

Dear customer

Current and updated PerkAccount terms and conditions entering into force on 1 March 2025

Congratulations on your new account! PerkAccount is a flexible account for regular saving, which is well-suited to building a savings buffer and allows you to make unlimited credit transfers.

Please find attached

- our current PerkAccount terms and conditions which are valid until the end of February and
- our updated terms and conditions which will enter into force on 1 March 2025.

We have made the new terms and conditions more customer-friendly and redesigned their look. They also include a change to the interest rate applied to your account. Going forward, the interest rate on your PerkAccount will be based on a reference rate called Nordea Premier Interest. For further information, please visit nordea.fi/PerkAccount.

Best regards

Nordea

Special terms and conditions PerkAccount

Definition of the account

PerkAccount is intended for continuous saving.

Deposit interest

The deposit interest rate on the account is fixed 0,00 %.

Interest paid instead of deposit interest

Instead of deposit interest, the bank may pay higher interest on the account, which is valid either during a period specified by the bank or until further notice, in which case the bank is entitled to separately determine its end date.

When the validity of the higher interest rate ends, the interest paid on the account will automatically and without a separate notice be readjusted on the next calendar day to match the deposit interest rate determined in the terms and conditions of the account agreement. The information on interest paid instead of deposit interest, if any, is available on the bank's website (nordea.fi) and at the bank's branches in Finland.

Calculation method and payment of deposit interest

The bank shall pay deposit interest as of the value date of a deposit until each withdrawal date, excluding the withdrawal date, or as of the date permitted by the currently valid law.

The deposit interest is calculated on the closing balance according to actual calendar days using 365/366 as the divisor.

The deposit interest is paid to the account annually at the end of the calendar year. If the last banking day of the year is not the last day of the calendar year and the closing balance changes due to account transactions or interest entries during the period between the last banking day of the year and the last day of the calendar year, the bank performs a new interest calculation for the calendar year in question and credits or debits the interest difference in connection with the payment of interest possibly accrued for the following calendar year unless the customer and the bank agree on otherwise.

What has been said above about the method of calculation and payment of deposit interest is also applicable to the calculation and payment of any interest paid instead of deposit interest.

Processing of personal data

As a data controller the bank processes personal data to deliver the products and services that are agreed between the parties and for other purposes, such as to comply with laws and other regulations. For detailed information on the bank's processing of personal data, please review Nordea's privacy policy, which is

available on the bank's website or by contacting the bank. The privacy policy contains information about the rights in connection with the processing of personal data, such as the access to information, rectification, data portability, etc.

Applicable terms and conditions and undertaking

This account agreement is subject to the terms and conditions of this account agreement, the special terms and conditions laid down in this account agreement, the general account terms and conditions of private persons and the currently valid general terms and conditions of payment transmission. Should the general terms and conditions of payment transmission deviate from the account agreement terms and conditions, the terms and conditions of the account agreement will prevail. If the special terms and conditions of the account agreement deviate from the general terms and conditions of the account, the special terms and conditions will prevail.

If there are differences between the different language versions of these terms and conditions, the Finnish version will have precedence.

These general account terms and conditions are applied to private persons' account agreements, and these general terms and conditions are part of the account agreement.

Definitions

Value date

A value date is a reference time which the bank uses when calculating interest on funds debited or credited to an account.

Customer

A customer refers to an account holder, account holder's guardian or empowered guardian.

Payment service provider

A natural person or a private or public legal person that professionally provides payment services in order to earn income or gain other financial benefit.

Payment transaction

A payment transaction is an act with which funds are transferred, withdrawn or placed for the use of the account holder or a person entitled to use the account; excluding, however, transactions related to crediting of deposit interest.

Payment account

A payment account refers to an account that is for, and can be used for, executing payment transactions without any restrictions of use arising from the account agreement or legislation.

Payment order and its execution

A payment order refers to an order given by the customer or the payee to the bank to execute a payment transaction. The execution of a payment order includes the bank's measures to process and transmit the payment order.

Payment instrument

A payment instrument refers to a payment card or other personalised device or procedure or a combination of these agreed between the customer and the bank to be used when initiating payment orders. Other payment instruments, in addition to payment cards, include but are not limited to access codes accepted by the bank.

General terms and conditions Private persons

Banking day

A banking day is a day when the bank is open for business so that it can execute its part of a payment transaction.

Account opener

An account opener is a person who concludes an account agreement with the bank on opening an account.

Person entitled to use the account

The right of a Person entitled to use the account to dispose of the account is based on legal representation or authorisation by the account holder in accordance with clause 4 of these general account terms and conditions.

Guardian

A guardian is the account holder's legal representative. The guardian status is based on law (minors) or appointment by the Digital and Population Data Services Agency or court of law (adults and minors who have been appointed a guardian).

Empowered guardian

In these general account terms and conditions an empowered guardian refers to a person who has general authorisation for tending to an account holder's finances in accordance with an enduring power of attorney certified by the Digital and Population Data Services Agency and registered in a guardianship case register.

Person empowered to use the account

The account holder may authorise one or more persons to use his or her account in accordance with the terms and conditions of the account agreement by specifying the persons empowered to use the account and the scope of the authorisation in a specified power of attorney. Such a power of attorney may also be a specified enduring power of attorney certified by the Digital and Population Data Services Agency.

Authorised user of the account

The account holder usually authorises in the account agreement one or more persons to use the account in accordance with the terms and conditions of the account agreement.

Account holder

An account holder refers to a party to which the bank owes any credit balance in the account and which can

dispose of the account and any funds in it, unless otherwise stated below. There may be more than one account holder.

Account agreement

An account agreement refers to the account agreement, the special terms agreed in the account agreement and these general account terms and conditions for private persons.

Account transaction

An account transaction refers to credit and debit transactions to an account affecting the account balance.

Account information service

Account information service refers to a service provided by a service provider other than the bank in which information on a payment account accessible online as agreed with the customer is retrieved through a registered service provider via a technical interface approved by the bank.

Confirmation on the availability of funds
Confirmation on the availability of funds refers to a confirmation given via a technical interface approved by the bank upon the request of a third party service provider issuing card-based payment instruments on whether there is a sufficient amount of funds for executing a card-based payment transaction in a payment account accessible online as agreed with the customer.

1. Account agreement

The following issues are agreed upon in the account agreement:

- determination of the deposit interest
- amount of deposit interest / deposit interest rate percentage upon concluding the agreement, its calculation method, applicable reference rate, interest period and interest payment date
- deposit period
- restrictions on withdrawal of funds
- other issues that can be agreed upon based on these general account terms and conditions.

Furthermore, the bank's general terms and condition on payment transmissions valid at any given time, and the specific agreement terms concerning a

General terms and conditions Private persons

service linked to the account, are applied to the execution of payment orders.

1.1 Conclusion of agreement and opening of account

The account opener and the bank conclude an account agreement in writing or electronically using electronic identification codes.

1.2 Information to be provided for the bank and consent to the handling of personal data

Usually, an account is opened by the account holder. The guardian and empowered guardian of the account holder may also agree with the bank on the opening of an account for their principal. Any person, other than the account holder, may with the bank's consent also agree on the opening of an account for the account holder for the purpose of donating funds. If the account agreement has been made for the purpose of donating funds, the donator may not reserve itself the right to use the account.

