

How do I use Omaposti?

What is Omaposti?.....	1
What can I do in Omaposti?	1
Signing agreements	1
Where do I find the documents to be signed?.....	2
Where do I find the other documents?.....	2
Other documents and messages.....	2
Messages	2
Where can I find the messages?	2

What is Omaposti?

Omaposti is Nordea’s digital mailbox for customers. It is available in Nordea’s Netbank and at the address [Nordea.fi/Omaposti](https://www.nordea.fi/Omaposti) for customers who cannot access Netbank. Log in to Omaposti with your personal access codes.

What can I do in Omaposti?

In Omaposti, you can receive documents and messages from Nordea as well as sign agreements electronically. In Omaposti, you can also send messages to Nordea with or without appendices just as via conventional e-mail. Omaposti is also your archive for the documents Nordea has sent to you.

Signing agreements

Under “Agreements to be signed” you can find the agreements on the services that you have agreed on with Nordea and the agreements which have been sent to you for signing. In the same section, there are terms and conditions applicable to these services and other documents that form part of an agreement or that must be sent to you before concluding an agreement.

Before you sign any documents, read all the documents sent to you under “Agreements to be signed”. This is how we make sure that the contents of the documents comply with what we have agreed on with you.

Please inform Nordea if the contents do not correspond to what you have agreed on with Nordea. Documents are signed electronically with access codes (Nordea Codes app, code calculator or code card) or with other banks’ online banking codes.

By signing the documents electronically, you give the confirmations mentioned in the documents. The confirmations that must be given are determined service by service. For instance, you confirm that you have read the terms and conditions of the service and have received the other documents listed in the document. In addition, by signing the documents electronically, you confirm that an application/agreement/undertaking made is binding on you in accordance with its terms and conditions and that you undertake to pay the fees agreed on and the payments charged for the service. The documents also contain

Nordea

instructions for what you should do if you wish to exercise your right of withdrawal, if any. If you have questions concerning the documents or their contents, please contact Nordea.

Where do I find the documents to be signed?

The documents that need to be signed are at the top of the page. Before you sign the documents, you must first read them, accept the related terms and conditions and confirm that you have accepted the agreements. The documents are signed with access codes or the code app.

Where do I find the other documents?

The agreements already signed, the messages and other documents are at the bottom of the page under “Other documents and messages”.

Other documents and messages

You can find documents sent to you for reading or for your information under “Other documents and messages”. Please familiarise yourself with the documents and contact Nordea if you have any questions regarding them. Here you can also find the documents you have signed earlier and the outdated documents and the ones that you have rejected.

Messages

Where can I find the messages?

The arrived messages are under “Other documents and messages” at the bottom of the page. You can recognise an arrived message from the title “Message”.

Nordea Customer Service is available in English Mon–Fri 8.00–18.00 by phone and through chat, if you need support or have questions regarding the digital mailbox.

[Read more](#)