

# GENERAL CONDITIONS - CONSUMERS

Applicable from 1 June 2020

## 1 Introduction

The General conditions apply to all transactions between you and Danske Bank. For certain agreements, we have more detailed conditions that supplement the General conditions. This is the case, for example, for payment and credit cards or the rental of safe deposit boxes.

If you have an agreement on conditions that differ from the General conditions, the conditions of the specific agreement apply.

You may see your accounts, payment cards and other products only for personal purposes, unless you have entered into agreements with us on business terms.

For payment accounts comprised by the Danish Payments Act, our Terms and Conditions for Payment Accounts - Consumers also apply.

A payment account is an account used for payment transactions, for example a salary account. You can access a payment account using our systems, for example Danske Mobile Banking or ATMs. In some cases, you can also use another service provider that can either obtain information about your payment account or initiate payments on your behalf.

We register and use data about you to offer you the best advice and solutions, and to comply with the legal requirements that apply to us as a financial institution. You can read more about what data we register, how we use personal data and your rights in our privacy notice available at [www.danskebank.dk](http://www.danskebank.dk).

The notice provides contact information if you have questions, and it is also available in hard copy.

By using our payment services, you consent to your personal data being processed by us. You can read this consent in clause 18.

## 2 Changes to the General conditions

We may change the conditions without notice if the changes are to your advantage. Otherwise, changes are subject to three months' notice.

Changes will be announced through advertisement in the Danish daily press, or we may notify you of the changes directly. An advertisement in the Danish daily press will provide details of where to find an online version of the updated General conditions on our website. If we notify you directly, we do so in the form of a digital message - for example in Danske eBanking, e-Boks or Danske Netpost - or by letter.

When we change the conditions, you must inform us - before the changes take effect - if you do not want to be bound by the new conditions. If we do not hear from you, you will be bound by the new conditions.

If you inform us that you do not wish to be

bound by the new conditions, you are entitled to terminate agreements covered by the Danish Payments Act immediately and free of charge

### 3 Mandates

You may authorise another person to operate your accounts, including custody accounts and safe deposit boxes. Such authorisation must be in writing, and we may require you to use Danske Bank's mandate form and/or follow a specific process, including documenting that the mandate is valid.

If you want to change or revoke the mandate, you must do so in writing as well. Changes and revocations come into force when we receive your written notice.

The mandate will expire upon the death of the account holder, and accounts, including custody accounts and safe deposit boxes, are blocked until the probate court has issued an order on the administration of the estate.

Joint accounts, including joint custody accounts, are also blocked upon the death of one of the account holders, and any mandates expire.

In contrast, joint safe deposit boxes are not blocked as long as one of the account holders is alive, and mandates remain in force.

### 4. Cover for and processing of payments and transfers from other banks

#### I. Cover for incoming payments

All payments credited to your account are registered. When there are payments to your account other than cash – for example a cheque drawn on a foreign bank or in a currency other than Danish kroner – we credit the amount subject to the receipt of the amount.

If we do not receive the amount, for example because of insufficient cover for a cheque, we debit the amount to your account. We notify you of such debits. This right applies even if it is not specified on the receipt statement or other notifications of the payment.

#### II. Processing of payments

When we receive a payment to an account – such as a transfer from another bank – the funds are always deposited in the account with the account number stated. We do not consider other information such as the name of the payee.

### 5 Deposits and withdrawals

#### I. Information about entries (payments)

You can view information about entries in your accounts in Danske eBanking and Danske Mobile Banking for a period of at least 13 months. In addition, you receive account

statements every three months – either in Danske eBanking or in e-Boks.

If you do not use Danske eBanking, you receive digital account statements in e-Boks or in Danske Netpost each month with information about the entries made in the past month.

#### II. Checking entries on your account

Review your entries closely and check that all entries are correct. If your statements include entries that you did not authorise, you must contact us as soon as possible.

Please note that if you dispute entries covered by the Danish Payments Act, you must do so within 13 months of the amount having been debited to your account.

