

1. Parties

“First Card” means a First Card debit card issued by Nordea Bank Abp, filial i Sverige and a First Card Travel Account (N/FC). The parties under these general terms and conditions are the Account Holder and N/FC. The Account Holder is bound by the general terms and conditions through its signature on the application. The Account Holder is obligated to ensure that the Cardholders comply with these general terms and conditions and any instructions issued by N/FC. Any questions regarding cooperation agreements will be answered by N/FC at +46 (0) 771 40 71 70. Any and all information provided by N/FC regarding N/FC and the payment services covered by these general terms and conditions is set forth in these general terms and conditions, in service descriptions where applicable, or as otherwise provided in conjunction with Payment Transactions. N/FC does not provide any information beyond the aforementioned other than at the request of the Account Holder.

2. Definitions

Account Holder: A legal entity which, following application, has been issued a First Card for its employees and/or Travel Account.

Account Information Services: An online service to provide compiled information regarding one or more accounts which the Account Holder has with one or more other payment service providers.

Authentication: A procedure, including the Cardholder’s personal authorization functions, through which the bank is able to verify the identity of the Cardholder or the validity of a Card.

Automated Teller Machine: An unmanned terminal which allows the Cardholder himself/herself to withdraw cash with the aid of a Card and code.

Booking Card: A charge card issued by N/FC with MasterCard functionality which makes it possible to execute a Payment Transaction.

Business Partner: Companies which sell services via the Travel Agency.

Card (the): First Card, a charge card issued by N/FC with MasterCard or Visa functionality which makes it possible to execute a Payment Transaction. The Card may be in the form of a physical card, information regarding a card, or a fictitious card number which, for security reasons, replaces the card number of the physical card.

Cardholder: A physical person to whom a Card has been issued.

Contactless Functionality: A function in the Card’s chip which allows payment in certain cases to be made as a contactless payment. Cards containing this functionality are affixed with a specific symbol.

Employee: An employee or consultant of the Account Holder who is entitled to make purchases from the Travel Agency on behalf of the Account Holder.

Mobile Unit: A mobile telephone, tablet, watch, wristband or similar equipment with access to the Internet or other network for telephone or data traffic.

Payment Order: An order placed by the Cardholder with N/FC to execute a transaction.

Payment Transaction: A deposit, withdrawal, or transfer of funds to or from a Card and/or Travel Account.

Personal Code: Any and all codes accepted by the bank for initiation/approval of a Payment Transaction such as a code, password or mobile bank ID with the related security code, regardless of whether such personal code was issued by the bank, a third party, or chosen by the Cardholder.

Travel Account: An account used for purchases from a Travel Agency or travel supplier/travel producer.

Travel Agency: A Travel Agency/travel supplier/travel producer approved by N/FC.

Sales Company: A company which is connected to MasterCard’s or Visa’s payment system which provides goods and services in exchange for payment using the Card.

Security Solution: Personal authorization functions, i.e. personally adapted functions which the bank provides or accepts for authentication, for example a Personal Code or a reader of biometric information such as a fingerprint reader or iris scanning.

Strong Customer Authentication: An Authentication which is based on at least two of the following three alternatives which are independent of each other:

- something which only the Account Holder knows (for example a personal code);
- something which only the Account Holder has (for example a card);
- a unique characteristic of the Account Holder (for example a fingerprint).

3. Use of the Card and/or Travel Account

3.1 First Card debit card, purchase of goods and services

The Card may only be used for purchases and withdrawals which the Cardholder makes on behalf of the company. The Card may not be used for the Cardholder’s private purchases.

The Card may be used by the Cardholder in environments where it is required that the Card is physically present or through an application in a Mobile Unit in which the card information has been entered. Payment using Mobile Units which contain card information are executed through the physical unit being held up against a card terminal for contactless payment. The Card can also be used in environments where the presence of the Card is not required such as in conjunction with commerce via the telephone or Internet.

The Card may be used for payment of goods and services at Sales Companies in Sweden and abroad which are connected to MasterCard’s or Visa’s system. The Card may also be used for cash withdrawals from banks or Automated Teller Machines which are connected to MasterCard or Visa in Sweden and abroad, where so permitted. See section 3.2. The Card may not be used in contravention of applicable law. The Card may also not be used at Sales Companies where the Account Holder or Cardholder and the Sales Company are identical and operated under a sole proprietorship, partnership, limited partnership, or a limited liability company which is a closely held company.

