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Terms and Conditions Payment Accounts and Payment Services, etc. - Private

1. Introduction

This Agreement contains terms and conditions for Payment Accounts and Payment Services, as well as terms and conditions for products and services which have a connection with Payment Accounts and Payment Services.

The Agreement comprises three documents:

1. A contract form and product specification
2. General, Joint, and Special Terms and Conditions, as well as information (this document)
3. Price, Cut-Off Times and Execution Time Appendix (the "Appendix")

These three documents are collectively referred to as the "Agreement". In order to become well-acquainted with your rights and obligations as a customer, you must read through the Agreement. Refer to the Appendices when you would like to find specific details, such as the length of time it takes to execute a Payment Transaction (for example a transfer).

2. Definitions and explanation of terms

Account Holder

One or more holders of a Payment Account.

Account Information Services

An on-line service to provide compiled information regarding one or more payment accounts which a customer has with one or more Payment Service Providers.

Authentication

A procedure in which the Customer's Personal Authorisation Functions are used and through which SEB can verify the Customer's identity or the validity of the Security Solution/Payment Instrument.

Automated Deposit Machine

An unmanned terminal (self-service terminal) at which the Customer is able to execute Payment Transactions. For example Automated Deposit Machines marked with the trade mark Bankomat.

Automated Teller Machine

An unmanned terminal (self-service terminal) at which the Customer is able to execute Payment Transactions. For example Automated Teller Machines marked with the trade mark Bankomat.

BankID

An electronic identification card consisting of an SIS ID card with a BankID chip issued by SEB, a Bank ID card or other card with a BankID chip issued by SEB, or another card with a BankID chip issued by a card issuer/ authorised issuer other than SEB, which is used together with a card reader and computer with device drivers for the card reader. (BankIDs issued by SEB other than a Bank ID card are acquired pursuant to separate agreements. The terms and conditions of those agreements shall apply as a supplement to the terms and conditions of this Agreement.)

BIC (Business Identifier Code)

A code comprising eight or eleven characters which is used to identify banks and other financial institutions in conjunction with cross-border Payment Transactions.

Business Day

A day on which participating Payment Service Providers are open for business to the extent required for execution of a Payment Transaction, normally a Weekday.


Card

A Card issued by SEB, including the card number or a fictitious card number which, for security reasons, replaces the original card number, bearing the SEB brand and which is connected to a Payment Account and is affiliated to Mastercard's card network. In this Agreement, "Card" means SEB Debit and Maestro.

Card Holder

A Customer in whose name a Card is issued and any other person to whom the Customer, through authorisation, has granted the right to dispose of funds on the Payment Account through use of a Card.

Contactless payment

A card with the symbol  on the front can be used, via the card's embedded transmitter, for making payments in, e.g. shops and automated machines without placing the card in a card terminal.

Customer

A natural person who enters into an agreement with SEB regarding Payment Accounts and Payment Services as well as products and services connected therewith in accordance with this Agreement.

Cut-off Times

The times determined by SEB close to the end of the Business Day after which all Payment Orders which are received from a Customer shall be deemed received during the following Business Days. Applicable Cut-off Times are set forth in the Appendix.

Debit Date

The day on which withdrawals are made from the Customer's Payment Account in respect of a Payment Transaction.

EEA (European Economic Area)

An economic co-operation which currently comprises the EU Member States, Iceland, Liechtenstein and Norway.

EEA Currency

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

An official currency in an EEA country as stated above which is not the euro (EUR). For example, Swedish kronor (SEK) or Danish kronor (DKK). In this Agreement it also includes Swiss francs (CHF).

Enhanced Customer Authentication

Authentication which is based on at least two of the following three, mutually independent, alternatives: (a) something which only the Customer knows (e.g. personal code); (b) something exclusively in the Customer's possession (e.g. Security Solution or Card); (c) a unique characteristic of the Customer (e.g. fingerprint).

Execution Time

The time within which a Payment Transaction is to be executed after the Payment Order has been received and accepted by SEB. Applicable Execution Times are set forth in the Appendix.

General Terms and Conditions

Terms and conditions which are wholly or partially common for the Payment Accounts, Payment Services, products and services covered by the Agreement.

IBAN (International Bank Account Number)

A national bank account number expressed in international format.