#### III. Our duty to reverse entries

If a withdrawal has been made that you cannot accept because you believe it to be a mistake, we credit the amount to your account. If it turns out later that the withdrawal was not a mistake, we will withdraw the amount from your account again and advise you accordingly.

#### IV. Our right to reverse entries

We may reverse entries if we have deposited an amount in your account by obvious mistake, for example if the same amount is deposited twice. Another example is entries that we are obliged to reverse according to agreements we have with other Danish banks. We notify you of such debits.

## 6 Interest and commission rates

### I. General information on interest and commission rates

Interest rates applying to deposits and loans are displayed in our branches and at [www.danskebank.dk](http://www.danskebank.dk).

We may change commission rates and other rates that in other agreements may also be called "addition", "deduction", "margin" or "favourable terms" according to the same guidelines as set forth under clause 6.II.A, B, C or D.

### II. Changes to interest rates

If you have agreed on a fixed interest rate or other special interest terms or rates, your agreement with us directly specifies our right to change such terms and rates.

Otherwise, we may change the interest rates applying to deposits and loans as follows:

#### A. Without notice

We may always adjust our variable interest rates without notice if the change is to your advantage.

We may lower variable credit interest rates and raise variable debit interest rates without notice if

1. changes in national or international monetary or credit policies cause the

- general level of interest rates to change in a way that affects Danske Bank
2. other changes in the general level of interest rates, including developments in the money and bond markets, affect Danske Bank

Under these circumstances, interest rates are changed because of external factors beyond our control, for instance when the Danish central bank changes its interest rates.

#### B. At one month's notice

We may lower variable deposit rates and raise variable lending rates at one month's notice, unless otherwise provided by law, if the changes are owing to market, earnings or competitive factors, including risk, regulatory and expense factors, in Denmark or abroad. This could be

- increased funding costs
- increased solvency, capital or liquidity requirements
- a generally higher expense level, including a rise in the contribution to general guarantee schemes
- an imbalance between various market interest rates
- increased credit risk
- increased operational risk for Danske Bank
- changes in the law, legal practice or measures taken by public authorities
- a more appropriate use of Danske Bank's

resources

- changes in taxes and duties that affect Danske Bank
- changes in Danske Bank's pricing and fee structure because of business needs unrelated to the trend in general interest rates

#### C. At three months' notice

We may lower variable deposit rates and raise variable lending rates at three months' notice, unless otherwise provided by law, if the basis on which your individual interest terms were previously determined changes materially. Such material changes are changes in your business relationship with us, for example in the amounts of your deposits, loans or credit facilities.

#### D. Home loans similar to mortgage loans

For home loans similar to mortgage loans, see section 5(1), item 54, of the Danish Financial Business Act, the notice of interest rate changes under clauses B and C is currently six months and notice must have reached you no later than six months before the change takes effect.

Should external factors render us obliged to change interest rates, we can do so without notice. This applies only, however, if such factors are beyond our control. In such cases, the interest rate may not be changed beyond what is warranted by the external factors.

### III. Computation and addition of interest

Different rules apply to deposits depending on whether they are made to a payment account regulated by the Danish Payments Act or to another account type.

The value date is the business day from which an entry affects the computation of interest. Saturdays, Sundays and public holidays, 5 June, 24 December, 31 December and the day after Ascension Day are not business days.

#### A. Value dates of deposits

For cash deposits, the business day of the deposit is also the value date.

For deposits made by card, including Visa/Dankort cards, the value date is the business day we receive the amount.

For other accounts, the value date is the first business day after the deposit.

For transfers in Danish kroner from Danish banks, the value date is the day on which we receive the amount.

For transfers in Danish kroner between accounts with Danske Bank in Denmark for which the payer has requested that a deposit to the payee's account be made on a specific date, for example payment of salaries and public benefits or supplier payments, the value date is the date on which the deposit is made to the payee's account.

For transfers in Danish kroner between your own accounts with Danske Bank in Denmark, the value date for both accounts is the date of the transfer.

