competent authority are directed at the user of the payment service or if these have any impact on the user of the payment service, directly or indirectly, the Bank has the right not to carry out a payment order, not to transfer the funds included in the order and to return the funds to the user of the payment service.

The Bank will not accept responsibility for any direct or indirect damages potentially arising from it not being possible to

use the payment service, from the non-execution of any payment orders, from their interruptions or from taking any action related to sanctions that the Bank, at its own discretion, has deemed necessary.

4. Receipt of a payment order and commencement of execution of payment

Receipt

A payment order is considered to have been given when the payer's payment service provider has received it in an approved manner.

The time of receipt of a SEPA instant transfer order is the time at which it is received by the payer's payment service provider, regardless of the time of day or calendar day. For a non-electronic SEPA instant transfer order, the time of receipt of the payment order is considered as being the time at which the information is added to the payer's payment service provider's system after receipt of the payment order.

Determination of the commencement date is notified in a branch office, agreed upon in payment service agreements or stated in service descriptions.

Commencement of execution

The execution of a payment order received on a banking day will commence at the latest on the following banking day. The commencement date of a payment order received on a non-banking day is the following banking day.

The bank will commence executing SEPA instant transfers as soon as the payer has accepted the payment order or at a later date and time agreed by the payer provided that there is no obstacle to the execution of the payment order in accordance with section 6.

The payer and the payer's bank may separately agree that the execution of a payment order is commenced on a certain due date notified by the payer and which is later than the above-mentioned due dates, or on the day the payer makes the amount of the payment available to the bank. If the due date notified by the payment service user is not a banking day, the commencement date is the following banking day.

If the payment service user in the payment order has notified a due date which is earlier than the commencement date, the user's bank executes the payment order disregarding the due date unless the payment service user and their payment service provider have otherwise agreed.

When transmitting a payment, the payer's payment service provider, the intermediary bank or the payee's bank is not obliged to observe the purpose of the payment or any special requirements on time or other special circumstances, unless otherwise provided by law.

5. Funds required for the execution of a payment order

The payer is responsible for ensuring that the payer's bank has received the funds required for the transmission of the payment order and for the service charges.

If a payment is debited from an account, the payer is responsible for ensuring that the account, at the time of the debit, contains sufficient funds for the payment and the service charges, as well as for the costs incurred by any necessary foreign exchange transaction.

If the due date of the payment is later than the date of issuance of the payment order, the funds must be in the account at the beginning of the due date, unless otherwise agreed.

6. Non-execution of a payment order

The payer's bank is under no obligation to transfer the payment, even partly, if the payment order does not meet the requirements set out in sections 3 and 5 above. Under the terms and conditions of the account, the bank has the right to refuse to approve the use of the account if there are insufficient funds in the account to transmit the payment, the use of the account is prevented for another reason, or there is some other justified reason for not executing the order, which may be related to, for example, suspicion of fraud or the bank's risk management. In addition, the provisions of section 3 above with regard to international sanctions is applied to the non-execution of a payment order.

Neither the payer's nor payee's bank is obligated to transmit the payment or part of it if a feature of the payment type, such as transmission speed (e.g. SEPA instant transfer) or the upper limit set for the payment does not allow the bank to examine the conditions for executing the payment in the manner deemed necessary or to transmit the payment.

The payment service user's bank notifies the user in the agreed manner of the non-execution of the payment order, unless such notification is prohibited by law.

The payee's bank is responsible for repaying the payment to the payer's bank if the payee's account agreement has terminated or if the use of the account is prevented for another reason, or if the payee of a money order has not retrieved the

funds within the time notified by the payer in the money order.

7. Cancellation or amendment of a payment order

If the payer is a consumer the payer has the right to cancel a payment order or amend the due date or the payment amount by notifying the bank accordingly in the agreed manner no later than the banking day prior to the due date. The cancellation or amendment must be made no later than on the banking day prior to the due date during the business hours of the bank or the service, by the time notified by the bank.

If the payer is not a consumer, the payer has the right to cancel a payment order or amend the due date or the payment amount by notifying the bank accordingly no later than the banking day prior to the due date, unless otherwise agreed by the payer and the bank. Unless otherwise agreed, the cancellation or amendment must be made no later than on the banking day prior to the due date during the business hours of the bank or the service by the time notified by the bank.

Nevertheless, the payer does not have the right to cancel or amend a payment order it has given to the bank when the bank has commenced executing the order, debited the payer's account, given a receipt on the execution of the payment, or issued a receipt for the payment.