The account opener shall provide the bank with information on the account holder. The account holder shall provide the bank with information on the persons entitled to use the account. The account opener, account holder and the person entitled to use the account shall give the bank his or her name, personal identity number, postal address, domicile and other information separately required by the bank, and, at the bank's request, a specimen signature.

The bank is also entitled to use the before-mentioned information and specimen signatures that it has already received.

The account holder and the person entitled to use the account are liable to inform the bank of any changes in the above-mentioned information. The bank also has the right to acquire the information from the Digital and Population Data Services Agency other public registers maintained by the authorities or from other reliable sources. The bank is not liable for damage resulting from a failure of the account holder or a person entitled to use the account to inform the bank of any changes.

By using the account and the payment services connected to it, the customer gives explicit consent to the bank handling personal data that is necessary for providing the payment services

By using the account and the payment services connected to it, the customer gives explicit consent to the bank handling personal data that is necessary for providing the payment services.

1.3 Communications between the bank and the customer

If the customer has the netbank service, the bank makes the payment transaction information available to the customer electronically in the netbank service. The bank is entitled to charge a fee in accordance with its tariff if the information is delivered to the customer in some other manner than through the netbank service.

If the customer does not have the netbank service the bank makes the payment transaction information available to the customer in another electronic service provided or approved by the bank, or in its branches in Finland or, upon the customer's request, delivers the information, or in some other agreed manner makes it available to the customer. The bank is entitled to charge a fee in accordance with its tariff if the information is made available to the customer in a manner other than already agreed and in use by the customer. If however, the customer adopts the netbank service, the bank will thereon make the payment transaction information available to the customer electronically in the netbank service, in such a case the bank is entitled to charge a fee in accordance with its tariff if the information is also delivered to the customer in some other manner than through the netbank service.

If, however, the customer adopts the netbank service, the bank will thereon only make the information on payment transactions available to the customer electronically in the netbank; in such a case the bank is entitled to charge a fee in accordance with its tariff if the information is also delivered to the customer in some other manner than through the netbank service.

Payment transaction information is provided at least once a month unless it has been separately agreed that the information is provided more frequently. The bank is entitled to charge a fee in accordance with its tariff for information provided more frequently than once a month.

General terms and conditions Private persons

The information on payment transactions is available to the customer for at least one (1) year from each transaction. The bank is entitled to charge a fee in accordance with its tariff for providing information older than one (1) year.

The bank sends other notifications regarding the account electronically to the netbank service. If the netbank service is not in use for the account holder's banking matters, the bank will deliver the other notifications regarding the account by sending them electronically to another electronic service provided or approved by the bank or to an address known to the bank in accordance with clause 1.2 of these general account terms and conditions, or the information is delivered electronically in some other manner to be separately agreed upon. If the netbank service is later agreed to be opened for the account holder's banking matters, the bank will thereon deliver, without any separate notice, the other notifications concerning the account electronically to the netbank service.

When the bank provides information on payment transactions or other notification regarding the account electronically in the netbank service or in another electronic service provided or approved by the bank, sends it to the above-mentioned address or delivers it in some other manner separately agreed on, the customer is considered to have received the information or notification no later than on the seventh (7th) day after the date it was sent.

The bank will issue notifications concerning the security of the payment service on its website or through other electronic service approved by the bank, such as netbank.

If the customer has filed a complaint with the bank, the bank will reply to it in writing or electronically.

As regards the identification data and devices used for the netbank service and the netbank's viewing right, the customer shall comply with the instructions the bank gives at any given time inter alia on their use and safekeeping. The identification data and devices are personal.

The customer shall send notifications concerning the account agreement to the bank electronically through the netbank service or another electronic service provided or approved by the bank, or in writing.

The bank is deemed to have received the notification no later than on the seventh (7th) day after the date it was sent.

During the validity of the agreement, the parties can communicate in Finnish or Swedish as agreed. Should the customer prefer to use a language other than Finnish or Swedish, this requires the bank's consent, and the account holder is liable for acquiring interpretation service and paying the ensuing costs.

1. 4 Right to receive information on the terms and conditions and preliminary information during the agreement period

The customer may request the account terms and conditions and any preliminary information related to the account from the bank during the agreement period free of charge. The bank delivers the information as agreed in clause 1.3 of these general account terms and conditions on other notifications regarding the account.

1. 5 Verification of account information to a third party and disclosure of account and transaction data to other payment service providers

For the purpose of preventing abuse the customer agrees that the bank has the right to verify to a third party (payer) whether the account holder's account number (including bank identifier) and name match with the information received from such third party requesting the verification in relation to any intended payment transactions.

For the purpose of preventing and detecting abuse, the customer agrees that the bank has the right to disclose account and transaction data to other payment service providers.

2. Rights of a legally competent account holder

2. 1 One account holder

The account holder disposes of the account. The account holder is entitled to make decisions on the use of the funds on the account and the persons entitled to use the account and to agree with the bank on any amendments to the account agreement and on closing of the account.

Pledging of the funds on the account

The account holder may pledge the funds on the account. To secure its right, the pledge holder must

General terms and conditions Private persons

notify the bank of the pledge. The account holder may also make such a notification.

Payment instruments

Funds may be withdrawn from the account and payment orders concerning the account may be initiated with payment instruments accepted by the bank. The bank and the account holder agree separately on the payment instruments that are given to the account holder and persons entitled to use the account, unless otherwise agreed in the account agreement.

When the account is closed or a right to use the account is cancelled, the account holder and the person entitled to use the account shall immediately return the payment instruments linked to the account to the bank. The bank may require the payment instruments to be returned even in other cases when it considers there to be a well-grounded reason.

2. 2 Several account holders

If there are several account holders, each of them is entitled to use the account and the funds on the account alone with the payment instruments agreed upon with the bank and to make decisions concerning the account ("either-to-sign" account), unless otherwise agreed in the account agreement. However, changes concerning the right of ownership to the account cannot be made without the consent of all account holders.

If it is agreed in the account agreement that the account holders can only use the account together ("both-to-sign" account), decisions concerning the account require the consent of all account holders.

If one of the account holders wants to prevent the use of the account, the bank shall be notified of it, in which case the bank is entitled to prevent the use of the account. In such a case the account can only be used by all account holders together.

Termination of the account

The account cannot be terminated without the consent of all account holders, unless the account has not been used for a long time and has only a minor amount of funds.

Giving notice on the account agreement regarding one account holder

Each account holder can withdraw from the account

agreement by giving notice on the account agreement on his or her part in accordance with clause 13 of these account terms and conditions.

Pledging of the funds on the account

The account holders can pledge the funds on the account together only. To secure its right, the pledge holder must notify the bank of the pledge. The account holders may also make such a notification.

Entitling to use the account

The account holders may decide only together on granting a person the right to use the account, unless otherwise agreed.

Payment instruments

Funds may be withdrawn from the account and payment orders concerning the account may be initiated with payment instruments accepted by the bank. Each account holder agrees separately with the bank on the payment instruments with which the account holder uses the account, unless otherwise agreed in the account agreement.

All account holders together agree with the bank on the payment instruments to be given to the persons entitled to use the account, unless otherwise agreed in the account agreement.

When the account is closed or a right to use the account is cancelled, the account holders and the persons entitled to use the account shall immediately return the payment instruments to the bank. The bank may require the payment instruments to be returned even in other cases when it considers there to be a well-grounded reason.