The Card may be used for payments abroad. In conjunction with use abroad, a passport or other ID acceptable in each country must be available for presentation. The Card may not be used to pay installment payments or to pay other debts which the Account Holder has to the Sales Company or N/FC. The Card may also not be used to pay bets in gambling or suchlike.

Cards which have Contactless Functionality are used for payment in terminals which have activated the Contactless Functionality. Payment is executed through the Cardholder holding the Card’s chip against the terminal’s reader. The Contactless Functionality provides the Cardholder with the possibility of paying smaller sums, in Sweden currently (April 2018) SEK 200, without stating their Personal Code. The amount limits may differ between countries and this is beyond the control of N/FC. For security reasons, the Cardholder may be instructed to use the chip on the Card and state his/her Personal Code even if the amount is lower than the applicable limit amount.

For it to be possible to execute a Payment Transaction, the Cardholder must state information according to the requirements set forth in section 4, “Approval of the execution of a Payment Transaction and revocation of a Payment Order”.

Since the Cardholder uses the Card as a means of payment in order to order goods and services from Sales Companies, the Cardholder is obligated to be informed of the Sales Company’s terms and conditions for orders and cancellation of its goods and services. The Account Holder is liable for payment of fees to the Sales Company for any such goods or services ordered but not collected, according to the terms and conditions of the Sales Company.

3.2 Cash withdrawals in Swedish or foreign Automated Teller Machines

The Card may be used for withdrawals in Swedish or foreign currency on MasterCard or Visa or at connected bank branches and authorized currency traders, and in Automated Teller Machines which display the MasterCard or Visa symbol. The aforementioned also applies abroad. Fees are currently charged in the amount of 2% of the amount withdrawn, where applicable recalculated to Swedish kronor from another currency – however not less than SEK 40. N/FC is not liable for any additional fees charged by Swedish or foreign banks or where other withdrawal limits are imposed. Total withdrawals per calendar month in Swedish or foreign currency may not currently exceed SEK 10,000 or its equivalent. For First

Card Executive, the corresponding withdrawal limit, or its equivalent in a foreign currency, is SEK 20,000. N/FC, or a foreign bank, shall be entitled to prescribe another minimum and maximum amount per withdrawal or time period.

3.3 Special provisions regarding use of the Card abroad

Payment Transactions in a foreign currency are exchanged to Swedish kronor at the exchange rate applied by N/FC. The exchange rate is a reference exchange rate which is determined by MasterCard or Visa for this purpose and which applies on the date on which the Payment Transaction is received by MasterCard or Visa, plus a currency exchange markup corresponding to 2% of the amount in Swedish kronor and a network cost of 0.3%. At the request of the Account Holder, N/FC may notify the Account Holder of the reference exchange rate for an individual Payment Transaction. The Account Holder bears the risk of price changes during the period of time from the transaction date until the Payment Transaction is received by N/FC and booked on the card. This also applies to purchases, cash withdrawals, and returns in Sweden in a currency other than Swedish kronor.

The provisions set forth above regarding recalculation to Swedish kronor shall not apply where the Cardholder, in conjunction with purchases of goods/services or withdrawals from Automated Teller Machines abroad, accepts an offer by a Sales Company to pay for the goods/services in Swedish kronor or agrees to the cash withdrawal in Swedish kronor. Recalculation to Swedish kronor is then carried out directly on site according to the exchange rate applied by the Sales Company, the Sales Company’s acquirer, or the party responsible for the Automated Teller Machine. N/FC does not have any knowledge of, nor is it liable for, the recalculation made to Swedish kronor. The exchange rate applied need not be the same as the rate which N/FC would apply for the same transaction.