"Terms and conditions for transfers to and from Denmark and transfers in foreign currency in Denmark - consumers" provides information on interest calculation in connection with transfers to Denmark, transfers in foreign currency from Danish banks, or payment by cheque in foreign currency and by cheque drawn on a bank outside Denmark. Those terms and conditions apply to both payment accounts and other types of account.

#### B. Value dating of withdrawals

When you withdraw cash from an account at the teller's desk, the value date is the business day of the withdrawal.

If you use a card to make a purchase or withdraw funds, for example using a Visa/Dankort at an ATM, the value date is the day we receive the transaction. This is usually the date of the purchase or withdrawal. If the day of receipt is not a business day, the value date will be the next business day.

#### C. Addition of interest

We usually calculate interest daily for an account on the basis of the number of calendar days. Interest on deposits may be added once a

year or quarterly in arrears if we charge negative interest as set out in 6.V below. Interest on loans may be added quarterly in arrears.

The "Terms and conditions for computation and addition of interest - consumers" guide contains additional information about value dates and the calculation and addition of interest.

The guide is available from our branches or at [danskebank.dk](http://danskebank.dk).

### IV. Excess and late payment interest

We are entitled to charge excess or late payment interest if your account is overdrawn or an amount due is not paid on time.

### V. Negative interest

We may charge negative interest on deposits in your accounts or on your total deposits with Danske Bank.

We may set an amount limit above which negative interest is charged, and we may also choose which accounts and/or customer groups that are subject to negative interest. We may change the method of calculation and addition of negative interest, including any amount limits under 6.B.

We may choose to charge the total amount of negative interest to one of your accounts or allocate the interest amount to your accounts

pro rata with each account's share of the total deposits.

Any amount limits and the list of accounts and customer groups subject to negative interest can be found on our website under "Terms and conditions" and "List of charges" (the latter is in Danish only).

## 7 Payment date

When you use a payment form to make a deposit to an account with Danske Bank, the payment date is the date on which the form is stamped by us or another bank.

When a giro payment form is used to make a payment from an account with Danske Bank – or another bank – to an account with Danske Bank, the payment date is the day the payment is debited to the payer's account.

Timely payments that are not reversed are considered to fulfil the payer's payment obligation.

## 8 Fees

### I. General information about fees

We usually charge a fee for services such as remortgaging, sending reminders and foreign exchange transactions. We also charge a fee for responding to enquiries from public authorities such as the tax authorities.

You can get information about fees and rates at our branches and at [danskebank.dk](http://danskebank.dk).

### II. Calculation of fees

Fees may be calculated as

- a fixed amount
- a percentage
- an hourly rate
- or as a combination of the three.

### III. Changes to fees

Fees can be divided into two categories: fees charged for "ongoing contractual services" and fees for "one-off services". Currency exchange is an example of a one-off service. In contrast, ongoing contractual services usually cover agreements running for a certain period of time. This could be account agreements, for example.

We may lower fees without notice. We may also introduce and raise fees for one-off services without notice. The same applies to new ongoing contractual services. For existing ongoing contractual services, we may raise the fees you pay on an ongoing basis at three months' notice, unless otherwise provided by law, if the changes are owing to market, earnings or competitive factors, including risk, regulatory and expense factors, in Denmark or abroad.

This could be

- increased funding costs

- increased solvency, capital or liquidity requirements
- a generally higher expense level, including a rise in the contribution to general guarantee schemes
- an imbalance between various market interest rates
- increased credit risk
- increased operational risk for Danske Bank
- changes in the law, legal practice or measures taken by public authorities
- a more appropriate use of Danske Bank's resources
- changes in taxes and duties that affect Danske Bank
- changes in Danske Bank's pricing and fee structure because of business needs unrelated to the trend in general interest rates
- the basis on which your individual fee terms were previously determined changes materially; such material changes include changes in your own situation, for example changes in the amounts of your deposits, loans or credit facilities

If we introduce new fees for existing ongoing contractual services for the reasons listed above, we do so at six months' notice. This concerns fees for services for which we did not previously charge a fee.