8. Timetable for the commencement of executing a payment order

The payer's bank debits the payer's account with the payment amount on the due date stated in the payment order.

If it has been impossible, due to lack of funds, to debit the payment order on the notified due date, the payer's bank may debit the payer's account with the payment amount within three (3) banking days from the due date notified in the payment order. In which case, the commencement date of execution of the payment order is instead of the due date notified by the user, the banking day when the account contains sufficient funds for debiting the account, however, by no later than on the third (3rd) banking day from the due date. The payer is responsible for any consequences caused by the delay. If the payment type concerned, such as an SEPA instant transfer, is transmitted on all days of the week, the payer's bank will debit the payer's account immediately after receiving the payment order. If the order cannot then be debited due to lack of funds, the payer's bank will not transmit the payment.

When the payer's and payee's accounts are in the same bank, the funds are paid into the account specified by the

payer in the payment order no later than on the banking day following the commencement date.

When the payer's and payee's accounts are in different banks, the funds are paid into the payee's bank account by no later than the banking day following the commencement date. If the payment crosses a national border, the funds will be paid into the account of the payee's bank no later than by the business day following the commencement date of execution of the order.

A SEPA instant transfer is executed within 10 seconds after receipt of the payment order, provided that the payer's payment service provider has, after the time of receipt of the payment order for the instant transfer, checked whether all the necessary conditions for processing the payment transaction are met.

The payee's bank will pay the funds into the account notified by the payer in the payment order immediately when the funds have been paid into the account in the payee's bank, the payee's bank has received the information on payment of the funds to the payee's account as stated in section 3, or the funds have been made available to the payee. The payee's bank has the right to suspend the execution of the order in order to obtain necessary further instructions or information.

9. Cash-related services

9.1 Cash in transit service

The bank may receive an order to transfer cash to be counted and credited to an account. The funds will be credited to an account in the receiving bank at a time agreed upon separately when the authenticity of the funds has been verified and the amount of the cash has been counted.

9.2 Cash deposit to own account

The bank may receive cash to be credited to the payment service user's own account in the same bank.

If the account holder is a consumer, the bank will credit the account with the funds immediately when the authenticity of the funds has been verified and the funds have been counted.

If the account holder is not a consumer, the account holder's bank will credit the account by no later than on the following banking day after the authenticity of the funds has been verified and the funds have been counted.

The bank may require that the cash is first deposited in the payer's bank and then the payer's bank executes the transfer

in accordance with these terms and conditions.

9.3 Cash payments

The bank may receive an order for a cash payment. The execution of the payment order will commence after the authenticity of the funds has been verified and the amount of funds has been counted.

The bank may require that the cash is first deposited into the account of the issuer of the payment order in the bank concerned, after which the bank executes the account transfer or money order.

The payer's bank will execute the order by no later than on the second (2nd) banking day after the commencement date.

10. Payment envelopes

The payer may give an order in a payment envelope on account transfers to be executed by its service provider, if the bank provides such a service. The payer may leave the payment envelope at the payer's own bank's reception point or for delivery by postal services.

A payment order is deemed to have been received for execution no later than on the fourth (4th) banking day after the payer left the payment envelope at the payer's own bank's reception point.

A payment order which has been left for delivery by postal service is deemed to have been received by no later than on the fourth (4th) banking day after the delivery at the bank's service point by the postal service.

11. Details to be given to the payee's bank and to the payee and the payee's verification service

Details to be provided to the payee's bank

The payer's bank has the right to give the payee's bank the details stated in section 3 of these terms and conditions. Along with the payment, also other details required for the transfer of payments are given. In account transfers, the account holder's name is given as the name of the payer.

If the payment order is based on a payment service using a verification of payee (VoP) service, the payee's bank returns information via the service as to whether the account identified in the order is the payee's account. The account holder and payee information either match, closely match or do not match.

In conjunction with the payment order, the payer provides the

information to be verified in the payee's verification (VoP) service. The VoP service returns to the payer a comparison of whether the payee's account holder information matches the information provided by the payer. If the VoP service indicates that the information does not match at all or fully and the payer authorises the transfer of funds regardless, authorisation of the payment transaction may result in the funds being transferred to the wrong payee. In such cases, the bank is not liable to compensate for the transfer of funds to the wrong payee.

Details to be provided to the payee

The payee's bank provides the payee with information on the payment transaction in a separately agreed manner.

The payee's bank may be obligated to notify the payee of the payer's name. However, the bank is not responsible for notifying the payee of the identifying details of the payer given to identify the payer, such as the personal identity code.