Receipt of information

Each account holder is entitled to receive all information concerning the account and the account transactions. The bank gives the information referred to in clauses 1.3 and 12 of these general account terms and conditions in the manner specified in the said clauses and free of charge only to the first account holder specified in the account agreement.

3. Rights of an account holder under guardianship

A person under guardianship may conclude an account agreement with the bank if his or her competency has not been restricted. The account holder may use the account only as specified by the guardian.

General terms and conditions

Private persons

A legally incompetent person having reached the age of 15 may conclude an account agreement and dispose of the funds that are paid to him or her by virtue of a specific legal provision or that he or she has earned by his or her own work.

4. Rights of a person entitled to use the account

4.1 Rights of a guardian

The account holder's guardian disposes of the account in the same way as an account holder. The guardian agrees with the bank on the opening and closing of the account, notifies it of the persons entitled to use the account and agrees with it on the payment instruments. If there are several guardians, they control the account and make decisions on the account together, unless otherwise agreed between the guardians and the bank or unless the duties of the guardians have been differentiated by an authority's decision.

Both the guardian and the principal are entitled to receive information on all the principal's account matters. The guardian's right to receive information also concerns the principal's account matters for the time preceding the appointment of the guardian. If the guardian is appointed only for the purpose of tending to a specific task, the guardian is only entitled to receive information on account matters related to the task referred to in the appointment.

4.2 Rights of an empowered guardian

Besides the account holder, an empowered guardian has the right to agree with the bank on the opening and closing of the account, the right to use the account and the payment instruments.

4.3 Rights of an authorised user of the account

An authorised user of the account may use the funds on the account with the payment instruments agreed upon between the account holder and the bank. When the account is closed or the right of use is cancelled, the authorised user of the account shall immediately return all payment instruments to the bank. The bank may require the payment instruments to be returned even in other cases when it considers there to be a well-grounded reason.

The authorised user of the account is entitled to receive information on the account transactions concerning the account in question from the period he or she has been authorised to use the account. An

authorised user of the account may not amend the account terms and conditions, conclude any supplementary agreements related to the account, pledge the funds on the account, close the account or transfer his or her right of use to a third party or authorise a third party to withdraw funds from the account, unless otherwise agreed.

4. 4 Rights of a person empowered to use the account

A person empowered to use the account can, with the bank's consent, use the account, dispose of the account and receive information on account transactions within the limits of the empowerment given in the specified power of attorney by the account holder. The empowered person may not transfer the empowerment to a third party, unless otherwise stated in the power of attorney.

5. Account information service and corresponding account queries

A request to deliver account information and the related payment transactions information (account query) can be given to the bank through the account information service or other party authorised by the customer. The information requests delivered to the bank are executed with the same content as they have been received by the bank. The bank may deliver the requested information to the party through which the request was received.

- The bank may prevent account queries
- if it suspects unauthorised or fraudulent use of the payment account by the party authorised by the customer
- if no consent has been given or the consent to an account query cannot be verified,
- at the customer's request or
- for a reason attributable to the law or other authoritative order.

If such information is requested in an account query, to which the sender of the query has no right, the bank may decide not to deliver the information.

The bank notifies the customer of the prevention and its grounds in an agreed manner unless there are justified security reasons for not making the notification or the notification is prohibited elsewhere in the law.

General terms and conditions Private persons

The bank is not liable in any respects for damage caused by the account information service or other party authorised by the customer.

6. Confirmation on the availability of funds needed for executing a card-based payment transaction

With the account holder's consent, the bank may give a service provider issuing card-based payment instruments a confirmation of whether a sufficient amount is available in the account designated by the account holder for executing a card-based payment transaction. The account holder's consent is separately confirmed to the bank in a manner stated by the bank.

7. Overdraft

The account holder and the person entitled to use the account may use a payment instrument only to the extent that the account is not overdrawn. If the account holder or a person entitled to use the account does not use a payment instrument as stated above, the bank has the right to enter the amount to be debited to the account as its receivable to fall immediately due for payment. If the breach of the agreement is material, the bank has the right to terminate the account agreement with immediate effect.

The account holder is liable to pay to the bank statutory default interest on the account overdraft, unless otherwise separately agreed, a fee for sending a reminder (in Finnish "Ilmoitus tilin ylityksestä") and any other charges and fees arising from collecting the overdraft in accordance with the tariff. The bank is entitled to debit all the before-mentioned charges and fees to the account.

8. The bank's right to restrict the use of the account

8.1 The bank's right not to approve the use of the account,

The bank has the right not to approve the use of the account,

- if it has not been provided with the information referred to in clause 1.2,
- if the signature on a document intended for withdrawal differs from the sample signature in the bank's possession,
- if the user of the account cannot reliably prove his or her identity,

- if the authorisation does not meet the requirements set by the bank,
- if a cheque is presented for cashing after the cashing period has ended,
- for a reason attributable to the law or other authoritative order or
- if the use of the account is directly or indirectly against the financial or other sanctions issued by the European Union or the United Nations Security Council, or against the sanctions, notices or orders of Finnish or foreign authorities or other corresponding parties, such as the Office of Foreign Assets Control (OFAC) or
- if the bank has otherwise reason to doubt the validity of the use of the account.

The bank has the right to limit the use of the account in other places than the account branch for security reasons.

8.2 The bank's right to close the account

The bank is entitled to close the account, if

- if the account holder is declared bankrupt,
- if a person empowered with an enduring power of attorney certified by the Digital and Population Data Services Agency and the account holder cannot agree on the use of the account,
- if a guardian is appointed to the account holder,
- if the criteria for set-off as laid down in the Act on Credit Institutions are fulfilled,
- if even one account holder demands it,
- if the account holder, a person entitled to use the account or the funds in the account are directly or indirectly subject to financial or other sanctions issued by the European Union or the United Nations Security Council, or sanctions, notices or orders of Finnish or foreign authorities or other corresponding parties, such as the Office of Foreign Assets Control (OFAC),
- the bank has reason to suspect that the account is misused, or
- for a reason attributable to the law or other authoritative order.

If, despite a reminder, the account does not have sufficient funds for payment of the bank's charges and

General terms and conditions Private persons

fees, the bank is entitled to close the account until the account holder has paid to the bank the charges and fees in accordance with clauses 7 and 11 of these general account terms and conditions. The bank notifies the account holder of the closing of the account afterwards.

9. Borrowing rate

9.1 Value date

The value date of a debit to the account is the day on which the amount of the payment transaction is debited to the account. If the funds are already received with a payment instrument before the debit, the value date is the day on which the funds were received for use. The value date of a debit can be any day.

The value date of a credit to the account is the banking day on which the amount of the payment transaction is paid to the beneficiary's account.

If the incoming payment and the account to be credited are in a different currency, the amount cannot be credited to the account until the necessary foreign exchange trades have been executed.

The amount of a cash deposit (in Finnish "Käteistalletus") is credited to the account when the genuineness of the funds has been authenticated, the funds counted and the necessary foreign exchange trades have been made. The value date of a cash deposit is the banking day on which the deposit is credited to the account.

9.2 Discontinuation or interruption of quoting of reference rate

If quotation of the reference rate is discontinued or interrupted, the reference rate applied to the deposit will be based on the regulation issued on the new reference rate, or on a decision or an instruction of the authorities.

