

General account terms and cardholder conditions for First Card

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1. Definitions

First Card

Means of payment issued by Nordea Danmark, filial af Nordea Bank Abp, Finland (the "bank"), which may consist of a number of First Card payment cards – including First Card Corporate, First Card Executive payment card, First Card purchasing card and/or First Card booking card – and a travel account for commercial use.

First Card payment card

One or more Mastercard or Visa credit cards issued as part of First Card.

First Card with company liability

A Mastercard or Visa credit card for commercial use.

First Card with company liability and personal invoicing

A Mastercard or Visa credit card for commercial use for which the cardholder is invoiced. The card is issued upon application from the accountholder and the cardholder.

Travel account

An account attached to First Card which can be used by the accountholder and the accountholder's employees for purchases from the travel agency.

Accountholder

An individual or legal person who, subject to an application, is granted a First Card and who is liable in accordance with these terms and conditions for any use of First Card.

Cardholder

An individual who is employed by the accountholder and to whom a First Card payment card has been issued subject to agreement with the accountholder.

Merchant

A supplier of goods and services connected to the Mastercard or Visa payment systems and accepting payments with First Card payment cards or from the travel account.

Digital wallet

A digital wallet is a personal software-based solution, for instance a mobile app, where the cardholder registers its card details for future purchases from a retailer or an online merchant.

Travel agency

A travel agency which, subject to agreement between the accountholder and the bank, is entitled to charge travel expenses to the travel account.

Tariff

The tariff applicable from time to time which is available on firstcard.dk or may be obtained from First Card customer service.

2. Use of First Card as means of payment

2.1 General

These terms and conditions apply to the accountholder's and the cardholder's use of First Card payment cards. By

signing the application and/or using the First Card payment card and the travel account, the accountholder and the cardholder are bound by these terms and conditions. Questions regarding First Card may be directed to First Card customer service on +45 70 20 63 09.

2.2 Commercial use of First Card

The First Card payment card must only be used for commercial purposes. The cardholder should be aware that all information about the cardholder's use of the First Card payment card and the travel account is available to the accountholder.

2.3 Purchase of travels etc via travel account

The travel account may be used for purchases from the travel agency.

Travels and other services ordered from the travel agency will be charged to the travel account in accordance with these terms and conditions.

2.4 Purchase of goods and services with First Card payment card

The First Card payment card may be used to pay for goods and services from merchants. The cardholder approves the purchase by signing a voucher or for instance in petrol vending machines by entering the secret personal code linked to the card (the PIN).

When the First Card payment card is used at retailers offering mainly gaming and betting services, including casinos, lottery ticket vendors, internet games, race courses and the like, transactions may be restricted to amount limits per transaction.

The cardholder must not use its card for illegal purposes, including purchases of goods and services which are illegal under local legislation.

2.4.1 Secure internet payments

Mastercard Identity Check and Verified by Visa provide extra protection against misuse of card details when shopping online. For the added security, the cardholder must – in addition to the card – use a one-time code that the cardholder receives from Nets via a text message when paying for an online purchase. The one-time code is only to be used when making purchases from online merchants using Mastercard Identity Check or Verified by Visa.

If the cardholder has not signed up for Mastercard Identity Check or Verified by Visa, the cardholder cannot make purchases from the merchant in question. The First Card booking card cannot be registered for Mastercard Identity Check.

2.4.2 Registration

Before or during the cardholder's first purchase from an online merchant using Mastercard Identity Check or Verified by Visa, the cardholder must register its card for Mastercard Identity Check or Verified by Visa. The cardholder can do so either via nordea.dk/nethandel or in connection with the cardholder's first purchase. The cardholder signs up using its MitID. When signing up, the cardholder must provide the mobile phone number it wants to use to receive one-time codes. MitID employee signature is not an option.

2.4.3 Change

If the cardholder wants to change/cancel its registered mobile

phone number, the cardholder can do so using its MitID in connection with a Mastercard Identity Check or Verified by Visa purchase.

