Agreement No.:
index key 2

Bulletin on distance selling contracts in accordance with consumer protection act

Credits/Student loan

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 a new contract concerning financial services is concluded from beginning to end using WebBank 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 telephone services or WebBank 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 contract in the distance selling of financial services and on the Customer's legal remedies, as well as product-specific information on financial services. 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 Danske Bank

Danske Bank A/S, Finland Branch (hereinafter the Bank) provides traditional banking services in addition to telephone and online services. The Bank's official address is Televisiokatu 1, 00075 Helsinki.
The Bank can be contacted through the following channels:

- By message via eBanking or mobile bank
- By phone at 0200 2590
- You can find an up-to-date list of branches offering customer service on the bank's website at www.danskebank.fi.

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

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

When the Customer completes a new contract concerning financial services using the Telephone Bank or WebBank services, the right of withdrawal is, as a rule, connected with the same. The Customer may withdraw from a contract concerning the student loan he/she has made in distance selling. However, the Customer does not have the right to withdraw from a credit agreement if the parties to the agreement have already fulfilled their contractual obligations in full on the express wish of the Customer.

In the general terms and conditions affecting debt, the effects of withdrawal are explained in more detail. If the Customer withdrew from the contract, the Bank shall have the right to demand a compensation equal to the effective annual interest payable for the period during which the credit has

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been at the disposal of the debtor. The effective annual interest rate for student loans is given in the promissory note.

In making contractual changes, there is no right of withdrawal.

3.2 Deadline for withdrawal and its inception
The right of withdrawal is in effect 14 days from the date on which the Customer has, with his/her service keys, completed a new financial service contract on Telephone Bank or WebBank sevices and has received or been able to receive contractual material concerning a financial service in his/her possession.

3.3 Instructions for withdrawal
If the customer wishes to exercise their right of withdrawal, they must notify the bank by providing their name and the details necessary to identify the agreement they wish to withdraw from. The notification requires the use of eBanking credentials. The notification can be made by:

- Using the withdrawal function in the eBanking or mobile bank used when concluding the agreement, OR
- Sending a message via the eBanking or mobile bank, OR
- Calling customer service at 0200 2590.
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Upon receiving the customer's notification, the bank will verify the existence of the right of withdrawal and carry out the necessary actions related to the withdrawal.

The agreement from which the Customer wishes to withdraw must be specified in the notice. Once the Customer has withdrawn from a contract, he/she must return the funds received under its basis to the Bank in full, no later than within 30 days of completing the notice of withdrawal. Withdrawal is annulled in cases where the funds are not returned to the Bank.

4. Customer counselling and legal remedies

In questions connected with the contract and its completion, the Customer should always make contact first and foremost with the Bank's customer counselling service, telephone 0200 2580. If any disagreement arises that cannot be mutually resolved through discussion with regard to the financial service between the Bank and the Customer, the Customer may, if he/she wishes, request assistance from the Finnish Financial Ombudsman Bureau to clarify the situation or take the disagreement to the Consumer Disputes Board for resolution.

4.1 Finnish Financial Ombudsman Bureau
The Finnish Financial Ombudsman Service FINE provides free-of-charge and independent advice to customers regarding insurance, banking and securities. FINE and its Banking Complaints Board also issue resolution recommendations for disputes concerning insurance, banking and securities issues. FINE does not issue decisions in cases pending at the Consumer Disputes Board. Moreover, does not issue recommended solutions for cases that are pending or have been examined by a court of law.

FINE contact information:
The Finnish Financial Ombudsman Service FINE
Porkkalankatu 1
00180 Helsinki
Tel. (09) 685 0120
www.fine.fi

The easiest way to contact FINE is to fill in the online contact form: https www.fine.fi/en/identify-yourself.html

4.2 Consumer Disputes Board
The Consumer Disputes Board can issue a recommended solution on a disagreement between a consumer and a business practitioner concerning a consumer's commodity, such as the acquisition of a financial service. However, it does not handle matters which concern securities, i.e. funds, stocks, certificates of membership or bonds. The Consumer Disputes Board only issues recommended solutions in response to written complaints.

The contact information for the Consumer Disputes Board is Hämeentie 3, P.O. Box 306, FI-00531 HELSINKI, telephone +358 (0) 29 566 5200 (exchange). More detailed instructions on making a complaint are found on the Consumer Disputes Board website www.kuluttajariita.fi.

5. Main features of credit offered as distance selling

5.1 Main features of student loans
Student loans guaranteed by the State are part of the financial aid to students. A student aid decision by Kela, the Social Insurance Institution of Finland, which includes a student grant, housing allowance for students and an amount of State guarantee granted on an academic year basis, is required for a student loan. The Bank decides on the admission of the student loan. The terms of the loan, aside from those mentioned in the student aid decision, as well as interest rates are agreed with the Bank. The amount of student loan may be, at most, the amount in accordance with

the State's guarantee decision. A student loan must, as a rule, be withdrawn during the academic year for which the guarantee has been rendered.

Interest on student loans is made up of the reference rate of interest and loan-related marginal noted in the promissory note. Interest is capitalised during terms during which the student receives study allowance, and is added to the capital for one term after the last month study allowance was received. Only after that, the interest according to the bond is paid on the study loan. Interest payment and capitalisation takes place every six months: on 15 June and 15 December.

Loan repayment to the bank begins within approximately two years of the cessation of student aid, and the loan period is twice that of the period during which the student receives student aid from the State, but at maximum 20 years.
The entire loan period may be 30 years at most from first withdrawal of the loan. The loan is amortised on a monthl basis in equal payments. Interest is remitted on a half-year basis.

More specific conditions for granting student loans and the terms and conditions applicable to student loans are presented in Danske Bank's terms and conditions for student loans valid at the time and in the loan-specific terms and conditions noted in the relevant promissory note. The payments and fees connected with granting, withdrawal, repayment and other maintenance of credit appear in the Bank's service price list valid at the time.

A contract concerning the student loan of a minor can only be completed at a branch of the Bank.

Danske Bank A/S
CVR-nr. 61 12 62 28 – København