

When Danske Bank arranges insurance for Mastercard cardholders

April 2024

When we issue a Mastercard with insurance benefits or with optional insurance, we are obliged under the Danish Executive Order on Good Business Practices for Insurance Distributors to provide the following information to you:

Our name and address

Danske Bank A/S
Bernstorffsgade 40
DK-1577 København V.
Tel. +45 70 12 34 56
www.danskebank.com
Email: danskebank@danskebank.dk
CVR no. 61126228

Who is the supervisory authority for Danske Bank?
Danske Bank has been licensed by and operates under the supervision of

The Danish Financial Supervisory Authority
Århusgade 110
DK-2100 København Ø.
Tel. +45 33 55 82 82
www.finanstilsynet.dk

The Danish Financial Supervisory Authority has registered Danske Bank's licence under FSA no. 36338. You can verify the information on the website of the Danish Financial Supervisory Authority, www.finanstilsynet.dk.

Which insurance company do we cooperate with?
We arrange insurance for Mastercard cardholders provided exclusively by

Tryg Forsikring A/S
Klausdalsbrovej 601
DK-2750 Ballerup
Tel. +45 70 11 20 20
www.tryg.dk
Email: tryg@tryg.dk
CVR no. 24260666

Tryg Forsikring A/S is the insurance provider and is a member of the Danish Guarantee Fund for Non-Life Insurance Companies. The Guarantee Fund covers consumer insurance claims for customers residing in Denmark if the insurance company enters into liquidation.

In whose interest do we act?

When we arrange insurance for Mastercard cardholders, we do so on behalf of Tryg Forsikring A/S, and we have entered into an agreement with them to arrange insurance provided exclusively by them. We do not, directly or indirectly, hold 10% or more of the voting rights or the share capital of Tryg Forsikring A/S, nor does Tryg Forsikring A/S or its parent company hold such share of the voting rights or the share capital of Danske Bank A/S.

Who provides advice on insurance?

Tryg Forsikring A/S provides advice on the Mastercard insurance benefits offered at any time. We provide advice solely about Mastercard cards and Danske Bank's other products and services, not about insurance.

Do we receive payment for arranging insurance for Mastercard cardholders?

We do not receive any payment from Tryg Forsikring A/S for arranging insurance for Mastercard cardholders, whether in the form of a fee, commission, other compensation or financial benefit or a combination thereof. However, since we are the policyholder and therefore take out the insurance with Tryg Forsikring A/S, we may receive a customer bonus payment from TryghedsGruppen.

Group insurance

The insurance is offered as a group insurance policy for Mastercards issued by Danske Bank. Because it is a group insurance policy, Danske Bank is the policyholder, and you are the insured. As opposed to an individual insurance policy, a group insurance policy is a collective insurance policy that offers the same cover for all customers who have the insurance in question linked to their Mastercard issued by Danske Bank.

Complaints

Complaints regarding Mastercard insurance cover

If you disagree with Tryg Forsikring A/S's decision regarding compensation or cover, please contact the department that dealt with your case.

If you still disagree, you can contact Kvalitet, the department of Tryg Forsikring A/S responsible for handling complaints, via kvalitet@tryg.dk.

If you are not satisfied with the result of your enquiry to the Kvalitet Department, you may complain to

Ankenævnet for Forsikring (the Danish Insurance Complaints Board)
 Østergade 18, 2
 DK-1100 København K.
 Tel. +45 33 15 89 00 (10.00am-1.00pm)
 Email: ankeforsikring@ankeforsikring.dk

The complaint must be filed by filling in a digital complaint form on the Insurance Complaints Board's website, www.ankeforsikring.dk.

A fee is charged for filing a complaint with the Insurance Complaints Board.

Complaints regarding your Mastercard

In case of a disagreement regarding your business relations with us, you should always contact your branch. You are also welcome to call us on +45 70 12 25 25.

This will enable us to make sure that the disagreement is not due to a misunderstanding.

If you still disagree or are not satisfied with the outcome, you can contact our Complaint Management Function, which is in charge of handling customer complaints. The address is as follows:

Danske Bank A/S
 Complaint Management Function
 Bernstorffsgade 40
 DK-1577 København V.
 Email: klageservice@danskebank.dk

If you still disagree or are not satisfied with the outcome, you can complain to

Det finansielle ankenævn (the Danish Financial Complaint Board)
 Amaliegade 7
 DK-1256 København K.
www.fanke.dk

A fee is charged for filing a complaint with The Danish Financial Complaint Board.

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 klageservice@danskebank.dk. This ensures that the ODR can contact us directly.