2.4.4 Special matters relating to card and registered mobile phone

As the cardholder's mobile phone becomes part of the security in relation to online purchases from merchants using Mastercard Identity Check or Verified by Visa, the cardholder must ensure that others do not have or can obtain unrestricted access to its card and mobile phone. We recommend that the cardholder uses a passcode on its mobile phone. The cardholder must therefore change/cancel the registered mobile phone number for Mastercard Identity Check/Verified by Visa as soon as possible if the cardholder loses the mobile phone used to receive one-time codes. If the cardholder loses its card at the same time, the cardholder must also block this, see condition 3.5.

2.5 Contactless payment function

If the card has a contactless payment function, the cardholder may choose to use contactless payments for purchases from retailers offering this service. The cardholder uses the card without inserting it into the terminal. Instead, the cardholder pays by holding the card close to the terminal (distance from terminal: 0-3 cm) that has the contactless function enabled. The contactless symbol on terminals is shown below:



There is an upper limit per transaction without the cardholder having to enter its PIN. The applicable amount limit is available on www.firstcardonline.com/support/contactless. Nordea may adjust the amount. Notice will only be given if the amount is adjusted upwards or downwards by more than 50% in a calendar year. If the transaction exceeds the applicable amount limit, the cardholder will automatically be asked to approve the payment by entering its PIN. The cardholder will be asked regularly to enter its PIN even though the amount is within the applicable amount limit.

2.6 Registration of card details with retailers or digital wallet providers

The cardholder may register its card details with a retailer or a digital wallet provider. Then the cardholder need not enter its card details when approving future purchases at a retailer or via the internet. The cardholder must follow the instructions from the retailer or the digital wallet provider.

Subject to agreement with a retailer, the cardholder may also register its card details with the retailer for payment of a subscription. The retailer will charge the card for the agreed subscription payments without the cardholder having to approve each payment. If the card details are used in this manner, the cardholder must ensure that any termination of the subscription is made in conformity with the terms set by the retailer.

It generally applies to all solutions comprised by condition 2.6 that in case the card is replaced by another card, the cardholder must contact the retailer or the digital wallet provider to have the new card details registered.

2.7 Cash withdrawal with First Card payment card in Denmark and abroad

The First Card payment card can be used for withdrawing cash in Danish kroner or foreign currency from banks or

authorised foreign currency dealers connected to Mastercard/ Visa or cash machines accepting Mastercard or Visa. The First Card travel card and the First Card purchasing card can only be used for this purpose if the accountholder has selected this.

Withdrawal of cash from cash machines is approved by entering the PIN. Cash withdrawals may be subject to a fee, and local withdrawal limits may apply to First Card payment cards. In addition, the First Card payment card is subject to a spending limit, which appears from the tariff. The bank is not liable for any withdrawal limits or fees charged by Danish or foreign banks for the use of the First Card payment card. Therefore, the cardholder may have to make several withdrawals to withdraw the required amount. A fee will be charged for each cash withdrawal, irrespective of the amount. Please note that in certain countries the cardholder is likely to be asked to present proof of identity (for instance passport) when using credit cards.

2.8 Fees for use of credit cards

Banks and retailers may charge a fee for the use of credit cards. Danish retailers charging a fee for the use of credit cards must notify the cardholder of such fee before payment is made.

3. Liability for use of First Card

3.1 General

The accountholder is responsible for ensuring that the cardholder and users of the travel account are familiar with and observe these terms and conditions and other terms agreed between the accountholder and the travel agency in relation to First Card. Moreover, the accountholder is responsible for ensuring that immediately upon receipt each cardholder signs the First Card payment card in the space provided.

3.2 Cardholder's use of First Card payment card and PIN

The card and the PIN are sent to the cardholder's home address unless otherwise agreed. The PIN is devised and printed by a computer so that the PIN is not known to any person other than the cardholder. The bank must be notified if the PIN notification letter has been opened or is not intact when delivered.

The PIN notification letter must be destroyed immediately upon receipt. If the cardholder cannot memorise the PIN, it must be kept safe. The PIN must not be kept together with the First Card payment card.

Only the cardholder personally may use the card and the PIN, which must not be passed on to other persons such as a spouse or children. The card must be kept safe and at regular intervals the cardholder must check that the card has not been lost.

When entering the PIN, the cardholder must ensure that no other person can see the PIN. The PIN must only be used in PIN-based terminals and cash machines connected to Mastercard/Visa.