Joint and Special Terms and Conditions

Contract terms and applicable to an individual Payment Account, an individual Payment Service, product or service or for a group of Payment Accounts, Payment Services, products or services.

Merchant

A natural or legal person in Sweden or abroad affiliated to Mastercard's card network and which provides goods and/or services against payment by card.

Mobilla banken (SEB:s app)

Mobila banken is an integrated supplementary service to Internetbanken privat. Mobila banken makes it possible for the Customer to communicate with SEB via an app downloaded onto a Mobile Device.

Mobilt BankID

An electronic identity card on a Mobile Device comprising a BankID security app and an electronic certificate issued by SEB or an authorised issuer other than SEB.

Mobile Device

A mobile telephone, tablet computer, laptop computer, watch, armband, or other similar equipment with access to the Internet or another network for telephone or computer traffic.

Payee

Legal or natural person who is the intended recipient of funds in conjunction with a Payment Transaction.

Payment account

An account intended to be used for execution of a Payment Transaction; currently Privatkonto, Enkla sparkontot, Notariatkonto and Valutakonto.

Payment Initiation Services

An online service to initiate, at the request of a customer, a payment order from a payment account at another Payment Service Provider.

Payment Instrument

Personal instrument or personal routine, e.g. Card or Security Solution, which, pursuant to the Agreement, is used in order to initiate a Payment Order.

Payment Order

The Customer's instructions that a Payment Transaction shall be executed.

Payment Service

SEB's services and products which make it possible to make deposits and withdrawals to or from Payment Accounts and to execute Payment Transactions, e.g. transfers from Payment Accounts, card transactions, autogiro transfers or Bank and PlusGiro payments.

Payment Service Provider

Banks or other natural or legal persons who provide Payment Services.

Payment Transactions

Deposits, withdrawals, payments and transfers to or from a Payment Account which are initiated by the Customer, another natural or legal person, or by a Payee.

Personal Authorisation Functions

Personally adapted functions which SEB provides or approves for Authentication, e.g. personal code or reader of biometric information such as a fingerprint reader, face scanning, or iris scanning.

Reference Exchange Rate

The exchange rate which constitutes the basis of calculation for any currency exchange and is made available by SEB or is based on a publicly available source.

SEB

Skandinaviska Enskilda Banken AB (publ).

SEB ID för Unga

An electronic identity card on a mobile device consisting of a BankID security app and an electronic certificate issued by SEB.

SEB:s Authentication Card

An electronic identification card consisting of a card with a chip issued by SEB, and which is used together with a card reader and computer with device drivers for the card reader.

Security Solution

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

Electronic identification and security equipment, e.g. digipass or electronic identity card (e.g. BankID, SEB:s Authentication Card, Mobilt BankID or SEB ID för Unga) with which the Customer can substantiate his/her identity vis-à-vis SEB. Personal Authorisation Functions are linked to the Security Solution.

Telefonbanken

Personal service by telephone, 0771-365 365, which is open around the clock, throughout the year.

Third Party Payment Service Provider

A Payment Service Provider other than SEB which has necessary authorisation or is registered to provide Payment Initiation Services and/or Account Information Services.

Unauthorised transaction

A Payment Transaction which is executed without the Customer's consent or any other person who, pursuant to the Agreement or authorisation, is authorised to use the Payment Account.

Unique Identification Code

The combination of letters, digits, or symbols which SEB discloses to the Customer and which the Customer must provide in a Payment Order in order to unambiguously identify the Payment Recipient or his/her bank account, such as a bank account number, IBAN number, or mobile telephone number.

User Manual

User Manuals, instructions, product descriptions, etc. which contain a description of how the relevant Payment Accounts, Payment Services, products or services are used. These are provided by SEB, e.g. via bank branch offices or via Internetbanken privat or at www.seb.se.

Weekday

All days with the exception of Saturdays, Sundays, Midsummer's Eve, Christmas Eve, New Year's Eve or other public holidays.

3. User Manuals

The Customer undertakes to comply with applicable User Manuals.

4. Access to services, etc.

The Customer applies for access to SEB's Payment Accounts, Payment Services and other products and services. Before granting the application, SEB may conduct a credit check.

Access to SEB's Payment Accounts, Payment Services, products and services may be restricted for security reasons or other reasons, inter alia through amount limits, authorisation restrictions, etc. Information regarding certain applicable limits and restrictions is set forth in User Manuals for the relevant product or service.

