

## First Card User Guide

First Card is Nordea's MasterCard for corporate customers. You can use your First Card at more than 30 million outlets worldwide.

### First Card Customer Service

You can reach First Card Customer Service Mondays to Fridays between 8.00 and 17.00 on +45 70 20 63 09.

### Blocking your card

If you need to block your First Card, you can call us on +45 70 20 63 09, around the clock.

### Online services

On [firstcard.dk](http://firstcard.dk) you can sign up for our online services. On My Card Online you can view both invoiced and non-invoiced card transactions. Your transactions are available 1-2 days after they have been made. The transaction information can be downloaded as an Excel file enabling you to make your travel expense reports fast and easily.

### Personal code

You will receive a PIN for your First Card. You need the PIN when paying in shops and withdrawing cash from cash machines. Please note that if you enter an incorrect PIN three times, your card will be blocked and you must have a new First Card. The wrong attempts are accumulated no matter where and when they take place.

### Withdrawing cash

You can withdraw cash using your First Card in Denmark and abroad in all cash machines connected to MasterCard. The price is 2% of the amount withdrawn, however, minimum DKK 50 per withdrawal. You may withdraw up to DKK 15,000 in cash per month using your First Card and up to DKK 30,000 in cash per month using your First Card Executive. Please note that local limits may apply abroad to the maximum withdrawal at a time.

### [firstcard.dk](http://firstcard.dk)

When visiting [firstcard.dk](http://firstcard.dk), you will find information on the services attached to your First Card. These services include download of forms, cardholder conditions and insurance terms.

## Travel insurance – attached to your First Card Corporate/Executive

As a holder of a First Card you are always covered by our travel insurance, no matter whether your trip has been paid with your card or not. If you travel with your spouse/cohabitant and/or live-in children under the age of 23, they are also covered by the insurance.

If you need to notify a claim, you should call Tryg Forsikring AS on +45 70 12 97 00 or go to [tryg.dk](http://tryg.dk) and select Privat – Anmeld skade.



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DK-2630 Taastrup  
Tlf. 70 20 63 09  
firstcard.dk

K6822-8014 1009 First Card is issued by Nordea Danmark, filial af Nordea Bank Abp, Finland, FO-no. 2858394-9, Patent- og registerstyrelsen, CVR-no. 25992180, Copenhagen

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