

## STANDARD EUROPEAN CONSUMER CREDIT INFORMATION

### 1. Identity and contact details of the creditor

Creditor	Nordea Bank Abp
Address	Nordea Bank Abp's branches
Telephone number	Customer Service 0200 70000 (local network charge/mobile call charge)
Web address	nordea.fi/en

### 2. Description of the main features of the credit product

The type of credit	State-guaranteed student loan, one-off credit
The total amount of credit <i>This means the ceiling or the total sums made available under the credit agreement.</i>	The maximum loan amount is stated in the guarantee decision given by the state.
The conditions governing the drawdown <i>This means how and when you will obtain the money.</i>	<p>The loan is paid to the customer in accordance with the guarantee decision on the basis of either a drawdown agreement to be separately made or the partial drawdowns separately made by the customer.</p> <p>The loan can be drawn down in partial drawdowns during the year of study. The drawdowns are stated in the guarantee. The loan may not be drawn down after termination or interruption of studies. If, however, the guarantee decision has been made after an academic year has ended or after the termination of studies, or if less than two (2) months have elapsed from the end of the year of study or the termination of the studies, the loan may be drawn down under the guarantee within two (2) months after the decision was made.</p>
The duration of the credit agreement	We will agree on a repayment schedule with you after you have completed your studies. Repayment usually begins about 1.5 years from graduation and the repayment period is usually twice the time you have spent in studying.
Instalments and, where appropriate, the order in which instalments will be allocated	<p>You will have to pay the following:</p> <p>Unless the bank and the customer agree otherwise, the first repayment amount of the student loan must be made after two (2) years at the latest from the first due date following the date of termination or interruption of the studies, but after ten (10) years, at the latest, from the first interest capitalisation date following the drawdown of the loan. The repayment period of a student loan is no more than fifteen years of the first repayment, unless otherwise agreed.</p> <p>Interest and/or charges will be payable in the following manner:</p> <p>The interest falls due every six months (interest period): on 15 June and 15 December. The interest is added to the principal on the above-mentioned dates if the borrower has been granted student financial aid for the term of study in question or the next term of study.</p> <p>When the loan repayment begins, the borrower and the bank can agree on the maturation of interest deviating from the above in a separate repayment schedule.</p>
The total amount you will have to pay <i>This means the amount of borrowed capital plus interest and possible costs related to your credit</i>	In addition to the loan amount to be drawn down, the duration of your studies and the repayment schedule of your loan have an effect on the total amount of the loan to be repaid.
Sureties required <i>This is a description of the security to be provided by you give in relation to the credit agreement.</i>	As the government guarantees your student loan, no other surety or guarantors are required.

### 3. Costs of the credit

<p>The borrowing rate or, if applicable, different borrowing rates which apply to the credit agreement</p>	<p>The borrowing rate is composed of the reference interest rate and a margin. Reference rate is the 12-month Euribor rate. The loan marginal is 0.50 percentage points.</p>
<p>Annual Percentage Rate of Charge (APR) <i>This is the total cost expressed as an annual percentage of the total amount of credit.</i> <i>The APR is there to help you compare different offers.</i></p>	<p>The APR of a student loan of EUR 4 500 is 0.9 percentage points when the loan period is 15 years and the arrangement fee is EUR 10.00. It is assumed in the calculation that the loan will be drawn down within five (5) years.</p> <p>The automatic debit of EUR 2.30 per debit of an instalment is included in the calculation. The reference rate in this example is the 12-month Euribor, which was -0,18 (as at 11.6.2019).</p>
<p>Is it compulsory, in order to obtain the credit or to obtain it on the terms and conditions marketed, to take out</p> <ul style="list-style-type: none"> <li>- an insurance policy securing the credit, or</li> <li>- another ancillary service agreement</li> </ul> <p><i>If the costs of these services are not known by the creditor, they are not included in the APR.</i></p>	<p>No No</p>