3.4 First Card Travel Account, purchases of travel, etc.

The Account Holder and the Travel Agency shall agree on which employees are entitled to use the Travel Account and incur charges and regarding any other terms and conditions which may be associated with this. Currency and traveler’s checks may also be obtained through the Travel Account. N/FC shall not be liable, and the Account Holder shall hold N/FC harmless, for any charges made by N/FC at the request of the Travel Agency and for any misuse of the Travel Account. No claims may be brought against N/FC for purchases which took place through the debiting of the Travel Account. The Travel Account may not be used for payment of other debts to the Travel Agency. N/FC shall be entitled to disclose to the Travel Agency the Account Holder’s current balance in order to make it possible to correctly debit the account.

3.5 First Card Booking Card

The Card may only be used for booking and paying for travel via the Internet or Travel Agencies which accept MasterCard as a means of payment. The Card does not have a magnetic strip or chip and may not be used in physical environments.

4. Approval of the execution of a Payment Transaction and revocation of a Payment Order

In order for it to be possible to execute a Payment Transaction, the Cardholder must provide information and approve the transaction as set forth below. Where the Cardholder is physically present at the time of payment with the Card, for example in a shop or where making a cash withdrawal, the Card must be presented if the Sales Company so requests. The Sales Company’s instructions must be complied with in conjunction with payment using a Card which is stored on a Mobile Unit. The Cardholder then approves purchases/withdrawals through their signature or by entering their Personal Code, or otherwise as instructed by the Sales Company or Automated Teller Machine. In Sweden, an ID approved by the banks must be presented where the Sales Company so requests.

In conjunction with payment via telephone, Internet, postal order, or otherwise where the Cardholder is not physically present at the Sales Company, the Cardholder approves the purchase by stating to the Sales Company the number of the Card, the period of validity, and any additional information such as the security number CVC2 (MasterCard)/CVV2 (Visa) and by giving their consent to the Card being charged.

In certain environments, it is also required that a Payment Transaction be approved by pressing keys or by stating the Cardholder’s Security Solution or otherwise according to the instructions of N/FC, the Automated Teller Machine, or the Sales Company.

A Payment Order may not be revoked after the Cardholder has provided their approval of the Payment Transaction. However, pursuant to the terms and conditions and within the period of time agreed between the Cardholder and the Sales Company, the Cardholder may contact the Sales Company with respect to individual Payment Transactions or a series of Payment Transactions which have not yet been completed in order to revoke previously submitted Payment Orders regarding these.

N/FC encourages the Cardholder to check the total reserve amount before approving purchases of gasoline, car rental, hotel stays, etc.

The Cardholder may be subsequently charged for costs which arose in conjunction with hotel stays, car rental, or similar costs where the Cardholder, when ordering the service or in an agreement with the Sales Company, was of informed of and approved such.

Where the Cardholder has approved a Payment Transaction in accordance with the provisions set forth in this section, N/FC shall be liable to ensure that the Payment Transaction is executed.

Where a Payment Transaction is not executed, or has been executed incorrectly, and the defects were caused by N/FC, N/FC shall be liable to the Account Holder. Where applicable, N/FC shall, in an appropriate manner and without unnecessary delay, refund the amount to the Account Holder and reinstate the account balance of the debited account to the balance which would have applied had the incorrectly executed Payment Transaction not taken place.

N/FC shall be liable to the Account Holder for any fees caused by N/FC as well as any interest which the Account Holder is obligated to pay as a consequence of the Payment Transaction not having been executed or having been executed incorrectly.

5. Time for execution of a Payment Order

After the Sales Company has received a Payment Order from the Cardholder regarding a sale or withdrawal, it is transferred to N/FC within the time frame established in the agreement between the Sales Company and the Sales Company's bank (Acquiring Party). After N/FC has received the Payment Order from the Acquiring Party, N/FC debits the Card's account by the purchase amount or the amount of the withdrawal. This normally takes place two bank days after the Cardholder submitted the Payment Order to the Sales Company, but may also take place later. In conjunction with a return, N/FC makes the funds returned available to the Cardholder as soon as possible after the Sales Company has transferred the funds to N/FC.

6. Repayment of Payment Transaction

In conjunction with a complaint regarding an approved and executed Payment Transaction due to the fact that the, the Account Holder/Cardholder shall be entitled to request repayment only in respect of that portion of the transaction amount which exceeds what the Account Holder/Cardholder reasonably could have anticipated.