When using the First Card payment card, the cardholder must ensure that the correct date and amount appear from the display of the terminal or the voucher. The cardholder must not sign a voucher showing an incorrect amount or no amount at all. If the merchant makes more than one imprint of the First Card payment card, the imprint(s) not used must be

destroyed. The cardholder must check that receipts and voucher copies are in conformity with the statement of direct debits, the specification and/or the invoice upon receipt. If the cardholder allows the merchant to withdraw an additional amount with the card, for instance tips, the cardholder must ensure that the merchant provides a receipt for the full amount.

When using the card for renting a car or checking into a hotel, the cardholder will usually be asked to sign a voucher allowing the car rental firm or the hotel to subsequently charge additional amounts. The cardholder should be aware that the car rental firm or the hotel will thereby be able to subsequently charge amounts to the card.

In connection with telephone or mail order transactions or when making a purchase over the internet, the cardholder must state name, address and card number, the expiry date of the card and the three-digit check number on the back of the card. The PIN must not be disclosed to any other person. In connection with mail order transactions, the cardholder must also sign an order form to accept that the amount is charged to the card.

In connection with transactions made at payment terminals in which the PIN is not entered or a voucher signed, the cardholder must ensure that the amount appearing in the display of the machine is correct before approving the transaction.

3.3 Accountholder's liability for First Card payment card and travel account

The accountholder is liable for any use and misuse of the First Card payment card and the travel account, whether First Card with commercial liability or First Card with personal invoicing has been selected. If a cardholder has used a First Card payment card for personal spending in breach of this agreement, the accountholder and the cardholder are jointly and severally liable for such spending.

The accountholder's liability includes interest, fees for services provided and expenses etc, including expenses as a result of the cardholder's late payment or non-payment. Any outstanding amounts between the accountholder, the cardholder and users of the travel account are of no concern to the bank.

If the card has been misused by any other person than the cardholder, the accountholder is liable with the same limitations as the cardholder, see condition 3.4.

The accountholder is responsible for setting rules that determine which of the accountholder's employees can make purchases via the travel account.

The accountholder's liability ceases when the bank has received a request to block the individual First Card payment cards and/or the travel account. However, the accountholder will continue to be liable for transactions made using the cards or transactions in the travel account which have not been finally settled. Transactions already made cannot be revoked.

The accountholder must also indemnify the bank for any expenses as a result of the cardholder's or the accountholder's non-compliance with these terms and conditions.

3.4 Cardholder's liability for First Card payment card

If the First Card payment card has been misused by any other person, the bank will cover the loss unless the loss is comprised by condition 3.4, see below. The cardholder is liable for up to DKK 375 (excess) of the misuse if another person has misused the First Card payment card by way of the PIN.

The cardholder is liable for up to DKK 8,000 if others have misused the First Card payment card by way of the PIN and

- the cardholder has failed to inform the bank as soon as possible after becoming aware that the card was lost or that the PIN had become known to an unauthorised person
- the cardholder has deliberately disclosed the PIN to the person who misused the card and the cardholder did not realise or ought to have realised that there was a risk of misuse of the card
- the cardholder has made the unauthorised use possible through grossly negligent conduct.

The cardholder is liable for the entire loss if the PIN has deliberately been disclosed to the person who misused the card under circumstances where the cardholder realised or ought to have realised that there was a risk of misuse.

The cardholder is also liable for the entire loss if the cardholder has acted fraudulently or deliberately failed to fulfil its obligations to protect the PIN, see condition 3.2, or to block the card, see condition 3.5.

The cardholder is moreover liable for any use which the bank can prove has occurred at a point in time when the cardholder knew or ought to have known that the accountholder would not be able to meet its obligations towards the bank.

The cardholder's liability ceases when the bank has received a request to block the First Card payment card.

Irrespective of the above, if the use of a PIN or other strong customer authentication is not required by the bank, the bank is liable for any misuse unless the cardholder has acted fraudulently.

Irrespective of the above, the bank is also liable for any misuse if the cardholder could not have been aware that the card had been lost or stolen or the PIN compromised.

3.5 Obligation to block First Card

3.5.1 Blocking First Card payment card

The cardholder or the accountholder must as soon as possible contact First Card customer service on +45 70 20 63 09 if

- a First Card payment card has been lost
- there is reason to believe that the PIN of a card has become known to another person
- the card has been misused
- there is reason to believe that a card has been copied
- there is any other reason to believe that a card can be misused.