If no statute, decision or instruction of the authorities is issued on the new reference rate, the bank and the account holder will agree on a new reference rate applicable to the deposit. If the bank and the account holder do not reach agreement on the new reference rate before the interest determination period ends, the reference rate applied to the deposit before the interest determination period ended will continue to be applied. If the bank and the account holder do not

reach agreement on a new reference rate within six (6) months from the end of the aforementioned interest determination period, the bank will determine a new reference rate after consulting the authorities supervising banks

10. Account transactions

The bank enters the deposit amount, changes in the amount and other account transactions into its bookkeeping, which is considered a reliable verification of the account holder's account balance, unless the account holder presents proof indicating otherwise.

11. Charges and fees

The account holder is liable to pay the charges and fees related to the opening, use and maintenance of the account and notifications sent by the bank. The charges and fees are shown in the tariff valid at any given time. The bank is entitled to debit all the before-mentioned charges and fees to the account.

11.1 Reservation of cover for debiting of charges and fees

The account holder is liable to ensure that the account has sufficient cover for the debiting of those charges and fees of the bank that the bank is entitled to debit according to the terms and conditions of the account agreement or other commitment.

11.2 Recording of the bank's charges and fees when the account lacks cover

If the account lacks cover for the debiting of the bank's charges and fees in a situation referred to in clause 11.1 of these General Account Terms, the bank has the right to enter the amount of the debit on the account as its receivable.

Such debits include

- 1) default interest, charges and fees in accordance with the terms and conditions of the account agreement,
- 2) charges and fees based on other agreements or separate assignments between the account holder and a person entitled to use the account and the bank and agreed to be debited to the account.

11.3 Consequences of lack of cover

If the account lacks cover for the debiting of the default interest and the bank's charges and fees

General terms and conditions Private persons

referred to in clause 11.2 of these general account terms and conditions, the account holder is liable to pay to the bank, and the bank is entitled to debit to the account, from funds that arrive to the account later, the default interest accrued on the bank's receivable, the fee for sending a reminder, and other charges and fees arising from the collection of the receivable.

12. Amendments to the terms and conditions of the account agreement and revision of the tariff

The bank sends a notification of any amendment to the terms and conditions of the account agreement and revision to the tariff as is agreed in clause 1.3 of these general account terms and conditions on other notifications concerning the account. An amendment to the terms and conditions of the account agreement and a revision to the tariff becomes effective from the date stated by the bank, but at the earliest after two (2) months after the sending of the notification to the account holder.

The customer is considered to have accepted the amendment and the agreement continues as amended unless the customer notifies the bank electronically via the netbank service or in writing by the notified date of entry into force of the amendment that he or she objects to the amendment. The customer has the right to terminate the account agreement with immediate effect until the stated date of entry into force of the amendment or revision or before the stated date of entry into force of the amendment or revision. If the customer objects to the amendment or revision, he or she and the bank are entitled to terminate this agreement in accordance with clause 13 of these general account terms and conditions. The bank does not charge any costs for the termination.

If the bank, in connection with an amendment to the terms and conditions of the account agreement or a revision to the tariff, has stated that objection to the amendment or revision before it becomes effective leads to the termination of the account agreement on the effective date, the bank is entitled to consider the account agreement terminated on the effective date of the amendment or revision without separate notice.

13. Validity and termination of the account agreement

The account agreement is valid until further notice, unless otherwise agreed.

Unless otherwise agreed in the account agreement, the customer is entitled to terminate the account agreement with immediate effect, in which case the funds on the account must be withdrawn. The bank is entitled to terminate the account agreement with two (2) months' notice, unless it is agreed on a longer period in the account agreement.

The bank has the right to terminate the account agreement with immediate effect if the account holder or other person entitled to use the account has essentially breached the obligations based on the account agreement.

Correspondingly, the account holder has the right to terminate the account agreement with immediate effect if the bank has essentially breached its obligations based on the account agreement. In such a case the funds in the account must be withdrawn.

The bank sends the notice of termination either in writing or electronically to the netbank service.

The bank is entitled to terminate the account after the period of notice has elapsed, or the account agreement has been terminated in the manner described above.

The charges and fees related to the account in connection with the termination of the account agreement fall due with immediate effect once the notice period of the account agreement has elapsed or the termination has become effective. The bank returns charges and fees paid in advance by the account holder in so far as they concern the time period after the notice has taken effect.

If there are funds on the account at the time of closing, the bank keeps them in custody on the account holder's behalf. No interest is paid on the funds.

Once the period of notice of the account agreement has expired or its termination has entered into force, the services related to the account can no longer be used.

14. Force majeure

A contracting party is not liable for a loss caused by non-fulfilment of its obligations if the party can prove that an unusual or unpredictable obstacle beyond its control, the consequences of which it could not have prevented by acting diligently, has caused the non-fulfilment. In addition, the bank is not liable for loss if the fulfilment of obligations based on the account

General terms and conditions

Private persons

agreement is against its liabilities laid down by other legislation.

The bank is not liable for any damage arising from a strike, blockade, lockout, boycott or other similar circumstance, even if it did not concern the bank directly or if the bank was concerned in it.

A contracting party is liable to notify the other party as soon as possible after being affected by a force majeure. The bank may announce a force majeure in national daily newspapers.

15. Liability for damages

The bank is liable to compensate the account holder only for direct damage due to the bank's action against the payment services act or the account agreement. In such a case the bank pays compensation only for realised interest loss and necessary and reasonable costs arising from investigating the damage. The service fees charged are returned in so far as they concern the negligence or error that caused the damage.

The bank is liable to the account holder for indirect damage caused by its negligence only if it is caused by action which is against obligations laid down in the payment services act or contrary to obligations agreed in this account agreement based on the payment services act. The bank is not, however, liable for indirect damage caused by an error or negligence in the execution of a payment order.

Indirect damage is loss of income caused by the bank's erroneous action or measures resulting from it, other damage caused by an obligation based on another agreement or other comparable damage.

The account holder is not entitled to compensation from the bank if he or she does not notify the bank of the error within a reasonable time from detecting the error or from the time he or she should have detected it.

16. Restriction of damage

The customer suffering damage must take reasonable measures to restrict the damage. If this is neglected, the account holder must suffer the corresponding part of damage. Damages payable by the bank based on actions in breach of law or an agreement can be conciliated, if the damages are unreasonable taking into consideration the reason for the breach, the

account holder's possible contribution to the loss, the remuneration paid for a payment service, the bank's possibilities to anticipate and prevent the damage and other circumstances.

17. Out-of-court redress mechanisms

If a dispute related to the agreement cannot be solved in negotiations between the parties, a consumer customer may turn to the Finnish Financial Ombudsman Bureau (FINE) (www.fine.fi), which provides independent advice and guidance for customers free of charge. The Finnish Financial Ombudsman Bureau (FINE) and its Banking Complaints Board provide solution proposals in disputes. FINE does not handle disputes that are pending in or have been processed by the Consumer Disputes Board or a court of justice. The easiest way to initiate the handling of a complaint is to send an online contact form available at www.fine.fi.

Consumers are also entitled to file a complaint with the Consumer Disputes Board (www.kuluttajariita.fi). Before filing a complaint with the

Consumer Disputes Board, consumers must contact the Consumer Advisory Services (www.kuluttajaneuvonta.fi).

18. Applicable law and jurisdiction

The account agreement is governed by Finnish law.