7. Liability for use of Cards and Security Solutions and use of Travel Account

7.1 General provisions

In order to use the Card, the Cardholder must, in certain cases, use a Security Solution for Authentication. N/FC instructs which Security Solution it accepts and which the Cardholder must use in particular cases. The Security Solution may vary from time to time and may be different in different environments. The Security Solution may be governed by a separate agreement and a separate fee may be payable. In addition to the terms and conditions of the Security Solution, the Cardholder is obligated to comply with the security provisions issued by N/FC from time to time.

The Cardholder must also take any measures necessary to protect against the Card and Security Solution being used in an unauthorized manner.

The Card is personal and may not be given to, or used by, any third party. The aforementioned applies regardless of whether giving possession of the Card to a third party entails a greater risk that the Card will be used in an unauthorized manner. The Card must be stored in the same secure manner as cash and other valuable legal documents.

The Cardholder must take requisite measures to protect against the Card being used in an unauthorized manner. For example, the Card may not be left unattended in a hotel room,

other temporary residence, or in a vehicle, bag, jacket pocket, or suchlike which is not in sight.

In public places, the Cardholder must keep the card continuously in sight. This applies also in environments where third parties do not have access but where the risk of theft is nonetheless greater than in a residence, for example.

In the event of a break-in in a residence or workplace, the Cardholder must verify that the Card has not been stolen.

In the event the Card is stored on a Mobile Unit, the Cardholder must maintain control of the unit and must keep the unit in sight. The Cardholder must take all reasonable measures in order to protect the unit.

In the event the Cardholder has stored the Card in a service for purchases of digital content (for example music or film), the Cardholder shall ensure that no third party has the possibility of using the stored card information.

Postal delivery of physical cards which takes place other than through the auspices of N/FC may only take place in Sweden using registered mail.

The Account Holder undertakes to ensure that the Cardholder complies with these general terms and conditions and that employees also comply with these general terms and conditions and other terms and conditions agreed upon between the Account Holder and the Travel Agency.

7.2 Personal Codes and Security Solutions

The Card and the Security Solution are personal and may only be used by the Cardholder.

The Cardholder is obligated to:

- upon receipt of the Card, sign their name on the reverse side of the Card and destroy any Card previously received;
- immediately after having read the code, destroy the document with the code which the Cardholder received from N/FC.
- where the possibility exists to choose a Personal Code for the Card or the Security Solution, ensure that the Personal Code does not have any connection with the Cardholder's personal ID number, card number, telephone number or suchlike;
- not to disclose the code to any third party;
- not to make a notation of the code on the Card or allow a notation of the code to be affixed to the Card or to store the code together with the Card;
- if a notation of the code is made, not to state the function of the code or its connection with the Card or the Security Solution;
- to make a notation of the code only in such a manner that a third party would not have cause to assume that the notation relates to a Personal Code;
- to store the code in a secure manner; and
- immediately notify N/FC of the loss of the Card and any suspicion that the Card, or copy thereof, has come into the possession of a third party;
- to immediately change the Personal Code, or to notify N/FC of any suspicions that a third party has learned the code.

The provisions set forth above shall apply, where applicable, with respect to single-use codes, passwords, etc.

If the Security Solution is stored on a Mobile Unit, the Cardholder must have good control over the unit and keep the unit in sight. The Cardholder must take all reasonable measures to protect the unit.

Where the Cardholder chooses to authenticate himself/herself with the aid of biometric information, for example through the use of fingerprints which are stored in a Mobile Unit, the Cardholder is obligated to ensure that only the Cardholder's own biometric information can be used for authentication of the Cardholder. The Cardholder shall ensure that the biometric information of any other party is not registered on the Mobile Unit.

None of the provisions set forth in this section shall prevent the Cardholder from using Account Information Services provided by a party other than N/FC in cases where the Account Holder has entered into an agreement with, or otherwise retained the services of, such a third-party service.

7.3 Payment liability for unauthorized transactions

In the event an unauthorized transaction has been caused by the Account Holder/Cardholder failing to comply with any of its obligations under these general terms and conditions, the Account Holder shall be liable for the entire loss. The

Account Holder shall not be liable for loss arising as a consequence of an unauthorized transaction executed after the Account Holder/Cardholder gave notice in accordance with N/FC's instructions that the Card must be blocked. However, the aforementioned shall not apply where the Account Holder/Cardholder acted fraudulently.