For home loans similar to mortgage loans, however, the notice under existing ongoing contractual agreements is six months for changes to fees or introduction of new fees.

### 9 How we notify you of changes to interest rates and fees

We announce changes in our interest rates or fees in the Danish daily press or by message. We state the cause of the change or introduction.

You can see the new interest rates and fees at our website and the new interest rates on the first account statement you receive after the change.

We send you a letter in case a change in interest rates or fees is prompted by a change in the conditions on which your specific terms of interest or fees were based.

### 10 Our right to reimbursement

We are entitled to claim reimbursement of

- any amount that Danske Bank pays on your behalf, for instance taxes, duties and communication costs
- expenses incurred because you fail to fulfil your obligations, for example the payment of insurance premiums for collateral pledged, or court, legal or other fees.

### 11 Business abroad

If you want us to transact business outside Denmark on your behalf, including money transfers, we choose the foreign bank or other institution.

If we have selected a non-Danish bank, we are liable for the solvency of this bank. We also assume liability for any errors, provided they are acknowledged by the bank abroad or established in a final court judgement.

We are not liable in other cases, and our liability ends when the amount transferred has been deposited in the payee's account.

Both we and you must observe the general conditions of foreign banks and the local laws and practices governing the transaction.

A brochure with more details on international payments to and from Denmark is available at all of our branches. You can also see the rules at [danskebank.dk](http://danskebank.dk).

### 12 Our right of set-off

We are entitled to set off a claim for any overdue amount payable by you against any of your deposits with Danske Bank or any present or future claim you may have against us. We may also set off amounts against deposits in accounts with standing orders or automatic debits, including budget accounts.

We will inform you of any set-offs made.

We do not set off claims against salaries or public or other benefits necessary to pay for ordinary living expenses. Nor do we set off claims against accounts that are protected against legal proceedings instituted by creditors under applicable legislation or special agreement.

### 13 Communications

We enter into agreements and communicates in Danish.

We are entitled to send you all information digitally, even if documents, terms and conditions and other materials contain such words as "written", "letter", and "account statement".

If you do not have an agreement on Danske eBanking and/or to receive mail from us in e-Boks, you will receive all letters and documents from us electronically in Danske Netpost. This is your personal digital mailbox, accessible from [danskebank.dk/netpost](http://danskebank.dk/netpost). We keep letters and documents in Danske Netpost for at least five years.

Letters and documents received in Danske Netpost include information on changes to interest rates and fees, agreements, terms and conditions, and notices of changes to terms

and conditions. This means that we do not send you printed versions of such letters and documents.

In Danske Netpost, you will also find any other information about your payment accounts, e.g. Betalingsservice (direct debit) payment summaries and notifications. You will be notified separately, when Danske Netpost has been set up for you.

If you have a Danske eBanking agreement and/or an agreement to receive mail from us in e-Boks, we send all the information, letters and documents mentioned above to you in Danske eBanking or e-Boks.

When you receive the digital letters and other documents, this has the same legal effect as when you receive ordinary mail. This means that you must open and verify the material sent to you digitally in the same way as with ordinary mail.

You may arrange with us not to receive letters and documents digitally. We may charge a fee for sending you printed copies of such letters and documents.

If we decide to send you letters and documents by ordinary post because we believe it is the best way to provide the information in question, we do not charge a fee.

#### 14 Recording of telephone conversations

We reserve the right to record and/or register your telephone conversations and other communication with us. We do this in order to document their content, partly for administrative purposes. The recordings are for our own use only.

#### 15 Complaints and complaints to the Danish Financial Complaint Board

In case of a disagreement on your business relationship with us, you should always contact your branch to make sure that such disagreement is not based on a misunderstanding. You can also call us on tel. +45 33 44 00 00 (the line is open seven days a week). This will enable us to make sure that the disagreement is not based on a misunderstanding.

If you still disagree or are not satisfied with the outcome of your complaint, you may contact our Legal department, which is in charge of handling customer complaints.