Any disputes arising from the account agreement are settled in the Helsinki District Court or in the district court of the Finnish municipality in the jurisdiction of which the account holder domiciles or resides permanently. If the account holder does not domicile in Finland, disputes are settled in the Helsinki District Court.

19. Deposit guarantee and taxes

The funds on this account have a deposit guarantee valid at any given time in the scope laid down by law. The account holder is liable for the taxes and other comparable payments (e.g. tax-at-source levied on interest) resulting from the account agreement. If the bank has to pay such taxes or payments, the account holder undertakes to repay them to the bank.

General terms and conditions Private persons

Service provider and supervisory authority

Nordea Bank Abp Satamaradankatu 5
00020 NORDEA, Finland
Business Identity Code: 2858394-9
Tel: +358 (0)200 70 000 (local network charge/mobile call charge) nordea.fi/en

Nordea Bank Abp has been registered in the Trade Register maintained by the Finnish Patent and Registration Office. Nordea Bank Abp is domiciled in Helsinki.

Contact information of Nordea Bank Abp's branch offices that serve customers is available at nordea.fi/en.

Nordea Bank Abp's operations and activities are supervised by and licensing authority is:
European Central Bank (ECB) Sonnemannstrasse 22
60314 Frankfurt am Main, Germany
Tel: +49 69 1344 0
ecb.europa.eu

Nordea Bank Abp is supervised within the bounds of its jurisdiction by:

Financial Supervisory Authority
Snellmaninkatu 6 / P.O. Box 103
00101 Helsinki, Finland
Tel: +358 (0)9 18351
E-mail: fiva@fiva.fi finanssivalvonta.fi/en

Terms and conditions of PerkAccount



Contents

1. You and Nordea

- 1.1 Account agreement
- 1.2 How to contact us
- 1.3 How we contact you
- 1.4 The information we require

2. Your account

- 2.1 Opening an account and purpose of the account
- 2.2 Your rights as an account holder
- 2.3 Use of the account and payment instruments
- 2.4 How to authorise someone else to use your account
- 2.5 Several account holders
- 2.6 Deposit interest rate
- 2.7 The currency of the account
- 2.8 Charges and fees
- 2.9 Overdraft
- 2.10 Verification of account information to a third party and disclosure to other payment service providers
- 2.11 Your right to terminate the account agreement

3. Change situations

- 3.1 What happens if we amend this agreement
- 3.2 When can we restrict the use of your account or close your account?
- 3.3 When can we terminate the account agreement?
- 3.4 Our right to assign the account agreement

4. Other important matters concerning your account

- 4.1 Account information service and corresponding account queries
- 4.2 Deposit guarantee and taxes
- 4.3 How we process your personal data
- 4.4 Liability for damages
- 4.5 Applicable law and settlement of disputes
- 4.6 Service provider and supervising authority

Nordea

1. You and Nordea

In this chapter, we tell you about

- Your agreement with us
- How you can contact us
- How we can contact you



1.1 Account agreement

Concluding an account agreement

The service provider is Nordea Bank Abp, which we hereinafter refer to as "Nordea", "we" or "us".

By opening an account, you are entering into an agreement with Nordea Bank Abp. The agreement consists of the account agreement, these terms and conditions and the tariff. When executing payment orders we also apply our terms and conditions for payment transmission. Any services linked to the account are subject to the terms and conditions of the service in question.

During the validity of the agreement, the terms and conditions and tariff that we apply to your account are available to you on our website and at our branches in Finland. You can also request these documents from us for free during the validity of the agreement, and we will provide them to you as agreed in clause 1.3 of these terms and conditions.

Language

During the validity of the agreement, we may communicate with you in Finnish or Swedish as agreed. You will need our consent if you wish to communicate with us in any other language. In such a case, you will have to pay the fees of an interpreter.

1.2 How to contact us

You can send us notifications regarding your account agreement electronically through our online banking service or through some other electronic service that we offer or accept, or by post.

Ways of contacting us



Send us a message through Nordea Mobile or Netbank



Call us on 0200 70 000



Send us a letter by post; see our address details at the end of these terms and conditions

1.3 How we contact you

Payment transaction notifications

What do we mean by payment transaction?

By payment transaction we mean the transferring, withdrawing or placing of funds at your disposal and at the disposal of any other person authorised to use your account, excluding transactions related to crediting of deposit interest.

You get an account statement containing information about your account transactions for free once a month. Each account statement will be available to you for at least one year from the transaction date.

If you are using our online banking service, the account statement is available to you electronically in the online banking service.

If you are not using our online banking service, the account statement is available to you in another electronic service offered or accepted by us or at our branches in Finland or we can at your request send the account statement by post to the address you have provided to us in accordance with clause 1.4 of these terms and conditions. We can also make the account statement available to you in some other manner we have agreed on. If you start using our online banking service for your banking later, the account statement will be available to you electronically in the online banking service from then on without separate notice. If your account has more than one account holder, we will only send the account statement for free to the person specified as the first account holder in the account agreement.

In case you need an additional account statement we have the right to charge you a fee set in our tariff.

You are deemed to have received an account statement sent electronically once it has been delivered to your online banking service or some other electronic service, and to have received an account statement sent by post no later than on the seventh day after we have sent it to you.

Other notifications concerning your account

If you are using our online banking service, you will receive our other notifications concerning your account electronically to the online banking service.

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If you are not using our online banking service or if we are unable to send notifications through our online banking service, you will receive our other notifications concerning your account to another electronic service offered or accepted by us, at our Finnish branches or by post to the address you have provided to us in accordance with clause 1.4 of these terms and conditions. We can also provide them in some other manner we have agreed on or make them available to you on our website. If you start using our online banking service for your banking later, we will send other notifications concerning your account electronically to the online banking service from then on without separate notice.

We will notify you concerning the security of the payment service on our website or through other electronic service approved by us, such as our netbank service.

You are deemed to have received an electronically sent notification concerning your account once it has been delivered to the online banking service or some other electronic service, and to have received a notification concerning your account sent by post no later than on the seventh day after we have sent the notification to you.

If your account has more than one account holder, we will only send other notifications concerning your account for free to the person specified as the first account holder in the account agreement.

14 The information we require

Information given to us

You, the person opening the account and any person authorised to use the account must give us the information required by legislation and official regulations as well as information that we require. The information in question includes for example your name, address, phone number, personal identity number or other official identifier.

You as the account holder must provide information on yourself and on the authorised users of the account. Every authorised user of the account is obliged to provide information on themselves. If another person concludes the agreement on opening the account to you, that person must provide information about themselves and about you.

You must provide a specimen of your signature if we request one.

Information provided to us earlier

If the information we require has been provided to us earlier, we have the right to use this information as well as any specimen signatures provided earlier.

Our right to obtain information

We have the right to obtain the information we require from the Digital and Population Data Services

Agency, from other public registers maintained by the authorities or from other reliable sources. You must tell us if you want us to send our notifications concerning the account agreement to another address than your address which is recorded in the Population Information System or other public register.

Changes in your information or the information of authorised users

If the information provided under these terms and conditions changes, you or the authorised user must notify us of such changes without delay.

2. Your account

In this chapter, we tell you about

- Opening and using the account
- How you can authorise another person to use your account
- Holding an account together with other people
- The deposit interest
- The charges and fees that we debit
- How you can terminate your account agreement



21 Opening an account and purpose of the account

When you or your legal representative open an account for you, you become the account holder. An account can also with our consent be opened to you by another person. If your account is opened by a person other than yourself or your legal representative, the person opening the account cannot reserve the right for themselves to use the account. The account agreement is valid until further notice, unless agreed otherwise.