7.4 N/FC's right to block the Card

N/FC reserves the right to block the Card on any of the following grounds:

1. where the secure use of the Card is jeopardized, for example for technical reasons;
2. suspicion of non-approved or fraudulent use of the card;
3. a materially increased risk that the Account Holder will be unable to perform its payment obligations; or
4. in conjunction with the circumstances set forth in section 13.

7.5 Loss of Card, etc.

A blocking notice shall be submitted as soon as possible after discovery of the loss of the Card or where it may be suspected that an unauthorized person has learned the code or that the Card/card number will be used in an unauthorized manner; See section 7.3, Payment liability for unauthorized transactions.

Notice shall be given immediately to N/FC by calling +46 (0) 771 40 71 70, or +46 (0) 8 402 5979 after office hours. All calls to and from the blocking service are normally recorded. After notice has been given, a police report must be filed if the Card is used in an authorized matter.

7.6 Card replacement

Upon replacement of the Card or termination of the agreement, any Card which has been issued must be destroyed immediately. If several Cards have been issued at the request of the Account Holder, liability will only terminate for any Cards returned to N/FC cut in two. A Card which has been reported missing which is recovered may not be used. Instead, notice that the Card has been recovered shall be given to N/FC and the Card thereafter destroyed. Where a Card is reported as being unusable, it may not be used and must be destroyed. In addition, N/FC shall be entitled, in order to prevent crimes or other use of accounts or Cards, to revoke a Card without cost to the Account Holder and to replace the Card.

8. Payment liability

8.1 General provisions

The Account Holder is liable for payment of all charges which arise through the use of the Card issued for the Account Holder and/or Travel Account as well as any interest, fees and costs charged to the account pursuant to these provisions. See also section 7.3.

In the event the Account Holder has applied for a purchase limit for a Card, the purchase limit shall apply per calendar month. The purchase limit shall not be limited by the amount utilized during the previous calendar month. In addition to the purchase limit, a cash withdrawal limit applies which is calculated per calendar month. The cash withdrawal limit is not limited by any amounts used during the previous calendar month.

8.2 Termination of payment liability

The Account Holder's liability for a Card terminates when the Card is returned to N/FC cut in two. Where there is an outstanding debt remaining at the time the Card is returned, liability shall remain until the debt is paid, whereupon the general terms and conditions will apply, where applicable, as long as the outstanding debt remains on the account.

9. Payment terms and conditions

9.1 Invoicing

N/FC periodically invoices the Account Holder for the relevant debt on the account, as set forth in the application or a separate agreement. Where the Account Holder so wishes, invoicing can be made directly to the Cardholder at the address of its choice. All invoicing is in Swedish kronor. When invoicing charges made on the Travel Account, the recalculation rate applied/used by the Business Partner and Travel Agency will be used.

9.2 Payment

Full payment must be received by N/FC not later than the due date stated on the invoice. In order to be certain that payment reaches N/FC in time, the Account Holder should make payment not later than three bank days prior to the due date. Payment will only discharge liability if made to a particular account as stated and owned by N/FC.

9.3 Payment with Direct Debit (*autogiro*)

The Account Holder may, where it so wishes, pay the invoice by designating an account for withdrawal of the relevant debt on the account. With the approval of the Account Holder, N/FC shall be entitled to make withdrawals for the relevant debt on the account via Direct Debit (*autogiro*).

The Account Holder shall maintain sufficient funds on the account not later than the bank day prior to the due date. Where sufficient funds are not available, N/FC shall be entitled to charge penalty interest and other costs according to section 11 of these terms and conditions. N/FC shall be entitled to make a transfer at a subsequent time where coverage is lacking on the account on the bank day prior to the due date, or where funds are subsequently deposited on the account.

9.4 Revocation of Direct Debit (*autogiro*)

The Account Holder's consent applies until further notice. The consent terminates not later than five bank days after consent has been revoked. Consent is revoked by giving notice of such to N/FC in writing. N/FC, or the bank, may, but are not obligated to, discontinue the Account Holder's connection to Direct Debit (*autogiro*) where there are insufficient funds on the account at the time of payment of the debt on the account, or where the account conditions change or where the Account Holder, on repeated occasions, stops payments from the account without having a well-founded reason for such. The payee may also, to a corresponding extent, discontinue the connection to Direct Debit (*autogiro*).