Similarly, the accountholder must contact First Card customer service if

- there is reason to believe that another person has obtained information that may enable a third party to obtain unauthorised access to the travel account
- there is reason to believe that the travel account can be misused.

The First Card payment card and the travel account can be blocked around the clock. A First Card payment card is blocked by contacting First Card customer service, whether or not the loss of the card has been reported to the police or other parties.

When a First Card payment card is to be blocked, the cardholder's name, address, personal registration (CPR) number and card number, if available, must be stated. The bank will then forward a written confirmation stating the reason for and time of the blocking. The accountholder must, if possible, seek to withdraw the First Card payment card if the accountholder suspects that the card has been misused.

Defective or blocked First Card payment cards or lost cards that are found, must be cut in two and returned to the bank at the address stated on the back of the card.

3.5.2 Blocking cards/card details in digital wallet

The cardholder or the accountholder must contact Nordea as soon as possible to block the card/card details on the cardholder's mobile phone if:

- the cardholder loses its mobile phone
- the cardholder becomes aware that the card/card details on its mobile phone have been misused
- the cardholder otherwise suspects that the card/card details in a digital wallet can be misused.

The cardholder or the accountholder can block cards/card details around the clock on + 45 70 20 63 09. The cardholder's name, address, personal registration (CPR) number and, if possible, the card number must be stated to have the card blocked immediately.

When the card/card details in a digital wallet have been blocked, the cardholder will be informed of the reason for and the time of the blocking.

If a mobile phone with a blocked card/card details is found again, the cardholder must contact Nordea to agree what action to take.

If another person finds out about the PIN for the digital wallet in which the cardholder's card/card details are registered, the cardholder must change the PIN as soon as possible. The cardholder must follow the instructions provided in the digital wallet and contact Nordea for further information about what action to take.

3.6 The bank's right to block First Card payment card

The bank is entitled to block the use of the First Card payment card if

- the account to which the accountholder's card is attached has been closed
- the cardholder/accountholder fails to comply with the terms and conditions, including if the account to which the card is attached is overdrawn
- card transactions have not been paid before the due date
- the card has been misused or is presumed to have been misused by a third party.

The bank may block the First Card payment card with immediate effect in case of repeated instances of non-payment, the agreed spending limits being exceeded or particularly serious and/or repeated unauthorised overdrafts. In other cases the accountholder will as far as possible receive a written reminder before the card is blocked due to

non-payment.

When the bank has blocked the card, the cardholder will be informed of the reason for and the time of the blocking.

On suspicion of misuse, actual misuse or security threats, the bank will inform the cardholder/accountholder by telephone, text message and/or e-mail if the cardholder has stated a telephone number or an e-mail address. Alternatively, the cardholder/accountholder will be informed via Netbank/Netbank konto-kik.

The bank may at any time replace the card and can also demand that all cards be returned.

Recalled or blocked cards must be cut in two and returned to the bank at the address stated on the back of the card.

3.7 Checking direct debit or invoice entries

The accountholder and/or the cardholder has an obligation to check direct debit or invoice entries on an ongoing basis. If during the check transactions are found that do not tally with receipts or voucher copies or that in the opinion of the cardholder have not been made, the accountholder must contact Nordea as soon as possible. The accountholder and the cardholder must note the deadlines stated in conditions 3.8.1-3.8.3 and 3.9.

3.8 Reversal of payments approved by cardholder

3.8.1 If the cardholder did not know the final amount when approving it

If the cardholder did not know the final amount when approving the payment and the amount that was subsequently debited to the accountholder's account is significantly higher than what could reasonably be expected, the accountholder may be entitled to demand reversal of the payment. This may, for instance, occur in connection with renting a car or checking out from hotels where the cardholder has signed a slip allowing the merchant to subsequently charge an amount for petrol or consumption from the mini bar or the like.

The accountholder must contact Nordea no later than eight weeks after the amount was debited to its account if the accountholder believes that it is entitled to have a payment reversed and the cardholder has not approved the final amount.