A PerkAccount is intended for continuous saving.

22 Your rights as an account holder

What do we mean by account holder?

By account holder we mean the person recorded in the account agreement as the holder of the account to whom we owe the funds held in the account. There can be one or more account holders.

As the account holder, you control your account and decide on matters concerning the account agreement, including the use of the funds held in the account, the people authorised to use the account, pledging the funds held in the account and the closing of the account, unless stated otherwise in these terms and conditions. You or the pledgee must inform us if you pledge the account.

If you wish to transfer your account into another person's name, you can do so provided that we accept the transferee.

Account transactions

By account transactions we mean credit and debit transactions to the account affecting the account balance. We will enter the deposit amount, changes in the amount and other account transactions into our bookkeeping, which is considered a reliable proof of the debt and receivable relationship between us, unless otherwise proved by you as the account holder.

23 Use of the account and payment instruments

You may withdraw funds from the account and place payment orders concerning the account with the payment instruments accepted by us. By payment order we mean an order given by you or the payee to a bank to execute a payment transaction. The execution of a payment order includes our measures to process and transmit the payment order. By payment instrument we mean access codes or other personalised device or procedure or a combination of these.

We agree with you in the account agreement or separately on the payment instruments with which you can use the account. If the account has more than one account holder, we agree with all account holders on the payment instruments issued to the persons authorised to use the account. When the account is closed or the authorisation to use the account is cancelled, payment instruments linked to it may no longer be used.

We have the right to limit the opening hours of our branches offering cash services. We also have the right to limit cash withdrawals from and cash deposits to the account. Information about these limitations is available on our website and at our branches in Finland.

24 How to authorise someone else to use your account

What do we mean by an authorised user of the account?

By an authorised user we mean a person whose right to use your account and control your account is based on legal representation or an authorisation you have given in the account agreement or a separate power of attorney.

Your account may be used by you and your legal representative, as well as any other person you have authorised to use it.

Naming an authorised user in the account agreement

In the account agreement, you may authorise one or several persons to use your account as described in these terms and conditions. This person is called an authorised user of the account.

If the account has more than one account holder, you must decide together on authorising someone else to use the account. However, any account holder may remove an authorisation to use the account on their own.

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If you have authorised someone else to use your account, the authorised user has the right to use your account and to obtain information on account transactions for the duration of the authorisation. As the account holder, you accept that if the account is or has been linked to the online banking service of an authorised user, the authorised user obtains information via the online banking service on account transactions also for the period prior to their authorisation.

An authorised user of the account may not:

- agree on amending these terms and conditions,
- enter into additional agreements related to the account or pledge funds held in the account,
- close the account,
- transfer their authorisation to use the account to someone else, or
- authorise another person to withdraw funds from the account.

If you have authorised someone else to use your account and would like to cancel their authorisation, you must let us know about it.

Authorising individual actions related to the account based on a separate power of attorney

You can authorise one or several people to use your account or control your account using a separate specified power of attorney. Using a power of attorney is possible with our consent.

An empowered person can use the account, control the account and receive information on account transactions within the limits specified in the terms and conditions of the account agreement and the empowerment given by you in the specified power of attorney. The empowered person may not transfer the empowerment to a third party, unless this is specifically allowed in the power of attorney.

25 Several account holders

You can hold an account either alone or together with one or more people. If there are several account holders, each of you can use the account with the payment instruments agreed with us and make decisions concerning the account independently ('either to-sign' account), unless you have agreed with us separately that all account holders will use the account jointly ('both to-sign' account). Every account holder is entitled on their own to receive all information concerning the account and transactions.

If you hold the account together with one or more people and you wish to change the right of ownership to the account, pledge the funds in the account, transfer the account into another person's name, authorise someone to use the account or change authorisations, you must obtain the consent of all account holders before making such changes. You must let us know if one of the account

holders wants to prevent the use of the account, in which case we have the right to block the account. In such a case the account can only be used by all the account holders together.

26 Deposit interest rate

Deposit interest rate

The deposit interest rate on the account is a variable rate. The deposit interest rate consists of a reference rate deducted with applicable margins based on interest rate tiers. The deposit interest rate on the account changes in accordance with changes in the reference rate on the date on which the updated reference rate enters into force.

Reference rate

The reference rate is Nordea Premier Interest, which is quoted by us.

The current value of the reference rate and the bases for determining the reference rate are available on our website and at our branches in Finland. We don't inform you separately of any changes to the reference rate.

Applicable margins

The applicable margin, which is deducted from the reference rate, is determined based on tiers. For each interest rate tier, we have determined a range of deposit amounts within which the margin in question is applied. If the deposit amount encompasses more than one tier, the applicable margin will be determined based on more than one tier.

We apply the following interest rate tiers and the margins specified for them to your account:

Interest rate tier	Deposit amount	Margin
1.	0–9,999.99 euros	2.00%
2.	10,000–49,999.99 euros	1.60%
3.	50,000–99,999.99 euros	1.00%
4.	100,000 euros or more	0.80%

Example: You deposit €10,000 into a PerkAccount for one year. When we calculate the deposit rate for your funds, we deduct a margin of 2.00% from the value of Nordea Premier Interest for the deposit of €9,999.99 and a margin of 1.60% for a deposit of €0.01 exceeding the first interest rate tier.

Minimum and maximum deposit interest rate

The minimum interest rate on your account is 0.4% and the maximum interest rate is 3.0%. Despite changes in the reference rate, the deposit interest we pay on your account may not fall below the minimum interest rate or exceed the maximum interest rate.

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Calculation method and payment of the deposit interest

We pay deposit interest as of the value date of the deposit, or as of any legally permitted date, until, but excluding, the withdrawal date.

We pay the deposit interest to your account annually in the first month of the calendar year.

The deposit interest is calculated on the closing balance of your account according to actual calendar days using 365/366 as the divisor.

When we calculate the interest on the funds that are debited from or credited to your account, we use the value date as the reference date. The value date of a credit is the banking day on which we pay the transaction amount to your account. A banking day is a day when we are open for business so that we can execute our part of a payment transaction. The value date of a debit is the day on which we debit the transaction amount from your account. If the funds were made available to use with a payment instrument before the debit, the value date of the debit is the day on which the funds were made available.

If the incoming payment and the account to be credit are in a different currency, the amount cannot be credited to the account until the necessary foreign exchange trades have been executed. The amount of a cash deposit is credited to the account when the genuineness of the funds has been authenticated, the funds counted and the necessary foreign exchange trades have been made. The value date of a cash deposit is the banking day on which the deposit is credited to the account.

Suspension or discontinuation of the reference rate quotation

If the quotation of the reference rate is discontinued or suspended, we will apply a reference rate to the deposit, which replaces the previous reference rate in accordance with a regulation or with an official decision or guideline. If there is no regulation or official decision or guideline issued on the new reference rate, we will inform you of the new reference rate applicable to your account agreement as described in clause 1.3 of these terms and conditions. The new reference rate will become effective as of the date announced by us. However, this date must be at least six (6) months after the date on which we have sent you a notification of the change.

27 The currency of the account

The currency of your account is the euro, unless agreed otherwise. If the quotation of an exchange rate for the account currency is discontinued completely, we will use the latest buying rate quoted by us for the repayment of the deposit.

