

Bulletin on distance selling accounts

1. Distance selling of financial services

Chapter 6a of the Consumer Protection Act contains provisions on the seller's obligation to provide information to consumer customers (hereinafter Customer) and on the right of withdrawal from the contract relating to the distance selling of financial services.

Almost all banking and fund management services, such as accounts, credit, investment services and funds are financial services. Distance selling means that a new contract concerning financial services is concluded from beginning to end using eBanking or telephone services. Distance selling means the Customer does not meet the seller's representative in person when concluding a contract.

Changes to agreements are not included in the distance selling of financial services as referred to in the Consumer Protection Act, even if such changes are effected using eBanking or the telephone bank without meeting the seller's representative in person.

This bulletin contains advance information as required by the Consumer Protection Act on the bank, on the right of withdrawal from a contract in the distance selling of financial services and on the Customer's legal remedies. The advance information and contractual terms and conditions as well as customer service are available in Finnish and Swedish. Advance information is presented as required under Finnish legislation.

This bulletin is part of a distance selling contract. However, it only applies to consumer Customers in cases involving the distance selling of financial services as provided in Chapter 6a of the Consumer Protection Act.

2. Information about the bank

Danske Bank A/S, Finland Branch (hereinafter the Bank) offers the Bank's eBanking and telephone services. In addition, the Bank provides traditional banking services.

The address at the bottom of the page is Danske Bank A/S, Finland Branch's official address; customer service is not provided there.

Customer service is offered, for example, at Danske Bank's Helsinki-Narikkatori office at Simonkatu 9, 00100 Helsinki.

The Bank is supervised by the Finanstilsynet, Århusgade 110, DK-2100 Copenhagen Ø, Denmark, telephone + 45 33 55 82 82, www.finanstilsynet.dk.

Within the scope of their authority, the operations of the Bank are also supervised by the Financial Supervisory Authority, Snellmaninkatu 6, P.O. Box 103, FI-00101 Helsinki, Finland.

The Bank's activities are supervised in the case of consumer issues, also by the Consumer Ombudsman (www.kkv.fi), Finnish Competition and Consumer Authority, P.O. Box 5, FI-00531 Helsinki Finland, telephone +358 (0)29 505 3000 (switchboard).

3. Right of withdrawal in distance selling

3.1 Contracts within the scope of right of withdrawal

When a Customer concludes a new contract concerning financial services using eBanking or telephone services, the right of withdrawal primarily attaches to the contract.

The Customer may cancel an account contract drafted through distance selling. When the Customer cancels the account contract, any funds in that account are either transferred to another account specified by the Customer or they are returned to the Customer in some other way. If the Customer does not, at the Bank's request, inform the Bank of new account information into which to transfer the funds from the cancelled account or withdraw said funds in another way, the Bank will keep the funds in the account on behalf of the Customer until the Customer informs the Bank of the new account information or otherwise withdraws said funds.

There is no cancellation right if the Customer makes recurring payment transactions, such as domestic and foreign payments or account transfers using eBanking or telephone services on the basis of a previously concluded account contract. There is also no cancellation right when the Customer makes contract or service revisions on the basis of the account contract.

Payment transactions, such as domestic or foreign payments or account transfers made whilst the account is in use, are binding on the Customer, and the Customer is obliged to pay the fees, expenses and commissions determined on the basis of the valid service price list accumulated from using the account during the validity of said account.

The account contract ends once the Bank has returned any funds in the account to the Customer. In a case of cancellation, the Customer is entitled to interest paid on current accounts for the funds in the account during the validity of the contract, regardless of the type of account.

3.2 Deadline for withdrawal and beginning of the withdrawal period

The right of withdrawal applies for fourteen (14) days from the Customer having concluded a new Account Agreement concerning financial services via eBanking or telephone services using his or her bank identifiers and having received or having had the opportunity to receive the contractual material concerning the Account Agreement.

3.3 Instructions for withdrawal

Should the Customer wish to exercise the right of withdrawal, he or she shall notify the Bank thereof through the telephone service on 0200 2580 or through eBanking (www.danskebank.fi) at "Contact us". The notification requires the use of bank identifiers. The notification shall specify the contract from which the Customer wishes to withdraw.

Once the Customer has withdrawn from a contract, he or she shall return in full any payments received from the Bank on the basis of the Customer Agreement, such as any account interest rate exceeding the interest rate for current accounts of the Basic Package, within 30 days of making the withdrawal notification. The withdrawal becomes void if the Customer defaults on this payment.

4. Customer advisory services and legal remedies

In issues relating to the contract and its conclusion, the Customer should always primarily contact the Bank's customer guidance (telephone 0200 2580). If a dispute should arise between the Bank and the Customer concerning a financial service and the dispute cannot be resolved through negotiations, the Customer may request assistance from the Finnish Financial Ombudsman Bureau or submit the matter to the Consumer Disputes Board.

