Bulletin on distance selling contracts in accordance with consumer protection act

Credits/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 made, from start to finish, in eBanking or telephone services or in a signature service provided or approved by the bank, without the Customer meeting a representative of the seller in person.

A revision of contractual terms and conditions is not a case of the distance selling of financial services as referred to in the Consumer Protection Act even if the revision is implemented in eBanking or telephone services or in a signature service provided or approved by the bank, without the Customer meeting a representative of the seller 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., Product-specific information on financial services is given in the Standard European Consumer Credit Information form. 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 a customer enters into a new agreement on financial services in eBanking or telephone services or in a signature service provided or approved by the bank, the agreement primarily involves the right of withdrawal. The Customer may withdraw from an agreement concerning the loan agreement 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.

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

In the general terms and conditions affecting debt, the effects of withdrawal are explained in more detail. If the Customer withdrew from the agreement, the Bank shall have the right to demand a compensation equal to the interest payable for the period during which the credit has been at the disposal of the debtor Interest payable upon cancellation is given in the loan agreement.

When a Customer makes a third-party pledge in eBanking or telephone services or in a signature service provided or approved by the bank, it will also be regarded as an agreement on financial services, involving the right of withdrawal. The customer may withdraw from a pledge entered into through distance selling. "Third-party pledge" means a pledge that stands as security for the payment of another person's principal debt.

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

3.2 Deadline for withdrawal and its inception

The right of withdrawal is in valid 14 days from the date on which the Customer used their online Bank indentifiers to enter into a new agreement on financial services in eBanking or telephone services or in a signature service provided or approved by the bank, and obtained or could have obtained the agreement document on financial services.

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.

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.

If the Customer withdraws from an agreement on a promissory note loan entered into through distance selling, they must return to the Bank all funds received based on the credit agreement in full no later than within 30 days after submitting the notification 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 029 566 5200. More detailed instructions on making a complaint are found on the Consumer Disputes Board website www.kuluttajariita.fi.