12. The service provider's responsibility for the execution of a payment and limitations of responsibility

The responsibility of the payer's bank for the execution of a payment ceases when the details for the payment have been sent to the payee's bank and the funds of the payment have been transferred to an account in the payee's bank. If the funds for the payment transaction have not been paid to an account in the payee's bank within the time stated in section 8 of these terms and conditions, the payer's bank is responsible for reimbursing the payer with the expenses and the interest for the payment transaction, which the payer has had to pay or which the payer does not receive due to delay or error by the bank. If the payer is not a consumer, the payer's bank is responsible for reimbursing the payer with no more of the interest paid by the payer than the reference rate stated in section 12 of the Interest Act (633/1982).

The payer's bank is not responsible for any loss caused by delay if the delay is due to the fulfilment of legal obligations by the bank or other party involved in the payment transaction, such as a sanctions check or an investigation into suspected fraud.

In the event of a SEPA instant transfer, the payer's bank notifies the payer when the payment has been executed and the funds have been transferred to the payee's account. If the payment has not been executed, the bank returns the funds to the account from which they were debited. If the payer's account has been debited and the bank has subsequently re-

turned the funds to the payer even though the payee's account has been credited, the bank is entitled to debit the payer's account for the amount unduly returned. If there are insufficient funds in the account, the payer is obliged to reimburse the bank.

Notification of the execution of the payment order is sent to the payer in the service channel used at any given time, depending on the payment service.

A payment service user must notify its bank of a non-execution of, faulty execution of or an unjustified payment transaction without undue delay from having noticed it. If the payment service user is a consumer, the user must in any case make a notification no later than within thirteen (13) months from the execution of the payment transaction, the debiting of the monetary amount from the user's account or the crediting of the monetary amount to the user's account. The time limit does not start running unless the user's bank has notified the user of the payment transaction in the agreed manner. If the payment service user is not a consumer, the notification must be given within one (1) month from the transactions mentioned above in this section.

When a consumer who is a payment service user reports an unauthorised payment transaction, the bank may return the account to the state it was in before the unauthorised transaction was charged immediately, but by no later than the business day following the report. If it later transpires that the bank was not responsible for the loss, the bank is entitled to debit the payer's account with the funds returned and the payer is obliged to reimburse the funds. The bank may, at its discretion, make a refund at a later date in situations where the division of responsibility between the bank and the customer requires further clarification. In such cases, the refund will be made at the latest after the division of responsibilities has been clarified.

If a payment transaction has remained non-executed or if it has been executed in a faulty or unjustified manner due to the bank, the payer's bank will reimburse the payer with the payment amount debited from the payer's account, without due delay.

The payer's bank is not obliged to make a reimbursement if it can prove that the payee's bank has received the monetary amount for the payment transaction within the time notified in section 8 of these terms and conditions. In such a case, the payee's bank must immediately pay the amount of the payment transaction into the payee's payment account or

make it available to the payee.

If the payee's bank has not paid the funds into the payee's account within the time stated in section 8 of these terms and conditions, the payee's bank is obliged to reimburse the costs and interest charged for the payment transaction, which the payee has had to pay or which the payee has not received due to a delay or error on part of the payee's bank. If the payee is not a consumer, the payee's bank is obliged to reimburse no more of the interest paid by the payee than the reference rate stated in section 12 of the Interest Act [633/1982].

A payment service user is not entitled to reimbursement of funds or service charges or of interest due to non-execution of a payment or if a payment has been executed in a faulty manner due to the service payment user. Nor is a service payment user entitled to reimbursement for a delay in payment if the payment has been delayed due to the service payment user.

The payer's bank is not responsible for the execution of a payment if the payment has not been executed due to incorrect or incomplete details given to the bank by the payer.

The payer's bank is not responsible for the payee's bank's operations, or for its solvency.

13. Tracing a payment transaction

If a payment transaction has not been executed or if it has been executed incorrectly, the bank will, at the request of the payment service user, commence tracing the payment transaction and will notify the user of the result.

If the payment service user has provided the identification details of the payee's service provider or the account number referred to in section 3 above incorrectly, the bank is not obliged to commence tracing the payment transaction. The payer's bank will, however, endeavour to make reasonable efforts to recover the funds of the payment transaction.

14. Service providers acting on behalf of the payer

A payment order may be issued to the bank through the provider of a payment initiation service or another party authorised by the payer in a manner approved by the bank.

The bank will execute the payment orders it receives through third parties acting on behalf of the payer in accordance with these terms and conditions. Payment orders received by the

bank through the payment initiation service cannot be cancelled.