28 Charges and fees

Debiting of charges and fees

We have the right to debit from your account charges and fees related to the opening, use and maintenance of the account and to the notifications sent by us. The charges and fees are shown in our tariff. The tariff is available on our website and at our branches in Finland.

We have the right to charge default interest, if any, as well as other costs arising from the collection of charges and fees.

You must ensure that the account has sufficient funds for debiting the fees and charges.

Consequences of lack of funds

If we are unable to debit our charges and fees due to lack of funds in your account, we have the right to record the amount of the debit on the account as our receivable. Such fees include:

- charges, and default interest based on this account agreement, and
- charges and fees based on separate orders or on other agreements between you or the authorised user of the account and us, which we have agreed will be debited from your account.

If you have enough money available in your account later, we are entitled to debit from these funds our receivable, the default interest accrued on our receivable, a fee for sending a reminder and other charges and fees arising from the collection of the receivable.

29 Overdraft

You and the authorised user of the account may only use the account in a way that does not lead to the account being overdrawn. If your or the authorised user's use of the account leads to the account being overdrawn, we have the right to record the amount to be debited in the account as our receivable which will fall due for payment immediately. If the breach of the agreement is material, we also have the right to withdraw from the account agreement with immediate effect.

As the account holder, you are liable to pay to us default interest in accordance with the Interest Act on the account overdraft, a fee for sending an overdraft alert and other charges and fees arising from collecting the overdraft set in the tariff. We are entitled to debit all the above-mentioned charges and fees from your account.

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210 Verification of account information to a third party and disclosure to other payment service providers

For the purpose of preventing abuse, you accept that we have, for an intended payment transaction, the right to verify to a third party (the payer) that the account holder's account number (including bank identifier) and name match the information we have received from the third party in question, requesting us to verify this information .

For the purpose of preventing and detecting abuse, you also accept that we have the right to disclose account and transaction data to other payment service providers. By payment service provider we mean a natural person or a private or public legal person that professionally provides payment services in order to earn income or gain other financial benefit.

211 Your right to terminate the account agreement

You have the right to terminate the account agreement with immediate effect at any time. If you do this, you must withdraw the funds in the account. The charges and fees related to the account will fall due for payment immediately once the account agreement has been terminated.

If there are several account holders, we will need consent from every account holder for closing the account unless the account has not been used for a long time and it only contains a small amount of funds. However, as an account holder, you are entitled to terminate the account agreement for your part, in which case the account agreement will remain valid for the other account holders.

3. Change situations

In this chapter, we tell you about

- Our right to amend this agreement
- When we can restrict the use of your account or close the account
- When we can terminate, withdraw from or assign the account agreement



3.1 What happens if we amend this agreement

Amendments to the terms and conditions of the account agreement and revision of the tariff

We have the right to amend the account agreement, these terms and conditions and/or the tariff. We will notify you of any amendments as agreed in clause 1.3 of these terms and conditions. Such an amendment will become effective as of the date announced by us. However, this date must be at least two (2) months after the date on which we have sent the notification to you.

You are considered to have accepted an amendment, and the account agreement will continue as amended, unless you let us know that you object to the amendment before the announced date on which the amendment will become effective. You have until the stated date of entry into force of the amendment the right to terminate the account agreement with immediate effect or with effect from a date preceding the stated date of entry into force of the amendment. If you object to the amendment, you and us are entitled to terminate the account agreement in accordance with clauses 2.11 and 3.3 of these account terms and conditions. We do not charge any fees for the termination.

If we, in connection with an amendment to the terms and conditions of the account agreement or a revision to the tariff, have stated that objection to the amendment or revision before it becomes effective leads to the termination of the account agreement on the effective date, we are entitled to consider the account agreement terminated on the effective date of the amendment or revision without separate notice.

3.2 When can we restrict the use of your account or close your account?

We have the right to restrict the use of your account for a specific reason only. When we place a restriction on the use of your account, we cannot execute individual or several actions. In certain situations, we also have the right to deny all use of the account and to close the account.

We have the right to restrict the use of your account if:

- we have not been provided with the information stated in clause 1.4 or other information that we require,
- the signature on a document intended for the withdrawal of funds differs from the specimen signature in our possession,
- you cannot reliably prove your identity or an authorised user of the account cannot reliably prove their identity or we have not otherwise been able to verify your identity or the identity of the authorised user in the manner we require,
- we are presented with a power of attorney that does not fulfil our requirements, or
- we are presented with a cheque for cashing after the cashing period has ended.

We have the right to restrict the use of your account or to close it immediately if:

- you use the account for professional purposes or running a business,
- you overdraw the account,
- you have been placed in bankruptcy,
- a guardian has been assigned to you or a continuing power of attorney concerning you has been confirmed,
- you have equal powers with your legal representative and you disagree with them on the use of the account or on decisions concerning the account,
- your legal representatives disagree on the use of the account or on decisions concerning the account,
- the criteria for set-off under the Finnish Act on Credit Institutions have been fulfilled,
- you have not paid the charges and fees related to the account despite receiving a reminder,
- at least one of the account holders demands it,
- no exchange rate is quoted for the account currency,
- financial or other sanctions imposed by the European Union or the United Nations' Security Council, or other sanctions, notices or orders published by domestic or foreign authorities or other corresponding parties, such as the OFAC (Office of Foreign Assets Control), have been imposed, directly or indirectly, on you, on a person authorised to use the account or on the funds in the account,
- we are entitled to restrict the use of the account or close the account based on the terms and conditions of one of our other services,
- we have other reasons to suspect misuse of the account,
- we have other reasons based on the law or official regulations, or
- we have other justified reason related to risk management.

In addition, for security reasons, we have the right to require you or the authorised user of the account to use the account in person in a branch.

We will notify you of the closing of the account after we have closed it.

3.3 When can we terminate the account agreement?

Terminating the account agreement

We have the right to terminate the account agreement with two (2) months' notice. We have the right to terminate the account agreement with one or several account holders, in which case the account agreement will remain valid for the other account holders.

We will inform you of the termination as agreed in clause 1.3 of these terms and conditions. If there are funds in the account, we will ask you to tell us to which account we should transfer the money. If the account has more than one account holder and we terminate the account agreement for all account holders, we are entitled to require that all account holders give their consent before we transfer the funds to another account.

If we terminate the account agreement, the charges and fees related to the account will fall due for payment immediately once the period of notice for the termination has expired. We return any charges and fees paid by you in advance in so far as they concern the time period after the notice has taken effect. If there are funds in the account after the termination of the account agreement, we will keep them in custody on behalf of you but we will not pay any interest on them after the account has been terminated. Once the period of notice of the account agreement has expired, we will close the account and the related services can no longer be used.

Terminating the account agreement with immediate effect

We have the right to terminate the account agreement with immediate effect if you have materially breached your obligations or an authorised user has materially breached their obligations under the account agreement. Additionally, we have the right to terminate the account agreement with immediate effect if we are entitled to restrict the use of the account or close the account based on clause 3.2. We have the right to terminate the account agreement with one or several account holders, in which case the account agreement will remain valid for the other account holders.

We will inform you of our termination of the account agreement as agreed in clause 1.3 of these terms and conditions.