To the extent possible, SEB shall provide information on its web pages, e.g. www.seb.se, regarding when SEB's Payment Accounts, Payment Services, products or services cannot be provided due to maintenance or scheduled operational stoppages. In the event of a defect or disruption, SEB generally has a possibility instead to receive instructions in another manner, e.g. orally via Telefonbanken.

5. Communications, Security Solution, Payment Instruments, etc.

5.1 Language

The language used in documentation and contacts between the Customer and SEB is Swedish or English.

5.2 Technical requirements regarding the Customer's equipment

A touch tone telephone is required in order to use Bank på telefon. The Customer is personally responsible for the costs of the telephone traffic.

Connection to the Internet is necessary in order to use Internetbanken privat. Certain technical equipment and access to technical systems, for example communication equipment, software, and internet service, are required for such connection.

SEB is continually developing the functionality of Internetbanken privat and thus SEB recommends that the Customer use technical systems which are updated and supported by the manufacturers. The systems which are required from time to time for access to Internetbanken privat are set forth on www.seb.se.

The Customer is at all times personally responsible for access to the technical equipment and the technical systems required to use Internetbanken privat and is responsible for his/her own Internet connection costs. The Customer must demonstrate normal care and protect his/her technical equipment against unauthorised use, inter alia through use of, and personally bearing the cost of, technical safety and security functions such as antivirus programs and firewalls.

In order to be able to use Payment Services, products and services via a Mobile Device, such as Mobila banken, the Customer undertakes to possess the equipment required and that Mobile Devices and any subscriptions, configurations and security certificates are in compliance with applicable User Manuals for the Payment Service, product or service. The Customer is personally responsible for the costs associated with computer, Internet and telephone traffic to and from his/her Mobile Device. SEB shall not be liable for loss which may be incurred as a consequence of deficiencies in the Mobile Device's reception.

5.3 User identities

In order to gain access to certain Payment Services and services, e.g. Internetbanken privat, Mobila banken and Bank på telefon, the Customer must have a user identity registered with SEB. The user identity is determined by SEB and must be verified in the manner determined by SEB.

A personal ID number is normally used as the user identity. In order to ensure that no one is able to misuse a user identity, such identity is protected, in accordance with 5.4 below, by a Security Solution, personal, or other identification solution.

In certain cases, SEB is entitled to block the user identity and, if this occurs, the Customer no longer has access to the relevant Payment Service or service. SEB is entitled at any time whatsoever to block a user identity where SEB has reason to believe that the Customer is disregarding or will disregard the terms and conditions of this Agreement or in User Manuals.

SEB shall also be entitled to block the user identity:

- upon suspicion that the Customer is acting in a manner which may cause SEB or a third party damage;
- upon suspicion of unauthorised use by any party; and
- where any party makes repeated unsuccessful login attempts.

5.4 Security Solution, etc.

In certain cases, the Customer must use a Security Solution, personal code, or other identification solution accepted by SEB in order to use SEB's Payment Accounts, Payment Services, products and services. SEB's User Manuals contain further information regarding which Security Solution, personal code, or other identification solution is required for the use.

SEB provides, in accordance with this Agreement or a separate agreement, a Security Solution, personal code, or other identification solution by which the Customer can substantiate his/her identity to SEB and, in certain cases, to a third party. The Security Solution, for example a BankID and Mobilt BankID, may in certain cases be provided by a party other than SEB. Through the use of the Security Solution, the Customer is also able to provide electronic signatures, which are equivalent to the execution of a document.

The Security Solution provided by SEB, the personal code, or the other identification solution is SEB's property and may be revoked or blocked in the event the Customer breaches the terms and conditions of this Agreement or where SEB has reasonable cause to believe that the Security Solution, personal code, or other identification solution will be used in violation of the terms and conditions of this Agreement or in violation of applicable legislation, ordinances or public authority regulations.

The Customer must acquaint himself/herself with the functions of the Security Solution, personal code, or identification solution and the manner in which use of the Security Solution, personal code, or identification solution links the Customer with measures taken, e.g. executed Payment Orders.

SEB shall not be liable for loss incurred as a consequence of the Customer failing to comply with the Customer's obligations regarding the Security Solution, personal code, or other identification solution as set forth in User Manuals.