The bank has the right to disclose all the information concerning the initiation of the payment transaction and all available information concerning its execution to the party through which the payment order was received. The identifiers given by the bank will be used as reference information for identifying the payment.

The bank has the right to reject payment orders submitted by a third party if it has a justified reason to suspect unauthorised or fraudulent use of the payment account by the third party.

If the payer claims that a payment order initiated through a third party has been left unexecuted or has been executed without authorisation, incorrectly or with a delay, the payer is obliged to provide the bank, without delay, with a statement on the third party's performance and on the manner in which the bank received the payment order.

The bank is not liable for the actions of providers of payment initiation services or other parties authorised by the customer, nor for their neglect, unless regulated otherwise by mandatory law.

15. Correction of the bank's own error

The bank has the right to correct errors resulting from its own actions in the transmission of payments, such as misprint, miscalculation or a similar technical error, even if the payment has already been entered in the payee's account. The bank will endeavour to rectify the error as soon as possible after the error was noticed, however, always within reasonable time after the error was made. The bank will notify the account holder of the error and its correction without delay. Correction of the error must not cause an overdraft of the account holder's account without the consent of the account holder.

16. Liability for damages and limitations of liability

In addition to the interest and charges referred to in section 12 of these terms and conditions, the payment service user's bank is only liable to reimburse the user for the direct damages arising from an action taken by the user's bank in breach of either the Payment Services Act or these terms and conditions in connection with the transfer of payments. Such direct damages are the necessary investigation costs incurred by the user in investigating the fault or negligence.

The user of the payment service has no right to receive compensation from their bank for direct damages unless the user notifies the bank of the error within a reasonable time from the date of having noticed the error or should have noticed it.

The payer's bank, the intermediary bank or the payee's bank is not liable for any indirect damages incurred by the payer, payee or a third party due to an error or negligence in the transfer of payments.

The payment service user must take reasonable measures to limit their damage. If the payment service user fails to do so, they will be liable for the damage in this regard. Compensation for damages payable by the bank on the basis of the law or these terms and conditions may be adjusted if it is unreasonable, taking into account the reason for the breach, any contribution of the payment service user to the damage, the consideration to be paid for the payment service, the bank's ability to anticipate and prevent the occurrence of damage, and other circumstances.

The payment service user is liable for all damages arising from non-execution of a payment due to the fact that the bank is unable to transfer the payment because of lack of funds, termination of the account agreement or prevention of use of account, as well as for damages arisen from breach of law or agreement by the payment service user.

17. Termination of payment transmission

The bank's responsibility for transmitting a payment ceases when the validity of the account agreement or other service agreement terminates. When the agreement is terminated or cancelled, the payment service user is responsible, prior to the termination of agreement, for cancelling the payment orders for which the due date stated falls after the termination of the agreement. The bank is not responsible for notifying of the non-execution of such payments as stated in section 6.

If the payment service user is in material breach of these terms and conditions or uses services indicated by these terms and conditions contrary to their purpose, the law or good practice, the bank has the right to cancel the payment transmission of the user immediately.

18. Service charges and fees

The payment is transmitted in full to the payee. The payer and the payee are each liable for the service charges and fees of their own bank debited for the execution of the payment transaction.

The bank has the right to charge the service charges and fees for a payment order, stated in the list of service charges or separately agreed upon for the payment order. The bank has the right to collect and debit the service charges and fees from the payment service user's account.

The bank has the right to claim reimbursement of the service charges and fees stated in the list of service charges for tracing a payment transaction and for obtaining reimbursement of the funds if the payment service user has given an incorrect account number or other comparable incorrect information.

The bank has the right to collect the service charges and fees stated in the list of service charges for undue investigation of a payment transaction, if the payment transaction is shown to have been executed in a fully correct manner.

If the bank and the payment service user have agreed that a payment order may be cancelled later than within the time stated in section 7 of these terms and conditions, the bank has the right to collect the service charges and fees stated in the list of service charges for the cancellation of the payment order.

The bank has the right to collect the service charges and fees stated in the list of service charges for a notice of a non-execution of a payment order.

If other costs are incurred from the transmission of a payment, the payer is responsible for reimbursing the payer's bank with them, in arrears.

19. Amendments to the list of service charges and the terms and conditions for transmission of payments

The bank has the right to amend its list of service charges and these terms and conditions.

Any amendment to these terms and conditions and to the list of service charges also applies to payment orders which have been given to the bank prior to the day the amendment enters into force, but which are executed only after the amendment has entered into force.

