

**Balance statement**  
**Service description**

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## **General**

With the balance statement service offered to corporate customers the customer can easily and affordably retrieve the balance information on the last day of the month of the company's accounts with Nordea Bank Abp as well interest carried forward and information on an overdraft facility linked to the account.

The balance statement can be printed out for the company's financial statement notes or for other purposes. The content of debt relationships between the customer and the bank, such as the amount of account balances or account credit limits, interest and fees are always primarily determined by a separate agreement or undertaking between the parties.

## **Availability**

Balance statements can be retrieved from the Netbank for corporate customers and the different file transfer channels and they are also available at branche offices. Irrespective of the channel, the content of the balance statement is the same.

The previous month's balance statement is retrievable via all channels on the fifth (5th) banking day of the following month. The balance statements are printable from the Netbank for corporate customers for a maximum period of 18 months and retrievable from file transfer for 4 months.

## **Content**

The balance statement contains balance information on the last day of the month of the company's accounts as well interest carried forward and information on an overdraft facility linked to the account. The countervalues of foreign currency accounts have been calculated by dividing the account balance by the valuation rate. The customer decides the countervalue it wants to use in book-keeping. The account balances are not added up in the statement.

## **Service languages**

The services are available in Finnish, Swedish and English.

## **Invoicing of services**

The bank charges the service fees for the services available via the different channels in accordance with its currently valid tariff.

## ***Balance statement printed from Netbank***

### **Adoption of the service**

The customer can link the balance statement service to its Netbank agreement for corporate customers in Netbank. The agreement and this service description include the terms and conditions of the service.

### **Availability of the service**

The service is normally available 24 hours a day on every day of the week. If the service is temporarily out of use due to service maintenance, update or some other similar reason, the customer can collect the balance statement from its customer branch.

### **Printing**

The customer can print out the information on paper one page at a time with the help of the software used. The page numbering on the printout follows the page settings in the customer's software.

## ***Balance statement retrievable from file transfer***

### **Adoption of the service**

The customer makes a written agreement on the adoption of the service at a Nordea branch office.

### **File details**

The file can be retrieved from the file transfer service. The file ID for files in HTML format is:

- **FIEBALSTL**

### **File retrieval**

The customer can retrieve files for a given month by entering the last day of the calendar month or retrieve all existing material in one go (possible for a maximum of 4 months).

### **Printing**

The customer can print out the information on paper with the help of the software used. The page numbering on the printout follows the page settings in the customer's software.

### **Authorisations**

File transfer checks the customer's authorisation to retrieve material. Requests that are contrary to the agreement or faulty will be rejected and the customer will receive an error notification. The customer determines the user of the service by giving the user the identification data required for using the service. The customer can also authorise a service mediator, such as its accounting firm or another company belonging to the same group, to use the service by determining the service mediator as its mediator in the agreement on payment services.

### **Support**

In error situations or with questions concerning the service, please contact E-Support for Corporate Customers, tel 0200 67230 local network charge/mobile call charge, on banking days 8.00–18.00, on short banking days 8.00–14.00.