In conjunction with the use of a Security Solution, personal code, or other identification solution, SEB shall under no circumstances be liable for damage caused to the Customer as a consequence of delayed administration occasioned by security controls.

5.5 Authorisation

An agent uses his/her own user identity and Security Solution or other identification solution. The Customer undertakes to ensure that the agent reads the terms and conditions of this Agreement. The Customer is liable for payment under this Agreement and liable for ensuring that all agents comply with the Agreement and applicable User Manuals.

Where the Customer revokes or changes the right of disposition of an agent, the change or revocation shall not apply vis-à-vis SEB until SEB has received a written notice of change or a revocation from the Customer.

5.6 The Customer's obligation to protect the Security Solution and the Personal Authorisation Functions

5.6.1 Generally

If the Security Solution, for example the Mobilt BankID, is not provided by SEB, the provisions of the agreement with the relevant issuer shall also apply in addition to this provision.

Nothing in this provision 5.6 shall prevent the Customer from using Payment Initiation Services or Account Information Services which are provided by a Third Party Service Provider with which the Customer has entered into an agreement or otherwise instructed.

5.6.2 The Customer's undertaking to protect the Security Solution

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

The Security Solution may only be used by the Customer personally. The Customer shall take necessary measures to protect himself/herself from unauthorised use of the Security Solution. This means, inter alia, that the Security Solution shall be handled in the same way as cash and other instruments of value, and shall be stored in a satisfactory manner such that no other person has the opportunity to use it. In environments with a significant risk of theft, extra caution must be exercised and the Security Solution must be guarded continually.

The Customer shall exercise caution in the use of their Security Solution and is obligated not to use the Security Solution in any manner which provides an unauthorized person access to the Customer's accounts or services at SEB. The Customer is also obligated, when permitted by the functionality of the Security Solution, to carefully review what is presented for signing and to take a position as to whether the Customer wishes to sign their name.

The Customer is aware that the Security Solution may be contained on a Mobile Device. If this is the case, the Customer shall use any and all applicable security arrangements for the Mobile Device, such as a telephone lock code.

5.6.3 The Customer's undertaking to protect the Personal Authorisation Functions

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

If the Customer chooses to identify himself/herself (Authenticate) using biometric information, e.g. through use of fingerprints which are stored on a Mobile Device, the Customer is obligated to ensure that only the Customer's own biometric information can be used. For example, the Customer shall ensure that no other person's biometric information is registered on the Mobile Device.

If the Customer identifies himself/herself (Authentication) with a personal code, the Customer undertakes:

- not to disclose the personal code to any person;
- to immediately destroy the envelope and code slip (or suchlike) when the Customer has learned the personal code (if there is a PUK code for the Security Solution, the PUK code must, however, be saved);
- not to note down the personal code on the Security Solution or cause any notation of the code to be affixed to the Security Solution or to be stored together with the Security Solution;

- make a note about the code or the electronically stored code only in such a way that a third party would not have cause to believe that the note relates to a personal code;
- as soon as possible after the Customer has received the Security Solution (if its functionality so permits), to switch to an own chosen personal code;
- where the opportunity exists to select a personal code, not to select a personal code which has any connection with a personal identification number, account number, telephone number, or suchlike; and
- to change his/her personal code for the Security Solution where it may be suspected that any unauthorised person has learned the code.

"Personal code" means, for example, a PIN code linked to the Security Solution. The provisions above regarding a personal code also apply, in pertinent part, to single-use codes, passwords, etc.

"Single-use codes" means, for example, the codes which the digipass generates and which are displayed in the digipass after the Customer has entered their PIN code in the digipass.

5.7 Reporting loss, theft, or misuse of a Security Solution of the Personal Authorisation Functions

The Customer is obliged to notify SEB immediately upon learning that the Security Solution or Personal Authorisation Functions have been lost or has been used by an unauthorised person.

Reporting shall be made to Telefonbanken on telephone number 0771-365 365 (24 hours a day, 7 days a week). In respect of Mobilt BankID, notification may also be made by using the blocking service for Mobilt BankID in Internetbanken privat. Reporting is free of charge for the Customer.

When there is a risk of unauthorised use of the Security Solution or the Personal Authorisation Functions, the Customer must also report the loss to the police as soon as possible.