3.8.2 Purchases via internet, mail order and telephone transactions etc

If the cardholder has used the card to purchase goods or services in one of the following ways:

- via the internet
 - by mail order or phone
 - in self-service machines without PIN
- the accountholder and/or the cardholder may be entitled to have a payment reversed, provided that
- the merchant has charged a higher amount than agreed
 - the article or service has not been delivered
 - the accountholder or the cardholder has availed itself of an agreed or statutory right to withdraw from a transaction prior to the delivery of the article or service.

The accountholder and/or the cardholder must first try to resolve the problem with the merchant before contacting Nordea. The accountholder and/or the cardholder must produce documentary evidence of having contacted or tried to contact the merchant.

It is a condition that the accountholder and/or the cardholder raises a dispute with Nordea as soon as possible after the accountholder and/or the cardholder becomes or should have become aware of the unauthorised withdrawal of one or several amounts from the accountholder's account. The accountholder and/or the cardholder must as far as possible raise a dispute with Nordea as soon as possible and as far as possible no later than 14 days after they have become or should have become aware of the possible claim. The accountholder's and/or the cardholder's obligation to check direct debit or invoice entries on an ongoing basis, see condition 3.9, will be taken into account when evaluating whether the accountholder and/or the cardholder raised a dispute with Nordea in due time. Nordea will then investigate the dispute. The amount in question will normally be credited to the account while the dispute is being investigated. If the dispute turns out to be unjustified, Nordea will debit the amount to the account again.

If the dispute turns out to be unjustified, Nordea may charge interest from the date the amount was credited to the accountholder's account to the date it is debited to the account again.

3.8.3 Disputes concerning payment with Mastercard or Visa

If the cardholder has paid with Mastercard or Visa, the accountholder and/or the cardholder will in some additional situations be entitled to have a payment reversed if the purchase was made via the internet or by mail order or phone.

The accountholder and/or the cardholder can obtain further information on nordea.dk/indsigelse or by contacting Nordea.

3.9 Reversal of payments not approved by cardholder

If the cardholder finds that one or more payments have been effected with the card which the cardholder has not approved, been involved in or made, the accountholder and/or the cardholder must contact Nordea as soon as possible and as far as possible no later than 14 days after becoming aware of the unauthorised transaction. The accountholder's and/or the cardholder's obligation to check direct debit or invoice entries on an ongoing basis, see condition 3.7, will be taken into account when evaluating whether the accountholder and/or the cardholder contacted Nordea in due time. Failure to raise a dispute within this period may have the effect that a dispute otherwise justified will be turned down.

Nordea will then investigate the dispute. The amount in question will normally be credited to the account while the dispute is being investigated. If the dispute turns out to be unjustified, Nordea will debit the amount to the account again. If the investigation shows that an unauthorised person has used the card, Nordea may hold the accountholder and/or the cardholder responsible, see conditions 3.3 and 3.4.

If the dispute turns out to be unjustified, Nordea may charge interest from the date the amount was credited to the accountholder's account to the date it is debited to the account again.

4. Payment terms

4.1 Invoicing

4.1.1 Delivery of invoices by mail

At the interval agreed the bank sends an invoice stating the transactions made, possibly together with a specification.

4.1.2 Delivery of invoices by unencrypted e-mail

When receiving invoices and specifications, if any, by e-mail, the cardholder/acountholder must ensure that the e-mail address is correct and checked regularly and that the e-mail inbox does not run out of space etc.

4.1.3 Payment via Betalingsservice

If the spending is invoiced via Betalingsservice (direct debits), a statement of direct debits is sent, possibly together with a specification.

The statement of direct debits, the specification and/or the invoice must be checked carefully. In connection with telephone and mail order transactions or when making a purchase over the internet, the First Card payment card has not been presented and such transactions should therefore be checked with particular care.

Invoicing is made in Danish kroner. Conversion from foreign currency into Danish kroner is made using the methods of calculation described in the tariff. Changes to the reference rate stated in the tariff will take effect without notice. The accountholder and/or the cardholder carries the risk of any exchange rate changes during the period until the conversion date. Some currencies may have several official exchange rates, and some currencies may require an additional conversion.

If the cardholder uses the card abroad, the merchant may offer to make a dynamic currency conversion before the payment is made. Before the cardholder approves the conversion, the merchant must state the fees charged and the conversion rate used by the merchant in connection with the conversion. The cardholder should note that the conversion rate used by the merchant may differ from the bank's conversion rate and that the bank has no influence on the conversion rate used by the merchant.