### Related costs

<p>Any other costs deriving from the credit agreement</p>	<p>The arrangement fee for Check-in customers is EUR 10,00. The list price of the arrangement fee is EUR 20,00. The arrangement fee is charged in connection with the opening of a loan.</p> <p>Raising fee EUR 10.00 per raise.</p> <p>Concluding a student loan drawdown agreement is free of charge.</p> <p>If you have not made a drawdown agreement, a partial drawdown costs you EUR 10.00 in Netbank or EUR 20.00 at a branch.</p> <p>Automatic debit of a loan payment costs EUR 2.30.</p> <p>A paper invoice costs EUR 4.10 (if a loan payment is not debited automatically).</p> <p>All costs related to credits are listed in the tariff.</p>
<p>Conditions under which the above-mentioned costs related to the credit agreement can be changed</p>	<p>The bank may increase the loan charges and fees on the grounds based on an authoritative decision or order to correspond to the change in costs, if the reason for the revision directly concerns the credit agreement in question.</p> <p>The increase of the charges or fees may not exceed the increase in actual expenses incurred to the creditor, which constitute the grounds for the loan charges and fees. However, it is considered sufficient that the revision in the charges and fees roughly corresponds to the increase in actual expenses.</p> <p>The bank's right to the above-mentioned increase ceases after the grounds for it no longer exist.</p>
<p>Costs in the case of late payments <i>Missing payments could have severe consequences for you (eg forced sale) and make obtaining credit more difficult.</i></p>	<p>Upon payment default, you are charged annual default interest from the due date up to the payment date in accordance with the Interest Act. The default interest, however, is always at least equal to the interest charged on the debt at any given time.</p> <p>Reminder of late payment: EUR 5.00 per reminder.</p>

## 4. Other important legal aspects

Right of withdrawal <i>You have the right to withdraw from the credit agreement within a period of 14 calendar days.</i>	Yes
Early repayment <i>You have the right to repay the credit early at any time in full or partially.</i>	Yes
Consultation of a database <i>The creditor must inform you immediately and without charge of the result of a consultation of a credit information register, if a credit application is rejected on the basis of such a consultation. This does not apply if the provision of such information is prohibited by European Community law or is contrary to objectives of public policy or public security.</i>	When granting, processing and monitoring credit, the bank uses the borrower's personal credit information. The credit information is obtained from Suomen Asiakastieto Oy's credit information register or other reliable registers. In addition, credit information is obtained from the customer personally and from the bank's registers.
Right to a draft credit agreement <i>You have the right, upon request, to obtain a copy of the draft credit agreement free of charge. This provision does not apply if the creditor is at the time of the request unwilling to proceed to the conclusion of the credit agreement with you.</i>	Yes
The period of time during which the creditor is bound by the pre-contractual information.	This information is not binding on the creditor.

## 5. Additional information in the case of distance marketing of financial services

(a) concerning the creditor	
Representative of the creditor in your Member State of residence	Nordea Bank Abp
Address	Nordea Bank Abp's branches
Telephone number	Customer Service 0200 70000 (local network charge/mobile call charge)
Web address	nordea.fi/en
Registration	Nordea Bank Abp is entered in the Trade Register maintained by the Finnish Patent and Registration Office under the Business Identity Code 2858394-9.
The supervisory authority	<p>Nordea Bank Abp's operations and activities are supervised by:</p> <p>European Central Bank (ECB) Sonnemannstrasse 22 60314 Frankfurt am Main, Germany Tel: +49 69 1344 0 ecb.europa.eu</p> <p>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</p> <p>Other supervisory authorities for consumer customers are the Consumer Ombudsman, the Finnish Competition and Consumer Authority and the Regional State Administrative Agencies under the Finnish Competition and Consumer Authority: Finnish Competition and Consumer Authority P.O. Box 5 00531 Helsinki, Finland Tel: +358 (0)29 505 3000 (switchboard) kkv.fi/en avi.fi/en</p>
(b) concerning the credit agreement	