Where the Security Solution is not provided by SEB, reporting shall instead be made pursuant to the provisions of the agreement with the relevant issuer. However, the Customer can use the blocking service for MobiltBankID in Internetbanken privat to block a MobiltBankID which is issued by a party other than SEB, if allowed by such issuer.

5.8 Payment Instruments

5.8.1 Generally

When the Customer uses a Security Solution in order to execute Payment Transactions, the Security Solution constitutes a Payment Instrument. In addition to the provisions of this section 5, the provisions of section 17 also apply. Where the Payment Instrument is a Card, the provisions of section 20 also apply.

5.8.2 Blocking of Payment Instruments

SEB reserves the right to block the Payment Instrument for any of the following reasons:

- where there is a risk the Payment Instrument cannot be used in a secure manner, e.g. for technical reasons;
- upon suspicion that the Payment Instrument is being used without authority; or
- in the case of a Payment Instrument with credit, where there is a significantly increased risk that the Customer might possibly be unable to pay. Significantly increased risk may exist either because the Customer's pattern in conjunction with the use of the Payment Instrument can generally be deemed to entail a significantly increased risk or be attributable to known circumstances regarding the Customer's financial situation or suchlike.

The Customer receives notice that the Payment Instrument will be blocked or has been blocked as well as the reasons therefor. However, SEB shall provide no notice where SEB is prevented from so doing for security reasons or according to any law, ordinance or public authority regulation.

SEB shall lift the block or replace the Payment Instrument as soon as the reason for the block no longer exists.

Where the Payment Instrument is not provided by SEB, the provisions of the agreement with the relevant issuer shall apply.

5.9 Price information and other information

Price information and other information are provided inter alia by SEB on www.seb.se. The information is based on information provided by parties other than SEB.

SEB assumes no liability for the accuracy of the information or for loss incurred due to any deficiencies or errors in provided information. SEB reserves the right, without prior notice, to cease in whole or in part the provision of the information or to change the nature and composition thereof.

The information and analysis material may be used only for personal use and may not be duplicated, passed on or compiled in processed or unprocessed form without SEB's consent.

5.10 Notice and information regarding unauthorised use and security risks

In the event of unauthorised use or security risks, SEB can contact the Customer, for example by text message or push notification, or in another manner in accordance with provision 12. SEB can, in such case, request information regarding whether the Customer has conducted a specific Payment Transaction. SEB shall never ask for information regarding a personal code, password, or suchlike, e.g. a PIN code for a digipass or Mobilt BankID, or codes linked to a Card. SEB shall also not provide any code orally which the Customer must use in conjunction with identification.

General information regarding security and security risks can also be provided www.seb.se or social media, e.g. Facebook.

6. Prices and fees, etc.

6.1 Generally

Monthly or yearly prices are set for SEB's Payment Accounts, Payment Services, products and services. A joint price may be charged for a certain number of Payment Accounts, Payment Services, products and services, including so-called product packages, see section 23, as well as connection fees for certain Payment Accounts, Payment Services, products and services. In addition, prices and fees may be charged in connection with the use of a particular Payment Account, Payment Service, product or service.

Prices and fees are stated in the Appendix unless otherwise agreed.

6.2 Payment of price and set-off, etc.

The Customer pays monthly or yearly prices for agreed Payment Accounts, Payment Services, products and services. Monthly and yearly prices are paid in advance, except in such case as the Special Terms and Conditions in this Agreement provide that payment is to be made in arrears. Payment Services for which SEB charges in connection with use shall be paid by the Customer when SEB executes the Payment Transaction, other than in such cases where the Special Terms and Conditions of this Agreement state that payment shall be made in arrears. The Customer may also pay connection fees in connection with the purchase of, or connection to, a Payment Account, Payment Service, product or service.

The Customer consents that payment may take place by SEB, on the Debit Date, automatically charging an agreed price or applicable price or fee in accordance with the Appendix to the agreed Payment Account at SEB. The Customer shall ensure that a sufficiently large amount is available on the Payment Account on the Debit Date; see also the provision in 16.6. SEB may also charge the Customer's Payment Account with amounts corresponding to fees, costs and expenditures in accordance with the Appendix for Payment Orders which are executed on behalf of the Customer.