4.2 Direct invoicing of cardholder with First Card with personal invoicing

Cardholders with a First Card payment card with personal invoicing will be invoiced directly via Betalingsservice (direct debits) or receive an invoice.

The statement of direct debits or the invoice is sent to the home address that the cardholder has stated in the application form. If the card transactions are not paid on the due date, the bank will send a reminder (reminder 1) to the cardholder. If the card transactions are still not paid, the bank will send another reminder (reminder 2) to the cardholder with a copy to the accountholder. The statement of direct debits or the invoice for purchases made via a travel account will be sent to the accountholder.

The cardholder is responsible for settling any commercial spending with the accountholder before the card transactions fall due for payment.

If the cardholder wishes to reject an amount payable, in whole or in part, the cardholder must contact First Card

customer service on +45 70 20 63 09 as soon as possible after receipt of the statement of direct debits or the invoice. The bank may demand that the cardholder's dispute is made in writing on a special form.

If the cardholder rejects a claim for payment towards the bank, the amount will be charged to the accountholder. Payment in full discharge can only be made to the bank.

4.3 Errors and defects

The bank is not liable for any errors or defects relating to goods and services paid for with the First Card payment card. Complaints, if any, should be directed to the merchant in accordance with the legislation of the relevant country.

When buying services such as subscriptions, the cardholder must ensure that the provider of the subscription is notified in writing when the cardholder no longer wishes to pay for the service with the First Card payment card.

5. Travel insurance and other additional services

Travel insurance cover is attached to the First Card payment card, but not to the First Card purchasing card and the First Card booking card. The insurance terms are available on firstcard.dk.

The bank can offer additional services to the use of First Card or parts thereof, for instance to the First Card payment card or the travel account. The terms and conditions for any additional services are described in separate material.

6. Interest and fees for services

6.1 General

The bank charges an annual fee for the First Card payment card. This fee is not refunded if the agreement is terminated.

If a transaction is disputed, and the dispute turns out to be unjustified, an interest will be payable on amounts that may have been reversed during the processing of the dispute.

Other fees and expenses etc related to the use of First Card appear from the tariff and may be obtained from the bank.

6.2 Late payment

If card transactions with the First Card payment card are not paid on time, default interest will be charged from the due date until payment has been received. The bank is also entitled to charge fees for reminders, including any debt collection charges.

6.3 Outstanding amounts

Any outstanding amounts of the accountholder do not carry interest.

6.4 Change of fees

The bank may change the fees or introduce new fees for First Card payment card services by giving one month's notice.

7. Termination

Both the accountholder and the bank may terminate this agreement in writing by giving one month's notice. The bank may also without notice terminate this agreement in full or with effect for individual cardholders if the accountholder and/or the cardholder does not fulfil – or is expected not to fulfil – its obligations towards the bank in accordance with these terms and conditions. This agreement may for instance be terminated if the accountholder or the cardholder becomes subject to restructuring or bankruptcy proceedings, suspends payments, has financial difficulties, dies or in any other way is incapable or expected to be incapable of fulfilling its obligations or the accountholder/cardholder provides incorrect information to the bank or partners.

The cardholder's use of the First Card payment card is conditional on the cardholder being employed by the accountholder. If the employment is terminated, the accountholder must inform the bank immediately and withdraw the cardholder's First Card payment card. If the accountholder does not inform the bank of the termination of employment and ensure that the First Card payment card is blocked or withdrawn, the accountholder is liable for the cardholder's possible use of the First Card payment card.

On termination of this agreement the First Card payment card is blocked and any outstanding card transactions, including any non-invoiced spending, fall due for immediate payment. At the same time the right to use the First Card payment card and the travel account ceases. The cards must be cut in two and returned to the bank at the address stated on the back of the card.

8. Use, storage and disclosure of information

When the card is used, the card number and the amount, date and place of the transaction and other details are registered. The retailer sends the information to Nordea.

The information will be stored with the retailer, the retailer's bank or Nets and with Nordea. The information will be used for Nordea's bookkeeping, statements of account and in connection with subsequent correction of errors, if any.

Information will only be passed on where required by legislation or in order to prevent misuse of the card. The information will be stored for the current year plus five years.