10. Claims

Sales Companies connected to MasterCard and Visa are liable to the Account Holder/Cardholder for defects in goods or services according to the legislation in effect in each country. Complaints must therefore be submitted to the Sales Company and not to N/FC. In the event the Account Holder wishes, however, to bring a claim against N/FC, the Account Holder shall, without unnecessary delay from the time at which the Account Holder became aware of the unauthorized transaction or incorrectly executed Payment Transaction, notify N/FC in writing and request a correction ("Complaints"), however never later than 45 days after the invoice date, failing which the Account Holder/Cardholder shall forfeit the right to rely on the defect. The Business Partner and Travel Agency shall be responsible to the Account Holder for defects in the purchases made via the Travel Account according to applicable contract terms and conditions and applicable law in the country in which the purchase was made via the Travel Account.

11. Prices, interest and fees

11.1 Annual fee

The Card is subject to an annual fee according to the price list in effect from time to time. The price list is made available on N/FC's website, www.firstcard.se. The annual fee is charged to the account in advance. Any annual fees which have been paid are nonrefundable.

11.2 Nonpayment

In the event the Account Holder fails to make payment of an invoice within the prescribed time, N/FC shall be entitled to debit the account a late fee, collection costs, and penalty interest in effect from time to time. At present, the fees set forth below apply in the event of nonpayment: late fee: SEK 50 per invoice, penalty interest: 2.5% per month.

11.3 Other prices and fees

According to N/FC's price list in effect from time to time. The price list is made available on N/FC's website, www.firstcard.se.

11.4 Changes in fees

N/FC may change prices and fees or introduce new fees and costs compensation when justified by the cost situation. The annual fee and other fees in conjunction with the opening and use of the Card are payable according to N/FC's price list in effect from time to time. The price list is made available on N/FC's website, www.firstcard.se.

Price changes regarding the annual fee, or the equivalent, apply commencing with the charging period set forth in the price change. Other price changes are effective immediately. N/FC may debit the Account Holder the prices and fees which the Account Holder is obligated to pay. In conjunction with monthly payment, the Account Holder is invoiced 1/12 each month. In conjunction with annual payment, the Account Holder is invoiced the annual fee each year during the month in which the Card or the service is ordered, or at a joint time for all Cards.

12. Identification and verification of Cardholder

The Account Holder undertakes to identify the Cardholder and certify such on the application. In the event of any uncertainty regarding the identity of the Cardholder, N/FC shall be entitled to obtain information from the Account Holder proving the identity of the Cardholder. N/FC shall be entitled to deny issuance of a Card to a new Cardholder and to close a Card held by an existing Cardholder in those cases in which the identity of the Cardholder, in the opinion of the Bank, has not been proven. N/FC shall be entitled to deny issuance of a card to a new cardholder if the cardholder is listed on any of the sanctions lists regarding international sanctions which N/FC is obligated to take into consideration in its operations.

13. Term of agreement and termination

The agreement applies until further notice. Both the Account Holder and N/FC are entitled to terminate this agreement following one month's notice of termination. Notice of termination must be given in writing. In the event the Account Holder has failed to perform its obligations towards N/FC under these general terms and conditions, or where the Account Holder dies, is placed in bankruptcy, suspends payments, or otherwise proves to be insolvent, or where there is reasonable cause to assume that the Account Holder will not perform its obligations to N/FC, N/FC shall be entitled to terminate the agreement with immediate effect and revoke the right of use to Cards, or block Cards and/or Travel Accounts.

N/FC shall also be entitled to discontinue use of Cards, block cards, and terminate the agreement effective immediately, or at a later date as determined by N/FC, in the event:

- The Account Holder does not reply to the bank's questions or otherwise fails to assist N/FC in regularly achieving know your customer knowledge;
- N/FC suspects that the Card will be used for criminal activities or otherwise used in violation of applicable legislation;
- N/FC has cause to assume that the Account Holder/Cardholder has otherwise acted, or will act, in a manner which may cause damage to N/FC or a third party; or
- The Account Holder/Cardholder is listed on any of the sanctions lists regarding international sanctions which N/FC is obligated to take into consideration in its operations.