The address is Danske Bank, Legal Department, Holmens Kanal 2-12, DK-1092 Copenhagen K  
[klageservice@danskebank.dk](mailto:klageservice@danskebank.dk)

If you are dissatisfied with the outcome, you may file a complaint with Det finansielle ankenævn (the Danish Financial Complaint

Board), Store Kongensgade 62, 2. sal, DK-1264 København K, [www.fanke.dk](http://www.fanke.dk).

You can also file a complaint with the European Commission's online complaint portal (ODR). This is particularly relevant if you are a consumer residing in another EU member state.

If you contact the ODR, you may want to inform them that Danske Bank's complaints department can be contacted at [klageansvarlig@danskebank.dk](mailto:klageansvarlig@danskebank.dk). This ensures that the ODR can contact us directly.

#### 16 Termination of our relationship

Generally, both you and we may terminate our banking relationship at any time, unless otherwise agreed.

We must have factual reasons for terminating the relationship, and they will be explained in the notice of termination.

We may, for example, terminate your accounts and facilities if we deem that we are unable to meet the requirements set out in the Danish Anti-Money Laundering Act or other legislation, for example because you fail to provide us with the information that we ask for.

Unless otherwise provided by law, we give seven days' notice if we terminate deposit accounts that are not payment accounts. We

are entitled to terminate agreements on payment accounts by giving two months' notice. The notice of termination of loans is defined in your agreement with us.

On termination of the relationship, we are entitled to terminate any guarantee or surety obligations undertaken and discharge ourselves from any other liabilities incurred on your behalf. At the same time, you must arrange for us to be released from any liabilities undertaken on your behalf and provide collateral for such obligations if we consider it necessary.

If in the reasonable opinion of Danske Bank, you directly or indirectly become or may become subject to or the target of any sanctions (regardless of the reason or manner) imposed by the UN, the UK, the US, the EU, any member state of the European Economic Area (and any organ acting on any of their behalf) or any other competent authority, we will be entitled to terminate or suspend all agreements between Danske Bank and you. We are also entitled to take any measures which we may deem necessary to ensure full compliance with any such sanctions. The same applies in relation to persons who are entitled to act on your behalf, or who are your immediate family. We are not liable for losses (whether direct or consequential) incurred as a result of any termination, non-execution of transactions, suspension or any other necessary measure taken

by us to ensure full compliance with any of the above mentioned sanctions.

### 17 Danske Bank's liability

We are liable for the tardy or defective performance of its contractual obligations resulting from error or negligence.

Even in areas of increased liability, we are not liable for losses arising from

- breakdown of or lack of access to IT systems or damage to data in these systems due to any of the factors listed below and regardless of whether or not Danske Bank or a third-party supplier is responsible for the operation of these systems power failure or a breakdown of Danske Bank's telecommunications, legislative or administrative intervention, acts of God, war, revolution, civil unrest, sabotage, terrorism or vandalism (including computer virus attacks or hacking)
- strikes, lockouts, boycotts or picketing, regardless of whether Danske Bank or its organisation is itself a party to or has started such conflict and regardless of its cause (this also applies if the conflict affects only part of Danske Bank)
- other circumstances beyond Danske Bank's control

Danske Bank is not exempt from liability if

- Danske Bank ought to have foreseen the

cause of the loss when the agreement was concluded or ought to have avoided or overcome the cause of the loss

- under Danish law, Danske Bank is liable for the cause of the loss under any circumstances.

### 18 Consent to processing of personal data when using payment services

When you use the payment services we offer, you consent to our processing personal data about you. Such services include accounts, cards, Danske eBanking or Danske Mobile Banking.

The personal data processed is information such as your name, address, civil reg. (CPR) no., information about payment transactions, including where you have used a card, to whom you have transferred money or whom you have received money from and information about how you use our services.

The information may be disclosed to companies in the Nets Denmark A/S group, other banks in Denmark and relevant payment recipients.