19.1 The payment service user is a consumer

The bank of the payment service user notifies the user in writing or electronically of amendments to the list of service charges or to these terms and conditions. The amendment

enters into force from the date notified by the bank, however, no earlier than two (2) months after the notification has been sent.

The transmission of payments continues as stated in the amended terms and conditions unless the payment service user, by the date the amendment is notified to enter into force, notifies the bank in writing, or in an electronic manner agreed on separately, that they object to the amendment. The payment service user has the right to terminate this agreement with immediate effect prior to the date the amendment enters into force. On termination of the agreement, the bank has the right to terminate the transmission of payments immediately.

19.2 The payment service user is not a consumer

The bank of the payment service user notifies in writing or electronically of such amendment to the terms and conditions which essentially increases the user's responsibilities or decreases their rights, and which is not due to a change in the law, orders by the authorities or amendments of the banks' payment transmission systems. The bank will notify of the amendment at least one (1) month prior to the proposed date of the amendment entering into force.

The bank will notify of any other amendment of the terms and conditions by publishing it at a branch of the bank or on the bank's website. The bank will notify of an amendment of a service charge or fee by publishing it in its list of service charges. Such amendments will enter into force on the date notified by the bank.

20. Notifications between the bank and the payment service user, and languages used in communication between them

The payment service user's bank sends notices concerning these terms and conditions in writing to the address notified to the bank or the Digital and Population Data Services Agency or electronically. The payment service user is deemed to have received the notice no later than on the seventh (7th) day after the notification has been sent.

The payment service user sends notices concerning these terms and conditions to the bank in writing or in another agreed manner. The bank is deemed to have received the notice no later than on the seventh (7th) day after the notification has been sent.

The payment service user may communicate with the bank in Finnish or Swedish. If the payment service user wishes to use

a language other than Finnish or Swedish, they will be responsible for acquiring the necessary interpretation service and for paying the costs involved.

21. Force majeure

Neither contracting party is responsible for damage if it can prove that it has been prevented from meeting an obligation by an exceptional and unforeseeable reason that is beyond its control, and the consequences of which it could not have avoided by exercising due diligence. Neither is the bank responsible for damage arising from performance of any obligation hereunder if such performance were against any obligations imposed on the bank by law.

A contracting party is responsible for notifying the other party as soon as possible of having been affected by force majeure. The bank may notify of force majeure for instance by publishing the announcement on its website or in a national newspaper.

22. Transfer of agreement

Rights and obligations based on the agreement between the payment service user and the bank are binding upon the receiver of the business activities, should the bank merge or de-merge or transfer all or part of its business activities.

23. Customer advisory service and out-of-court redress mechanisms

In matters arising from an execution of payment or from these terms and conditions, the payment service user should always first contact their own bank.

A consumer or a small business may refer disputes arising from these terms and conditions to the Finnish Financial Ombudsman Bureau (FINE, www.fine.fi) or to the Banking Complaints Board operating in conjunction with the Bureau. A consumer may have their disputes processed by the Consumer Disputes Board (KRIL, www.kuluttajariita.fi). A payment service user may inform the Financial Supervisory Authority (www.finanssivalvonta.fi) of the bank's action.

24. Place of jurisdiction and applicable law

24.1 The payment service user is a consumer

Any disputes arising from these terms and conditions will be settled in the district court of the jurisdiction where the bank has its registered office or principal place of administration, or in the district court of the place of jurisdiction in Finland where the payment service user has their domicile or permanent place of residence. If the user does not have a residence in Finland, disputes will be settled in the district court of the

jurisdiction where the bank has its registered office or principal place of administration.

24.2 The payment service user is not a consumer

Any disputes arising from these terms and conditions will be settled in the district court of the jurisdiction where the bank has its registered office or principal place of administration, or in any other competent district court in Finland.

24.3 Applicable law

These terms and conditions and the payment orders referred to in these terms and conditions are governed by Finnish law.

24.4. Privacy notice

The bank stores and processes personal data concerning its agents, employees and owners relating to the customer and the customer's banking relationship in order to provide services and solutions to the customer and to comply with the legal requirements that apply to companies operating in the financial sector. The privacy notice at www.danskebank.fi/tietosuojatieto provides information about what personal data the bank stores, how the bank processes the data and what the rights are related to the processing of personal data. The privacy notice is also available in writing and also includes the bank's contact information in the event of any questions about data protection.

When the customer, or anyone on behalf of the customer, provides the bank with personal data, the customer confirms that the disclosing party has the right to disclose such personal data. The customer also undertakes to ensure that each person has been informed of where to find the bank's privacy notice.