

Service terms and conditions for Nordea Business CM Terms

1. General

These Service specific terms and conditions for Nordea Business (Specific Terms are applicable for corporate customers if it is agreed between the Customer and Nordea or if Nordea has informed the Customer that these Service Specific Terms apply to the CM Service. The Service Specific Terms must be construed in conjunction with the Terms and the Service Terms.

Nordea Business is a Channel Service which gives the Customer access to a selection of functionalities and Connected Services offered by Nordea from time to time, as further specified on the Nordea Webpages or in the Service Description.

2. File import

Subject to the Customer using a system supported by Nordea, the customer may use file import for importing files to Nordea Business, as further specified on the Nordea Webpages or in the Service Description.

Nordea can only guarantee that the file formats specified in the Service Description are supported by Nordea. Nordea reserves the right to define limits regarding the size of the files or the number of transactions in each file.

3. Remote communication methods

In addition to using the service as such or calling the Nordea business centre, Nordea 24/7 or Nordea business banking centre (hereinafter Business Centre which is a corporate contact centre or similar with which the Customers can communicate via telephone as defined by Nordea), the Customer may communicate with Nordea by using other remote communication methods made available by Nordea in the Nordea Business service interface, such as chat, email and remote meetings. The terms of the CCM Agreement are applicable to all such communication methods. The Customer acknowledges and accepts that some of these communication methods may include recording of the actions and/or verbal interactions between Nordea and the Customer. Payments Orders or other instructions submitted by the Customer during such communication sessions are binding upon the Customer, and Nordea is only obliged to act, provided that such orders or instructions are confirmed by the Customer in a way required by Nordea.

Nordea is not obliged to handle or execute unconfirmed Payment Orders or other instructions submitted by a Customer in an email, chat message or remote meeting.

4. No sharing of communication session

In order to log-in to and use remote communication methods, the Customer's Administrator or User identifies itself by using the Means of Identification. After having logged-in to the service with the Means of Identification, the Customer's Administrator or User may not give another person or party access to the opened communication session.

5. Nordea Business Centre

The Customer may also communicate with Nordea by calling the Nordea Business Centre via telephone. The services offered via Nordea Business Centre are specified on the Nordea Webpages or in the Service Description. The Customer acknowledges and accepts that communication with Nordea Business Centre may include recording of the actions and/or verbal interactions between Nordea and the Customer.

The CM Terms governing Nordea Business shall be applied also to communication with Nordea Business Centre, subject to country specific limitations, if the Means of identification used for Nordea Business are used to identify the caller as a User or Administrator of Nordea Business, when calling Nordea Business Centre.

6. Information and archiving time

Information regarding executed Payment Transactions will be provided to the Customer as specified in the Nordea Business service interface, or in the Service Description.

Agreements and power of attorneys will be archived and accessible for the Customer during the term of the agreement. Transaction data will be archived and accessible for the Customer during the time period generally applied by Nordea, and such time period may vary depending on which Nordea unit is providing the service.

7. Authority to represent the Customer

The Customer is represented by Users and/or Administrators in Nordea Business.

The Customer shall ensure that the authorisation given to an Administrator or a User in Nordea Business is not in conflict with any other authorisation given by the Customer or the Connected Parties.

The Customer confirms that all necessary corporate actions and decisions have been taken in relation to the Service and the authorization of the

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Administrators and/or Users.

8. Limitation of liability

In addition to the limitation of liability in the Terms and the Service Terms the following shall apply. Nordea shall not be held liable for any loss or damage incurred or suffered by the Customer, a Connected Party or any third party caused by erroneous or insufficient data entered into the service, collected or provided by the Customer or a Service Agent, and Nordea shall not be under any obligation to verify the rationale or the sense of information entered into the service, collected in or provided by the Customer or a Service Agent.

9. Reception of e-invoices

This clause 9 is only applicable to customers wishing to receive e-invoices in Nordea Business where no separate agreement will be required for reception of

e- invoices. If the Customer is required to sign a separate agreement for reception of e-invoices the terms and conditions of such agreement is applied for receiving e- invoices in Nordea Business.

The Customer may receive e-invoices in Nordea Business. Nordea shall process e-invoices in accordance with the service description for the agreed e-invoice service. Some e-invoice formats may contain more information than Nordea are able to show. Nordea does not support all e-invoice formats. Nordea will process and display the e-invoice based on the information received by Nordea from the issuer of the e-invoice. Nordea will not verify the content and rationale of the e-invoice and cannot be held liable for the content of the e-invoice. Nordea's responsibility to process the e- invoice arises upon Nordea's reception of the e-invoice in its system and ends when the e-invoice has been made available to the Customer in the service.

The Customer shall keep and maintain records of the received e-invoices in accordance with the rules applicable to the Customer.

10. Definitions

The definitions described in the Terms and Service Terms apply to these Service Specific Terms.