The information is used to provide the payment services Danske Bank offers you, including to execute payment transactions, generate entries, generate secondary account statements and account statements, perform



statutory reporting to public authorities, for example the Danish tax authorities and the Danish Financial Supervisory Authority, and make digital self-service solutions available to you.

The data is processed in accordance with our privacy notice.

You may withdraw your consent at any time, but if you do so, you can no longer use the payment services we offer.

#### Other information about your relationship with Danske Bank

##### I. Interest and commissions

In some cases, we receive commissions or other forms of consideration when we sell a business partner's products or refer customers to another company. You can get information about our business partners by contacting us, or at [danskebank.dk](http://danskebank.dk).

##### II. The Guarantee Fund (Garantiformuen)

The Guarantee Fund provides considerable protection against losses in the event that your bank is the subject of bankruptcy or reconstruction proceedings.

When you open an account with Danske Bank and make deposits into the account, your

deposit is covered by the Guarantee Fund subject to certain limitations.

You can read about the limit of protection and the rules on payments from the Guarantee Fund in the information sheet appended to these General conditions.

When you accept an agreement to open an account with Danske Bank and these General conditions and begin using the account, you also confirm that you have received the information sheet.

##### III. Regulatory authority

Danske Bank is authorised by and under the supervision of

Finanstilsynet (the Danish Financial Supervisory Authority)  
Århusgade 110  
DK-2100 Copenhagen Ø  
Tel. +45 33 55 82 82  
[www.finanstilsynet.dk](http://www.finanstilsynet.dk).

The Danish Financial Supervisory Authority has registered Danske Bank's licence under FSA No. 3000.

Danske Bank A/S  
Holmens Kanal 2 - 12  
DK-1092 Copenhagen K  
Tel. (+45) 33 44 00 00

[www.danskebank.dk](http://www.danskebank.dk)

[danskebank@danskebank.dk](mailto:danskebank@danskebank.dk)

# INFORMATION ABOUT THE RIGHT OF CANCELLATION

Applicable from 19 August 2019

According to the Danish Consumer Agreement Act, you may cancel an agreement about a financial service within 14 days if the agreement is

- a so-called distance contract, for example a contract agreed to by telephone or via Danske eBanking
- agreed to outside the bank's premises, for instance during a meeting in your home.

Danske Bank has decided not to distinguish between agreements made at a meeting at our premises and agreements entered into by telephone or via Danske eBanking. Consequently, you have the right to cancel most agreements with us within 14 days.

Special rules apply to credit agreements and agreements on individual pension plans, however (see the sections on Credit Agreements and Agreements on Individual Pension Plans below).

Generally, the cancellation period runs from

the day you receive the service agreed, provided that you receive the information you are entitled to under the Consumer Agreement Act, including information about your right of cancellation and about the service you ordered, on the same day. Otherwise, the cancellation period runs from the day you receive the information. The information must be given in writing or by other permanent media, for example on paper, in an e-mail or in the list of agreements available in eBanking.

If the last day of the cancellation period is a Saturday, a Sunday, a public holiday, 5 June, 24 December, 31 December, or the Friday after Ascension Day, you may exercise your right of cancellation on the following weekday.

## No right of cancellation

You may not cancel agreements about

- mortgage loans and mortgage bond trading, including hedging agreements
- securities or financial services whose prices depend on fluctuations in the capital

market

Consequently, you may not cancel agreements about shares and bonds, currency, units in unit trusts, futures and options, interest rate agreements, interest rate and currency swaps, etc. This also applies to agreements under which you authorise us to trade such products on your behalf, such as Flexinvest Fri agreements.

Your right of cancellation will lapse before expiry of the cancellation period if the agreement has been fully completed by both you and us at your express request. This is often the case with payment transfers, for example.

When the cancellation period has expired, agreements may be terminated in accordance with the General conditions – consumers and the termination stipulations of the individual agreements.

### **Credit agreements**

According to the Danish Credit Agreements Act, you are entitled to cancel an agreement on a bank loan or a credit facility within 14 days, regardless of how you entered into the agreement with us.