In respect of incoming Payment Transactions, SEB is entitled, in accordance with the provisions of 19.1, to deduct SEB's own fees in accordance with the Appendix from the received amount before it is credited (deposited on) the Customer's Payment Account.

In conjunction with international payments, in certain cases correspondent banks and recipient banks may deduct their fees attributable to the Payment Transaction from the amount which is to be transferred.

SEB is also entitled to debit the Customer's Payment Account with amounts which relate to another due claim which SEB has against the Customer (setoff).

Set-off may not take place against salary, pension or funds comparable therewith which are necessary for the Customer's upkeep.

Where the Agreement or individual Payment Accounts, Payment Services, products or services for which the Customer pays a yearly price in advance is/are terminated before the expiry of the period for which a the Customer has paid, the Customer shall be entitled to a refund of the remaining part of the yearly price.

7. Currency exchange and Reference Exchange Rate

In conjunction with Payment Transactions in a currency other than that of the Payment Account, currency exchange takes place before the Payment Transaction is executed by SEB. Regarding certain incoming Payment Transactions, however, no currency exchange takes place; see section 19.1.

Outgoing Payment Transactions to a Payment Recipient outside of the EEA which are not sent in the currency of the relevant country may be translated to local currency before the Payment Transaction reaches the Payment Recipient's Payment Service Provider.

In conjunction with the return of a Payment Transaction due to the Customer's failure to provide sufficient or correct information in the Payment Order, the amount may be exchanged back to the currency of the Payment Account before the amount is credited to (deposited on) the Payment Account.

Unless otherwise agreed, the exchange rate which SEB uses comprises a Reference Exchange Rate. The applicable exchange rate for the purchase of currency (in conjunction with crediting of a Payment Account) or sale of currency (in conjunction with debiting of a Payment Account) on the currency market at the time when SEB executes the Payment Transaction is used as a Reference Exchange Rate. Preliminary Reference Exchange Rates may be obtained from SEB via bank branch offices or Telefonbanken. When the Customer submits a Payment Order on Internetbanken privat, the Customer has the possibility to check the preliminary exchange rate. Since currency exchange takes place only when SEB executes the Payment Transaction, and then at the applicable exchange rate on the currency market, the exchange rate used may differ from the preliminary rate.

Where the equivalent value of the Payment Transaction is less than SEK 500,000 and the Payment Order is submitted to SEB at a bank branch office or via Telefonbanken on the Business Day prior to the Cut-off Time stated in the Appendix, the Customer obtains SEB's current market exchange rate which applies when the Payment Order is executed.

Where, however, the value of the Payment Transaction exceeds SEK 500,000, the Customer is entitled to request to receive an exact exchange rate when the Payment Order is submitted to SEB.

Where the Customer has submitted a Payment Order with a Debit Date on a day in the future stated by the Customer, exchange is carried out at SEB's relevant market rate on the Debit Date. Payment Transactions to Payees in countries in which the euro is the official currency take place in euro, unless otherwise stated by the Customer.

8. Amendment of terms and conditions

SEB shall give notice of changes to terms and conditions and prices at least two months prior to the entry into force of the change. Information regarding changes to terms and conditions and changes to prices shall be given in writing by letter, via Internetbanken privat/Mobila Banken, or via other electronic communication. Where information regarding changes to terms and conditions and changes to prices is provided via Internetbanken privat/Mobila Banken or via other electronic communication, the notice regarding changes to terms and conditions and changes to prices shall be deemed to have reached the Customer as soon as the message is made available and SEB has informed the Customer of such availability via letter, text message, e-mail, push notification, or other electronic notification.

Letters shall be sent to the address stated in the Agreement or otherwise known to SEB. Notice via e-mail or text message shall be sent to the e-mail address or mobile telephone number which the Customer provided to SEB.

In order for the Customer to be able to accept push notification from SEB, the Customer must adjust the Mobile Device's settings to allow push notification.

For information regarding complete terms and conditions, SEB shall be entitled to refer the Customer to Telefonbanken or www.seb.se.

In the event the Customer does not agree to the change, the Customer shall be entitled to terminate the Agreement, a specific Payment Service, Payment Account, product or service immediately and free of charge not later than the day prior to the day on which the changes enter into force.

Where notice of termination is not given within the prescribed period of time, the Customer shall be deemed to have approved the changes.

Changes in exchange rates which are based on agreed Reference Exchange Rates may be applied immediately without notice.