<p>Exercise of the right of withdrawal</p>	<p>The borrower is entitled to withdraw from a student loan by notifying the bank of it within 14 days from making the credit agreement or a later date on which the borrower has received preliminary information and the agreement terms and conditions in a permanent manner.</p> <p>The notice of withdrawal can be made by calling Nordea Customer Service, by sending a message through Netbank's customer mail, by letter or at any Nordea's branch located in Finland. The notice of withdrawal must specify the loan and include at least the following information: borrower's name, personal identity number, the loan number and the borrower's signature. If you withdraw from the agreement by calling Nordea Customer Service or via Netbank's customer mail, the access codes correspond to your signature. If one of the borrower exercises his or her right of withdrawal, the notification of withdrawal automatically concerns the entire credit agreement for all the borrowers.</p> <p>Some of the ancillary services to your loan will be automatically cancelled when you withdraw from the loan. An example of such a service is the agreement on the automatic debiting of the loan. If there are other ancillary services linked to the loan that the borrower wishes to keep in force despite the withdrawal from the credit agreement, the borrower must inform the creditor of this within 30 days from the sending of the notice of withdrawal.</p> <p>If the borrower uses the right of withdrawal, he or she is liable to pay to the bank the credit interest for the period the loan was at the borrower's disposal. The bank is entitled to debit a compensation to the borrower's loan servicing account or from funds in other accounts.</p> <p>The debtor must refund the bank, within 30 days, the full credit amount he or she has received on the basis of the credit agreement at the risk of the withdrawal becoming void and the credit agreement remaining in force. If security (eg the apartment or house to be purchased) has been pledged for the loan, the security will be released against the return of the funds at the agreed Nordea branch.</p> <p>If the bank has made payments to authorities due to making a credit agreement and such payments are not refunded in a case of withdrawal, the bank is entitled to receive compensation from the consumer for such payments as well. Such payments are, for example, fees charged from confirmation of mortgages.</p>
<p>The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement</p>	<p>Finnish law</p>
<p>Clause stipulating the governing law applicable to the credit agreement and/or the competent court</p>	<p>Any disputes arising from this credit agreement shall be settled at the Helsinki District Court. Borrowers are, however, entitled to submit disputes to the district court of the Finnish municipality in the jurisdiction of which the borrower is domiciled or permanently resident. If the borrower does not have permanent residence in Finland, disputes will be settled by the Helsinki or Central Finland District Court. This loan relationship is governed by Finnish law.</p>
<p>Language regime</p>	<p>The borrower has the right to receive the prior information and the agreement terms in the Finnish and Swedish language, and the creditor undertakes to use these languages during the duration of the agreement relationship.</p>
<p>(c) concerning redress</p>	
<p>Existence of and access to out-of-court complaint and redress mechanism</p>	<p>If a dispute related to the credit agreement cannot be solved in negotiations between the parties, a consumer may turn to the Finnish Financial Ombudsman Bureau (FINE) (<a href="http://fine.fi/en">fine.fi/en</a>), 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.</p> <p>FINE does not handle disputes that are pending in or have been processed by the Customer Disputes Board or a court of justice.</p> <p>The easiest way to initiate the handling of a complaint is to send an online contact form available at <a href="http://fine.fi/en">fine.fi/en</a>.</p> <p>Consumers are also entitled to file complaint with the Consumer Disputes Board (<a href="http://kuluttajariita.fi/en">kuluttajariita.fi/en</a>). Before filing a complaint with the Consumer Disputes Board, consumers must contact the consumer rights advisers at a Local Register Office (<a href="http://kkv.fi/en/consumer-advice">kkv.fi/en/consumer-advice</a>).</p>

Document providing reference rate information subject to the Consumer Protection Act.

It may be stated in credit agreements that the interest rate payable by the borrower can change in accordance with changes in the Euribor rate used as the reference rate.

Euribor rates are managed by the European Money Markets Institute (EMMI). A change to the reference rate will decrease or raise the payable interest rate in the manner laid down in the credit agreement.