

# TERMS AND CONDITIONS - DANSKE BANK'S CUSTOMER PROGRAMME

Thank you for registering for Danske Bank's customer programme.

This fact sheet details the terms and conditions that apply to the programme.

## Registration

All personal customers aged 18 or more holding an account with Personal Banking Denmark can register for the customer programme.

A customer registers on the basis of his or her business volume with Danske Bank or the business volume of his or her household. Under the customer programme, a household is defined as two personal customers registered at the same address who are married/registered partners or living together in a conjugal relationship.

Registration takes effect from the date on which Danske Bank has registered and approved the registration. A household registration takes effect only when Danske Bank has registered and approved the registration of both customers. If a person registers as a household, he or she will be registered individually until the other person has also registered.

These terms and conditions apply both to customers who register individually and to customers who register on the basis of household business volume.

## Customer groups

The programme has four customer groups: Danske Basis, Danske Ekstra, Danske Eksklusiv and Danske Eksklusiv+. A customer's business volume with Danske Bank determines the group to which the customer belongs.

**Danske Basis:** The customer or household has only a personal account with Personal Banking Denmark.

**Danske Ekstra:** The customer or household has a business volume of at least DKK 60,000. If the business volume falls below DKK 60,000 but not below DKK 40,000, the customer or household will remain in the Danske Ekstra group.

**Danske Eksklusiv:** The customer or household must have a business volume of at least DKK 750,000.

**Danske Eksklusiv+:** The customer or household must have a business volume of at least DKK 2,000,000.

The benefits, services and charges vary from one group to another.

## Calculation of business volume

The business volume of the customer or household is calculated at the time of registration and again on the last business day of each month.

Business volume is generally calculated as the average volume for the period.

The calculation includes the following products and services with Personal Banking Denmark, Realkredit Danmark A/S, Danica Pension and Nordania Finans A/S:

- The book value of deposits, loans and utilised credit facilities.
- The market value of securities held in custody accounts.
- The value of the residual bond debt on the last business day of the month under mortgage loans raised from Realkredit Danmark A/S. This applies regardless of the number of debtors.
- Personal and company pension plans with Danica Pension. The plans are included in the calculation of business volume, and the figure

used is the balance on the last business day of the month.

- The residual book value of personal lease agreements arranged by Personal Banking Denmark or entered into directly with Nordania Finans A/S.
- The outstanding debt on car loans financed by Nordania Finans A/S.
- The booked liability under guarantees.

Products and services are included only once.

Deposits in accounts with two or more account holders, loans and credit facilities with two or more debtors, mortgage loans with two or more debtors and securities held in joint custody accounts with two or more owners are included in the calculation of business volume by a pro rata share for each customer.

Products and services not included in the calculation of business volume:

- Loans secured by direct pledge, except for Danske Prioritet and Danske Prioritet Plus.
- Deposits with more than one owner if all owners are not registered as account holders.

- The value of insurance policies taken out through Tryg Forsikring A/S and insurance linked to payment and credit cards.
- Products provided to individuals under the age of 18.
- All agreements on which the debtor has been or is in default.
- Personal lease and loan/purchase contracts arranged through a third party, for example a dealer or a consumer organisation.

#### Change of customer group

If the calculation of business volume shows that the customer or household meets the requirement for upgrading, upgrading will take place with effect from the first business day of the second calendar month after the date of the calculation. Upgrading is to the customer group that matches the calculated volume of business.

If the customer's or household's business volume does not meet the requirement for a given customer group for four consecutive months, the customer or household will be moved to the customer group that matches the volume of business. The change will take effect on the first business day of the second calendar month after the date of the most recent calculation. The customer or household can track the business volume in Danske eBanking and will

receive a letter from Danske Bank shortly after having been moved to another customer group.

When a customer switches group, charges, benefits and services will automatically become those applying to the new group. Charges, benefits and services for the individual customer groups are listed in Danske Bank's Price list and the Customer programme benefits documents. Danske Bank will notify the customer or household in advance of general changes, including changes to charges, but the customer or household is responsible for obtaining information about changes to charges, benefits and services when switching to another customer group.

Certain services, benefits and products are offered only to customers or households in specific groups. Such services, benefits and products will no longer be available if the customer or household switches to a group that does not offer the services, benefits and products in question. The Customer programme benefits documents show the benefits offered in the individual groups.

#### Special conditions for households

If two customers registered on the basis of household business volume temporarily reside at different addresses because of their work situation,

they may remain registered as a household for up to three years, on condition that Danske Bank is notified of their situation.