The debt on the account, including balances not invoiced, becomes in such cases immediately due and payable and the right to use the Card and/or Travel Account terminates simultaneously.

14. Amendments to the general terms and conditions

N/FC may amend these general terms and conditions. Any amendments shall become effective 14 days after the Account Holder has been notified of the change. Amendments which, in the opinion of N/FC, are insignificant or to the benefit of the Account Holder may be applied with immediate effect. In the event of any law, other regulations or decisions by public authorities which contravene these provisions, such provision shall apply instead.

15. Notices/information

The Account Holder is obligated to notify N/FC of any change of name or address. Registered letters which N/FC sends to the Account Holder shall be deemed to have been received by the Account Holder not later than the seventh day after dispatch, provided the letter was sent to the address stated in the First Card application or which is otherwise known to N/FC. For Account Holders who have access to N/FC's online service [My Card Online] or other reporting service offered by N/FC, N/FC may provide information and give notice under these general terms and conditions via such channel. The Account Holder shall be deemed to have received the information and the notice when given in the manner set forth above. In the event the Account Holder has access to online services or other reporting services offered by N/FC, the Account Holder receives regular reports of Payment Transactions through the executed and received payments being reported in the above-mentioned services. Information is otherwise provided or made available in the manner, and with the frequency, applied by N/FC from time to time or as separately agreed between the Account Holder and N/FC. Changes in name, address, company form, or suchlike must be immediately reported to N/FC and Cards with incorrect information must be returned to N/FC cut into three pieces. Where applicable, N/FC issues a new Card upon payment of a replacement card fee according to the price list in effect from time to time. In conjunction with changes in company form, N/FC reserves the right to carry out a new credit assessment.

In the event N/FC is of the opinion that a supplier of account information services should be denied access to the Account Holder's account information with N/FC, the Account Holder shall be given notice of this in accordance with the provisions set forth above in this section, unless it is unlawful or not doing so is justified for security reasons.

16. Miscellaneous provisions

16.1 Limited period of validity

The Card is a valid for the period of time set forth on the front of the Card. Upon expiration of the period of validity, the Card is automatically replaced with a new Card, provided that these terms and conditions have been fulfilled.

16.2 Account balances

Interest is not payable on any balance which the Account Holder has on the account.

16.3 Services

Separate terms and conditions apply to services connected to the Card and/or Travel Accounts and their use. The terms and conditions for these may be ordered from N/FC.

16.4 Processing of personal data

As the controller of personal data, N/FC processes personal data in order to deliver the products and services agreed upon by the parties and for other purposes, for example in order to comply with the law and other rules. For detailed information regarding the processing of personal data, please read N/FC's data protection policy which is available at the following link: nordea.se/dataskyddspolicy, or contact N/FC.

The data protection policy contains information regarding the rights of the data subject in conjunction with the processing of personal data, such as the right to information, correction, data portability, etc.

The Account Holder shall forward N/FC's data protection policy to Cardholders and other parties whose personal data is transferred to, and processed by, N/FC.

17. Release from liability

N/FC shall not be liable for loss due to Swedish or foreign legislation, measures taken by Swedish or foreign public authorities, acts of war, strikes, blockades, boycotts, lockouts, or any other similar circumstance. The reservation with respect to strikes, blockades, boycotts, and lockouts shall apply notwithstanding that N/FC is itself the object of, or takes, such measures. Loss which arises in other cases shall not be compensated by N/FC provided N/FC acted with normal care. N/FC shall not be liable for indirect loss unless the loss was caused by N/FC's gross negligence. For the execution of payment services, N/FC shall instead not be liable in cases of unusual or unforeseeable circumstances over which N/FC did not have any control and the consequences of which would have been impossible for N/FC to avoid despite all efforts. N/FC shall also not be liable in cases where N/FC acts in accordance with Swedish law or European Union law.

18. Governing law and courts

This agreement shall be governed by Swedish law. Any disputes arising under these terms and conditions shall be adjudicated by a court of general jurisdiction.

19. Insurance

With respect to any insurance connected to the Card, reference is made to the separate insurance terms and conditions.