In respect of changes in interest rates, section 16.3 shall apply in lieu of the provision above.

9. Notice of complaint

Where the Customer believes that SEB has committed an error in the executing an instruction, the Customer shall notify SEB thereof immediately after the Customer discovered or should have discovered the error (notice of complaint). Sections 17.10.1, 18.6.1, 19.2.1, and 24.3 shall apply to the Customer's notice of complaint regarding a Payment Transaction.

10. Term and termination

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

This Agreement shall apply until further notice unless the Joint and Special Terms and Conditions provide that the Payment Service, product or service is subject to a term of limited duration.

The Customer is entitled to terminate the Agreement or individual Payment Accounts, Payment Services, products or services with immediate effect.

Where the Customer wishes to close a Payment Account with several Account Holders, this must be done by all Account Holders jointly.

SEB is entitled to terminate the Agreement or individual Payment Accounts, Payment Services, products or services two months after SEB gives the Customer notice of termination. SEB shall, however, be entitled to terminate the Agreement or individual Payment Accounts, Payment Services, products or services immediately where:

- the Customer fails to perform its obligations to SEB in accordance with this Agreement;
- the connected Payment Account has been closed; or
- where the Customer uses a Payment Account, a Payment Service, or products or services in violation of applicable law, regulations, or the rules or decisions of public authorities.

Certain Payment Services, products or services terminate automatically or, alternatively, may also be terminated in cases other than those set forth in this section. Such cases of termination are set forth in the Special Terms and Conditions governing the relevant Payment Service, product or service.

A Privatkonto with at least one of the following services connected to the account constitutes a payment account with basic functions pursuant to the Payment Services Act (2010:751):

- One (1) Maestro card
- Betalservice via Internet together with the Security Solution which SEB designates from time to time
- Internetbanken privat/Mobila banken together with the Security Solution which SEB designates from time to time

Instead of the grounds for termination set forth above, SEB may only terminate the account and the basic functions in four situations

Termination may take place with immediate effect where:

- the Customer has intentionally used the payment account with basic functions for unlawful purposes; or
- the Customer provided incorrect information when the payment account with basic functions was opened and correct information would have precluded him or her from opening such an account.

Termination may take place subject to two months' notice of termination where:

- no transactions have taken place on the payment account with basic functions during the past 24 months; or
- there are special reasons.

Where the Customer dies, is placed into bankruptcy or where a guardian is appointed in accordance with Chapter 11, section 7 of the Parental Code, certain Payment Services, products or services may cease with immediate effect.

Where the Customer terminates a Payment Account to which a Card is connected, section 20.10 shall also apply.

11. Limitation of SEB's liability

SEB shall not be liable for loss which is due to Swedish or foreign legislation, acts of Swedish or foreign public authorities, acts of war, strikes, blockades, boycotts, lockouts or other similar circumstances. The reservation with respect to strikes, blockades, boycotts and lockouts shall apply notwithstanding that SEB is itself the object of, or takes, such industrial action.

SEB shall not compensate for loss incurred in other cases, provided SEB has exercised ordinary care.

In respect of the performance of payment services, in lieu of the provisions of the first paragraph and second paragraphs, SEB or the party retained by SEB shall not be liable in the case of unusual or unforeseeable circumstances beyond the control of SEB or the party retained by SEB, the consequences of which it would have been impossible for SEB or the party retained by SEB to avert notwithstanding all endeavours. SEB shall also not be liable where SEB or the party retained by SEB acts in accordance with Swedish law or EU law.

Under no circumstances shall SEB be liable for indirect loss unless the indirect loss is occasioned by SEB's gross negligence.

Where SEB is prevented from executing a payment or taking any other measure due to a circumstance as stated in the first paragraph, the measure may be postponed until the impediment has ceased. In the event of postponed payment, if payment of interest has been agreed upon SEB shall pay interest at the rate which applied on the Payment Date. Where a rate interest has not been set by SEB, SEB shall not be obliged to pay interest at a rate in excess of the reference rate established by the Central Bank of Sweden from time to time in accordance with section 9 of the Interest Act (1975:635), plus two percentage points.

Where, as a consequence of a circumstance as stated in the first paragraph, SEB is prevented from receiving payment, for the period of the impediment SEB shall be entitled to interest only in accordance with the terms and conditions which applied on the Payment Date.