4.1 The Finnish Financial Ombudsman Bureau.

The Finnish Financial Ombudsman Bureau can help settle disagreements but cannot give a legally binding decision on the matter. The services of the Bureau are free of charge. The Finnish Financial Ombudsman Bureau's telephone services are available on weekdays from 10 a.m. to 4 p.m., telephone (09) 6850 120.

The address of the Bureau is Porkkalankatu 1, 00180 Helsinki.

For further information, please consult the Bureau's website.

4.2 Consumer Disputes Board

The Consumer Disputes Board may recommend a solution for disputes between a consumer and an entrepreneur concerning the acquisition of consumer goods, such as financial services. It will, however, not handle issues that concern securities, such as funds, shares, share certificates or bonds. The Consumer Disputes Board only gives recommended solutions to written complaints.

The Consumer Disputes Board can be contacted at: Hämeentie 3, P.O. Box 306, 00531 HELSINKI, telephone 029 566 5200. For more detailed instructions on submitting a complaint, please consult the Board's website.

5. Leading particulars of the accounts

5.1 Danske account

The Current Account, Danske account, is an account which is intended for taking care of daily financial matters. The account includes the most common payment transfer services. The interest paid on the account is agreed on in the current account agreement. The account can also be used, for example, to pay invoices using service methods that are separately priced. The applicable prices for the separately-priced services are indicated in the extract from the service price list.

5.2 Savings Account

A Savings Account is intended as an account for saving funds and keeping them separate from daily use. It is also possible to use restricted payment transfer services from the account. The majority of payment transfer services are separately priced. The applicable prices for transactions and services are indicated in the service price list.

The interest paid on the savings account is stated in the account agreement.

5.3 Safety Account

The Safety Account is intended for saving and the long-term deposit of funds. It is also possible to use restricted payment transfer services from the account. However, the number of debit transactions in a year without charge is limited. The applicable prices for transactions and services are indicated in the service price list. Interest is paid on the Safety Account in steps. The value of the interest rate with steps is specified in the account agreement.

5.4 Danske Golden Piglet Account

The Golden Piglet Savings Account is an account which is opened for a child and where the child's parents, grandparents and other close persons can save funds for the child's everyday or long-term needs. The interest paid on the Golden Piglet Account is stated in the account agreement.

It is also possible to use restricted payment transfer services from the account. The majority of payment transfer services are separately priced. The applicable prices for transactions and services are indicated in the service price list.

5.5 Fixed term deposit

The fixed-term deposit is intended for fixed-term restricted deposits. The period may vary from one (1) week to five (5) years in length. The interest rate paid on the deposit is fixed throughout the deposit period and is determined on the basis of the market rate level at the time of deposit and the term of the deposit. The margin subtracted from the Euribor 365 rate of the deposit period depends on the deposit amount. The interest rate is calculated on the basis of the daily balance and is paid to the depositor when the deposit matures.

5.6 Home Savings Bonus Account

The Home Savings Bonus Account is intended for regular savings towards a first home. The holder of a Home Savings Bonus Account must save an agreed amount during at least eight quarterly periods. These do not have to be consecutive periods. Persons aged 15 to 39 can participate in this home savings bonus system. In addition to normal interest, additional interest is paid on the deposit. The interest income is tax-exempt if the account funds are used for buying a first home.

5.7 Young Current Account

The Young Current Account is an account which is opened for a customer under 18 years of age and which is intended for taking care of daily financial matters. The account includes the most common payment transfer services. The interest paid on the account is stated in the account agreement. The account can also be used, for example, to pay invoices using service methods that are separately priced. The applicable prices for the separately-priced services are indicated in the extract from the service price list.

5.8 Harvest Account

The Harvest Account is a savings account for customer groups determined by the Bank and can be used for saving and the longer-term storage of funds. It is also possible to use restricted payment transfer services from the account. However, the number of debit transactions in a month without charge is limited. The applicable prices for transactions and

services are indicated in the service price list. An interest tied to a market rate is paid on the Harvest Account. The value of the interest rate is specified in the account agreement.

5.9 Account contract entity

The account contract entity always consists of the account contract, the service price list and the general account terms and conditions.

6. Tax notice

The following is a short description of the taxation of funds in the accounts and the interest rates paid on said funds when the account holder is a consumer Customer and a taxpayer in Finland.

The bulletin has been drafted based on the taxation laws valid as of 1 January 2024, legal and taxation praxis.

6.1 Tax at source for income from interest

The Bank charges tax at source for interest rates paid on account funds in connection with the interest payment. The interest paid and the tax charged at source is not declared in the tax declaration. The tax at source for income from interest is 30% (situation as of 1 January 2023).