If a customer registered for the customer programme on the basis of household business volume moves to another address because of illness and/or old age and Danske Bank has been notified of this, the change of address will not affect the business volume. If a customer leaves a household for other reasons such as divorce or termination of cohabitation, household registration will cease and the individual customers will be registered on the basis of their personal business volume.

In the event of death, the household registration will cease. The surviving spouse/cohabitant will continue to be registered under the programme.

Danske Bank must be notified of changes to the family status of a household as soon as possible.

**Consent to exchange of information and marketing**

On registration, the customer consents to Danske Bank's obtaining from other Danske Bank Group companies all information necessary to calculate the customer's business volume as described in the section on calculation of business volume. This also applies if Danske Bank includes other products

offered by Group companies in the calculation of business volume.

Danske Bank uses the information for the regular calculation of business volume on the basis of which the customer or household is placed in a customer group, for setting charges for services and products and for determining whether the customer or household is in default on an agreement with a Group company. Consent is a condition for registering for the programme.

Customers who register on the basis of household business volume also consent to Danske Bank's passing on all information about the individual customers' business with Danske Bank and other Group companies to the other customer in the household. This also applies to information about default. Danske Bank does this to place the household in the appropriate group, change the customer's or household's group and, if necessary, terminate the customer programme agreement. Consent is a condition for registering for the programme on the basis of household business volume.

Unless otherwise agreed, the customer also consents to Danske Bank's passing on information about the customer's name, address, CPR number,

customer programme registration and customer group to companies in Danske Bank Group. Information recipients use the information exclusively to determine whether the customer is entitled to discounts under the customer programme. The customer may withdraw this consent at any time.

When registering, the customer also consents to Danske Bank regularly informing the customer of the benefits offered by the customer programme. This applies to benefits offered by Danske Bank as well as benefits offered by other companies, financial as well as non-financial. This includes benefits offered by Realkredit Danmark A/S or Danica Pension, but could also be benefits offered by other companies that Danske Bank chooses to cooperate with in relation to benefits under the customer programme.

The customer will receive such information only from Danske Bank. Other companies will not contact the customer on the basis of the consent given. Danske Bank will provide only general information about benefits offered by other companies and will typically refer the customer to a website, for example, that provides more detailed information. Consent is a condition for registering for the programme.

Companies in Danske Bank Group are defined as the following companies:

Realkredit Danmark A/S, Danica Pension (Danica Pension includes Forsikringsselskabet Danica, Skadeforsikringsaktieselskab af 1999 and Danica Pension, Livsforsikringsaktieselskab) and Nordania Finans A/S.

#### **Changes to the customer programme**

Danske Bank may introduce new benefits without notice. Other changes to the customer programme, including changes to business volume amount limits may be made at one month's notice (see section below on changes to charges).

If Danske Bank makes changes to the customer programme, they will be announced in the Danish daily press and on Danske Bank's website. Changes may also be announced in individual messages in Danske Netpost and e-Boks, for example.

#### **Charges**

Charges for products and services in the various customer groups are stated in Danske Bank's Price list.

The charges are variable and may be changed in accordance with the stipulations of Danske Bank's

General conditions - consumers. When a customer moves to another customer group, charges will automatically become those applying to products and services in the new group. If the customer programme agreement is terminated, charges will change to Danske Bank's standard charges.

When the customer registers for the customer programme, all previous individual agreements on charges will cease in relation to products and services covered by the programme.

Danske Bank's standard charges for accounts with one owner generally also apply to payment accounts with two owners. When two account holders hold payment accounts jointly and both have the Danske Hverdag and/or the Danske Hverdag+ accounts package, the terms and conditions applying to the jointly held payment accounts are the terms and conditions that apply to Danske Hverdag. If both account holders have Danske Hverdag+, the terms and conditions of jointly held accounts are those applying to Danske Hverdag+. Payment accounts with more than two owners are subject to Danske Bank's standard charges for such accounts.

#### **Termination**

The customer may withdraw from the customer programme without notice.

Danske Bank may terminate the customer programme in its entirety or individual agreements at three months' notice.

If a customer defaults on an agreement with Danske Bank or a company in Danske Bank Group, Danske Bank may terminate the customer programme agreement at one month's notice.

Once termination takes effect, products and services are subject to Danske Bank's standard charges.

If a customer registered for the programme on the basis of household business volume ceases to be registered, the other customer will be registered as an individual.

If Danske Bank terminates the customer programme agreement, the customer will receive notification by letter or message in, for example, Danske Netpost or e-Boks.

#### **Other terms and conditions**

Danske Bank's General conditions - consumers, Danske Bank's Price list and the Customer programme benefits documents form part of the customer programme agreement.