This also applies to currency loans and fixed-rate bank loans with repayment terms that depend on fluctuations in the foreign exchange or capital markets or both. You cannot cancel mortgage finance agreements, as described above.

The cancellation period runs from the day you enter into the credit agreement, provided that you receive the information to which you are entitled under the Danish Credit Agreements Act on the same day. Otherwise, the cancellation period runs from the day you receive the information.

### **Agreements on individual pension schemes**

For individual pension schemes – capital pensions or annuity pensions – the right of cancellation applies only if an agreement is entered into as a distance contract or if it is entered into outside the bank's premises, for example in your home or at your workplace.

If you enter into a distance contract with us about an individual pension scheme, you may cancel it within 30 days.

### **No right to cancel individual pension schemes**

The right to cancel an individual pension scheme lapses if the scheme is, within the 30-day cancellation period, linked to an agreement about securities or financial services whose prices depend on fluctuations in the capital market.

Accordingly, you have no right to cancel individual pension schemes linked to

- Puljeinvest (pooled investment)
- Flexinvest
- Danske Porteføljepleje Pension
- investments made through individual pension custody accounts.

### **Exercising your right of cancellation**

If you want to cancel an agreement, just call or write to your branch before the cancellation period expires. In addition, you must return the service you have received.

If you do not have the telephone number of your branch, you can always call us on tel. +45 70 123 456.

If you want proof that you exercised your right in time, you can send a letter by registered mail and retain the receipt.

You can also use cancellation form, available at [www.danskebank.dk/fortrydelsesret-blanket](http://www.danskebank.dk/fortrydelsesret-blanket).

### **Payments to be made if you cancel agreements other than credit agreements**

If you exercise your right of cancellation, you must return the product or service received. We must return the amount you paid, after deduction of ordinary processing fees and any origination expenses.

### **Payments to be made if you cancel a credit agreement**

If you cancel a credit agreement, you must repay the amount you have received, including interest accrued. The amount must be repaid without delay and not later than 30 days after you have informed us that you want to exercise your right of cancellation. We are not entitled to compensation, except for non-refundable fees paid to public authorities, for example registration fees.

# Personal

## Commissions paid to Danske Bank by various business partners

Danske Bank does not receive commissions for discretionary investment agreements, for example Flexinvest and Danske Porteføljepleje

Business partners	Commissions and other forms of monetary consideration
<b>Tryg Forsikring A/S</b>	Referral, agency and portfolio commission
<b>Danica Pension</b> Pension schemes and insurance	Sales commission and commission on regular and single premiums, balance, premiums and brokerage
<b>Realkredit Danmark</b> (mortgage loans)	Portfolio commission
<b>Nets</b> (Betalingsservice)	Commission on service usage
<b>International cards</b> (Visa/Dankort and a MasterCard)	<b>Commission on card usage</b>
<b>Minna Technologies</b>	Agency commission
<b>Danske Invest - Danmark*</b>	Agency commission
<b>Danske Invest - Luxembourg*</b>	Agency commission
<b>Danske Invest Hedge - Guernsey*</b>	Agency commission
<b>The investment association C WorldWide *</b>	Agency commission
<b>Sparinvest*</b>	Agency commission
<b>Partners Group Global Value *</b>	Agency commission
<b>NN Investment Partners B.V.*</b>	Agency commission
<b>Fidelity*</b>	Agency commission
<b>FundLogic Alternatives Plc*</b>	Agency commission
<b>Schroders*</b>	Agency commission
<b>Goldman Sachs Asset Management*</b>	Agency commission

<b>T. Rowe Price Funds SICAV*</b>	Agency commission
<b>JP Morgan*</b>	Agency commission
<b>Maj Invest *</b>	Agency commission
<b>Barings*</b>	Agency commission
<b>Investec Asset Management Guernsey Limited *</b>	Agency commission
<b>BNP Paribas Asset Management Luxembourg*</b>	Agency commission

\* Danske Bank receives commissions from business partners in connection with investments. An overview of the amounts of such commissions is available from your branch on request and at [danskebank.dk](http://danskebank.dk).