When signing up for Mastercard Identity Check and Verified by Visa, the cardholder's mobile phone number will be stored with Nets for the purpose of sending out one-time codes.

9. Other conditions

9.1 Change of address etc

If the accountholder or the cardholder changes name, address, corporate form or the like, First Card customer service must be informed about the change immediately, and the First Card payment card with incorrect information must be cut in two and returned immediately to the bank at the address stated on the back of the card.

The bank will issue a new card against payment of a replacement card fee, see the tariff. The bank reserves the right to make a new credit assessment in case of a change in the corporate form.

9.2 Limited period of validity and replacement of cards

First Card payment cards expire at the time indicated on the front of the card. On expiry the card is automatically replaced by a new card unless the agreement has been terminated.

In order to prevent misuse or the like of the First Card payment card, the bank is entitled to recall, block or replace one or more cards free of charge for the accountholder and the cardholder. The cardholder will receive a new card as soon as possible. Recalled, blocked or defective cards must be cut in two and returned to the bank at the address stated on the back of the card.

9.3 Complaints

If the accountholder/cardholder wishes to make a complaint in connection with its use of the First Card payment card, the complaint may be submitted to the bank's customer ombudsman (kundeservicechefen). The customer should contact Nordea, Kundeservicechefen, PO box 850, 0900 Copenhagen C, Denmark, or by e-mail at klageansvarlig@nordea.dk or on nordea.dk. Any complaints about the bank may also be submitted to the Danish Complaint Board of Banking Services, pengeinstitutankenaevnet.dk, at Amaliegade 8B, 2nd floor, PO box 9029, 1022 Copenhagen K, Denmark, which is the alternative dispute resolution board according to the Danish consumer complaints act.

Any complaints concerning the bank's compliance with financial legislation may be submitted to:

The European Central Bank (ECB)
Sonnemannstrasse 22, 60314 Frankfurt am Main,
Germany
Tel: +49 69 1344 0

The Finnish financial supervisory authority
Snellmannsgatan 6, PB 103, 00101 Helsinki, Finland
E-mail: registry@fiva.fi
Tel: +358 9 183 5339

The Danish financial supervisory authority,
finansstilsynet.dk
(for instance standards of good practice) or to the Finnish
financial supervisory authority,
finansinspektionen.seregistry@fiva.fi.

Any complaints about the bank's treatment of personal data may be submitted to the Danish Data Protection Agency, datatilsynet.dk.

9.4 Good practice in financial institutions

Under the Danish executive order on good business practice for financial undertakings, the bank must disclose any commissions or other consideration payable for the distribution of products and services. Up-to-date information is available on nordea.dk.

9.5 Changes to these terms and conditions and the terms for additional services

The bank is entitled to change these terms and conditions and the terms for additional services offered as part of First

Card to the detriment of the accountholder and/or the cardholder by giving one month's notice.

Changes in favour of the accountholder and/or the cardholder can take effect without notice. In case of changes the accountholder and/or the cardholder will be informed by letter, on the statement of direct debits, the specification or the invoice, via another durable medium or by advertisements in the press.

A change of which notice has been given is deemed to be accepted by the accountholder and/or the cardholder unless the accountholder and/or the cardholder has informed the bank before the new terms and conditions take effect that the accountholder and/or the cardholder does not wish to be bound by the new terms and conditions.

If the accountholder and/or the cardholder informs the bank that the accountholder and/or the cardholder does not wish to be bound by the new terms and conditions, the agreement is deemed to be terminated at the time when the new terms and conditions take effect. All cards issued must be cut in two and returned to the bank at the address stated on the back of the card.

10. Disclaimer

The bank is not liable for any loss caused by Danish or foreign statutory provisions or measures adopted by any governmental or other authority, war, insurrections, civil commotion, terrorism, sabotage, Acts of God, strikes, blockades, lockouts or any other circumstance, whether or not the bank itself has caused or is a party to the circumstance, and whether or not the circumstance affects only part of its functions, including functions carried out by sub-suppliers. Other losses are not compensated for if the bank has exercised ordinary care. The bank is not liable for losses caused by branches or cash machines being closed or out of order.

Similarly, the bank is not liable for losses caused by travel agencies or merchants having ceased to conduct business or rejecting to accept First Card payment cards.