If there are funds in the account, we will ask you to tell us to which account we should transfer the money. If the account has more than one account holder and we terminate the account agreement with immediate effect with all account holders, we are entitled to require that all account holders give their consent before we transfer the funds to another account.

If we terminate the account agreement with immediate effect, any charges and fees related to the account will fall due for payment immediately. We return any charges and fees paid in advance by the account holder in so far as they concern the time period after the termination has taken effect.

If there are funds in the account after the termination of the account agreement, we will keep them in custody on behalf of the account holder but we will not pay any interest on them after we have terminated the agreement. Once we have terminated the account agreement, we will close the account and the related services can no longer be used.

3.4 Our right to assign the account agreement

We have the right to assign this account agreement, in full or in part, with all its rights and obligations to a company belonging to the same group of companies as us without your consent.

4. Other important matters concerning your account



In this chapter, we tell you about

- The account information service
- The deposit guarantee scheme and taxes arising from the account agreement
- How we process your personal data
- Our liability to compensate for damage and your obligation to limit damage
- How potential disputes concerning the agreement are resolved
- Further information on us as the service provider and the authorities supervising us

4.1 Account information service and corresponding account queries

What do we mean by account information service?

By account information service we mean a service provided by a service provider other than us in which we obtain information about a payment account accessible online, as agreed with you, through a registered service provider via a technical interface approved by us. By a payment account we mean an account that can be used for, executing payment transactions without any restrictions of use arising from the account agreement or legislation.

A request to provide account information and the related payment transaction information (account query) can be submitted to us through an account information service or other party authorised by you. We execute information requests submitted to us with the same content as we receive them. We have the right to provide the requested information to the party through which we received the request.

We may prevent account queries:

- if we suspect unlawful or fraudulent use of the payment account by a third party authorised by the customer,
- if no consent has been given or the consent to an account query cannot be verified,
- at your request, or
- for a reason attributable to the law or other official regulation.

If such information is requested in an account query to which the submitter of the query has no right, we may decide not to provide the information.

We notify you of the prevention and its grounds in an agreed manner unless there are justified security reasons for not making the notification or the notification is prohibited elsewhere in the law.

We are not liable in any respects for damage caused by the account information service or by any other party authorised by you.

4.2 Deposit guarantee and taxes

The funds deposited in the account are covered by the deposit guarantee scheme to the extent required by law.

You are liable for any taxes and other charges comparable to taxes (e.g. withholding tax on interest income) arising from the account agreement in accordance with valid legislation. If we are obliged to pay such taxes or charges on your behalf, you as the account holder are obliged to pay them to us.

4.3 How we process your personal data

Consent to the processing of personal data

By using the account and the payment services linked to it, you explicitly consent to us processing personal data that is necessary for providing the account- and payment services.

Processing of personal data

As a data controller, we process your personal data when we offer the services that we have agreed on with you. Additionally, we process your personal data for other purposes, including compliance with laws and other regulations. Our Privacy Policy, which is available on our website, contains more information about how we process personal data and about your rights in connection with the processing of your personal data, such as the right to access and rectify your data and the right to data portability. You can also obtain our Privacy Policy by contacting us.

4.4 Liability for damages

Our liability for damages and limitations on liability

If we act in breach of the account agreement, these terms and conditions or the Finnish Payment Services Act, we are obliged to compensate you for direct damages resulting from our error or negligence. In this case, we will pay the agreed interest on the account as well as any default interest and compensate you for necessary and reasonable costs of investigating the damage that you have incurred.

We will refund the service fees we have charged from you to the extent that they concern our negligence or error that caused the damage.

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We are liable to you for indirect damage caused by our negligence only in the case of action against the obligations laid down in the Finnish Payment Services Act or against our obligations based on the act in question. We are not, however, liable for any indirect damage caused by an error or neglect in the execution of a payment order.

We are liable to you for indirect damage caused deliberately or through our gross negligence.

Indirect damage includes, but is not limited to, loss of income, unearned profit, damage caused by an obligation based on another agreement, or other comparable damage that is difficult to predict, which has been caused by our faulty procedure or measures arising from it.

We will compensate you for damage caused provided that you notify or an authorised user of the account notifies us of the damage within a reasonable amount of time after having detected it or after you ought to have detected it.

We are not liable if you suffer:

- damage resulting from you or an authorised user of the account not informing us of changes in the information stated in clause 1.4 of these terms and conditions, such as the fact that the right to use the account has been removed,
- any damage when the fulfilment of the obligations based on the account agreement contradicts with our obligations laid down in other legislation,
- any damage when we can prove that we were prevented from fulfilling our obligations by an unusual and unpredictable reason that was beyond our control and the consequences of which we could not have prevented by the exercise of due diligence (force majeure), or
- damage arising from a strike, blockade, lockout, boycott or other similar circumstance even if it does not concern us directly or even if we are not a party to it.

We may not invoke any limitations of liability if we have caused the damage on purpose or through gross negligence.

We will notify you as soon as possible of a force majeure by making this information available to you as described in clause 1.3 of these terms and conditions.

Your obligation to limit damage and conciliation of liability for damage

You must take reasonable measures to limit the damage caused to you. If you neglect to do this, you are liable for the damage to the extent that you failed to take reasonable measures to limit it. Our compensation for damage may also be conciliated if it is unreasonable considering the reason for the breach of agreement, any contribution you or an authorised user of the account made to the damage, the price of the service, our ability to predict and prevent the damage and other factors.

4.5 Applicable law and settlement of disputes

The agreement is governed by Finnish law.

Please always contact us first if you have any questions about the account agreement. If we cannot resolve a potential dispute through negotiations, you are entitled to refer the dispute to the Finnish Financial Ombudsman Bureau (FINE) (www.fine.fi) or the Consumer Disputes Board (www.kuluttajariita.fi).

If you have our online banking service and have submitted a customer complaint to us, we will provide a response through the online banking service. If you are not using our online banking service, we will provide you with a response in another electronic service offered or accepted by us, or in writing in some other manner.

Any disputes arising from this account agreement are settled in the District Court of Helsinki or in the district court of the Finnish municipality in the jurisdiction of which you are domiciled or permanently resident. If you do not have residence in Finland, disputes are settled in the District Court of Helsinki.

4.6 Service provider and supervising authority

Service provider



Nordea Bank Abp
Satamaradankatu 5
FI-00020 NORDEA
Business ID: 2858394-9



+358 (0)200 70 000 (local rates apply)



nordea.fi

Nordea Bank Abp is registered in the Trade Register maintained by the Finnish Patent and Registration Office. Nordea Bank Abp is domiciled in Helsinki.

Contact information of Nordea Bank Abp's branches that serve customers is available at nordea.fi/en.

Nordea Bank Abp's operations are supervised by and the licensing authority is:



The European Central Bank (ECB),
Sonnemannstrasse 22,
D-60314 Frankfurt am Main, Germany




+49 69 1344 0




ecb.europa.eu

Nordea

Nordea Bank Abp is supervised within its powers by:


 Finnish Financial Supervisory Authority,
Snellmaninkatu 6/PO Box 103
FI-00101 Helsinki


 +358 9 18351

 finanssivalvonta@finanssivalvonta.fi

 finanssivalvonta.fi

In addition, the Consumer Ombudsman serves as the supervisory authority for consumer customers

 Finnish Competition and Consumer Authority,
PO Box 5,
FI-00531 Helsinki

 +358 29 505 3000 (switchboard)

 kkv.fi