# Information sheet

## General information about protection of deposits

Deposits with Danske Bank are protected by:	The Guarantee Fund (Garantiformuen) (1) (1)
Limit of protection:	EUR 100,000, corresponding to about DKK 750,000 per depositor per credit institution. (2)
If you have more than one deposit account at a single credit institution:	All your deposits with a particular credit institution are added up, the total amount being subject to the limit of EUR 100,000 (about DKK 750,000).
If you have an account jointly with another person:	The limit of EUR 100,000 (approx. DKK 750,000) applies to each depositor separately. (3)
Deadline for repayment if the credit institution is unable to meet its obligations:	Seven business days. (4)
Currency of repayment:	Danish kroner, or other relevant currency.
Contact information:	The Guarantee Fund (Garantiformuen) Sankt Annæ Plads 13, 2. tv. DK-1250 København K Denmark Tel. +45 33 14 62 45 E-mail: <a href="mailto:gii@gii.dk">gii@gii.dk</a>
Additional information:	<a href="http://www.gii.dk">www.gii.dk</a>
Depositor's acknowledgement of receipt:	When you open an account with Danske Bank, you accept that our General conditions apply to the account. This information sheet is an appendix to our General conditions. When you accept our General conditions and begin using the account, you also confirm that you have received the information provided in this sheet.

### Additional information:

(1) Scheme responsible for the protection of your deposit.

#### (2) General limit of protection

If a deposit is unavailable because a credit institution is unable to meet its financial obligations, depositors are repaid by a deposit guarantee scheme. Depositors are entitled to repayment of up to EUR 100,000 (approx. DKK 750,000) per credit institution. This means that all eligible deposits at the same credit institution are added up in order to determine the repayment amount. If, for instance, a depositor holds a savings account with EUR 90,000 and a current account with EUR 20,000, he or she will be repaid only EUR 100,000 (about DKK 750,000).

In some cases, deposits are protected above EUR 100,000.

- Deposits in pension savings accounts pursuant to legislation are fully covered.
- Deposits resulting from transactions relating to real property are covered up to an amount equal to EUR 10 million (about DKK 75 million) for a period of up to 12 months from the date on which the amount was deposited if the real property was used or is intended mainly for non-commercial purposes.
- Deposits that have a social purpose pursuant to legislation and are linked to special life events such as marriage, divorce or disability are covered up to an amount equal to EUR 150,000 (about DKK 1,125,000) for a period of up to six months from the date on which the amount was deposited.
- Deposits resulting from damages or compensation pursuant to legislation for damage or injury resulting from a criminal act or miscarriage of justice are covered up to an amount equal to EUR 150,000 (about DKK 1,125,000) for a period of up to six months from the date the amount was deposited.

Additional information is available at [www.gii.dk](http://www.gii.dk).

#### (3) Limit of protection for joint accounts

For joint accounts, the limit of EUR 100,000 (about DKK 750,000) applies to each depositor separately.

#### (4) Repayment

The responsible deposit guarantee scheme is:

Garantiformuen, Sankt Annæ Plads 13, 2. tv., DK-1250 København K, tel. +45 33 14 62 45, e-mail: [gii@gii.dk](mailto:gii@gii.dk), website: [www.gii.dk](http://www.gii.dk). Deposits (up to EUR 100,000) will be repaid via the scheme within seven working days.

If you have not been repaid within these deadlines, you should contact the deposit guarantee scheme because the period in which you can claim reimbursement may be limited.

For more information, go to [www.gii.dk](http://www.gii.dk).

#### Other important information

In general, all retail depositors and businesses are covered by deposit guarantee schemes. Exceptions and transition schemes in connection with certain deposits, e.g. deposits in Børneopsparing (child savings accounts) linked to a pooled deposit scheme are described at the website of the relevant deposit guarantee scheme. Your credit institution will also inform you of whether certain products are covered or not. If deposits are eligible, the credit institution will also confirm this on the statement of account.