12. Notices

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

Notice to the Customer may be sent by ordinary or registered mail. Notice can also be sent via Internetbanken privat/Mobila banken, e-mail, text message, push notification, or other electronic communication. Notice may also, in certain cases, be given in a telephone conversation.

Notice sent by ordinary or registered mail is sent to the address stated in the Agreement or which is otherwise known to SEB.

Notice sent by e-mail or text message is sent to the e-mail address or mobile telephone number which the Customer has provided to SEB.

In order for the Customer to be able to accept push notification from SEB, the Customer must adjust the Mobile Device's settings to allow push notification.

Notices sent via e-mail, text message, push notification, or other electronic communication shall be deemed to have reached the Customer at the time of dispatch or at the time the notice is otherwise made available. Notice sent via Internetbanken privat/Mobila banken shall be deemed to have reached the Customer at the time the notice was made available to the Customer on Internetbanken privat/Mobila banken.

Information regarding changes to terms and conditions and prices shall be notified in the manner stated in section 8. Information regarding interest changes shall be notified in the manner stated in section 16.3.

13. Change of the Customer's name and contact information

The Customer shall notify SEB of any change of name, address, mobile telephone number, telephone number, and e-mail address. The notification shall be provided in such a manner that the Customer can prove his/her identity at the same time, e.g. when visiting a bank branch office, via Telefonbanken or via Internetbanken privat.

14. Applicable law and court

14.1 Applicable law and court

This Agreement shall be governed by Swedish law. Disputes resulting from this Agreement shall be adjudicated by Swedish courts. However, SEB shall be entitled to bring legal proceedings in a court in another country if the Customer is domiciled or has any assets in that country.

14.2 Complaints

If the Customer is dissatisfied with any of SEB's services, it is important that the Customer contact SEB and present his/her viewpoint. The Customer shall first contact the person or unit at SEB which provided the service or carried out the instruction, by telephone on +46 (0)771-365 365, or through the message service on Internetbanken privat, or the at address stated in the INFORMATION section. If the Customer is not satisfied with the response received, the Customer can contact SEB Customer Relations, 106 40 Stockholm, telephone +46 (0)771-62 10 00.

SEB may respond to the Customer via letter, Internetbanken privat/Mobila banken, email, or orally, e.g. via telephone or at a personal meeting.

If the customer wishes to discuss the matter with an independent third party, the Swedish Consumers' Banking and Finance Bureau can be contacted.

14.3 Non-judicial dispute resolution

If the Customer believes that a complaint did not result in satisfactory correction by SEB, the Customer may contact the National Board for Consumer Disputes (ARN), which is a board for alternate dispute resolution. ARN's address is Box 174, 101 23 Stockholm. A complaint filed with ARN must be in writing. In order for ARN to adjudicate the matter, certain value and time limits apply. The board provides recommendations regarding how the dispute between the Customer and SEB should be resolved. SEB undertakes to participate in ARN's handling of the dispute.

For more information, complaint forms, etc., see www.arn.se.

If the dispute relates to an agreement entered into via the Internet, the Customer may also submit his/her complaint via the EU's website for dispute resolution online: www.ec.europa.eu/odr.

15. Internetbanken privat, Mobila banken, SEB Ung and Bank på telefon

15.1 Generally

The products and services that SEB offers via Internetbanken privat, Mobila banken, SEB Ung and Bank på telefon may vary in scope and structure over time. The products and services which currently may be used are set forth, inter alia, on www.seb.se and on Internetbanken privat; as regards Payment Services, see also section 17.

The products and services which are offered via Internetbanken privat, Mobila banken, SEB Ung and Bank på telefon are obtained under this Agreement or under a separate agreement or another arrangement regarding use with SEB or with another company in the SEB Group (for example SEB Pension och Försäkring AB, reg. no. 516401-8243). The terms and conditions of those agreements or arrangements shall apply as a supplement to the terms and conditions of this Agreement.

15.2 Binding instructions, etc.

The Customer is aware and acknowledges that instructions or orders which are provided to SEB are binding on the Customer where the Customer has been identified and verified by SEB through use of a Security Solution, personal code, or other identification solution.

The provisions of sections 17 and 18 regarding approval of Payment Orders also apply to approval of Payment Orders.

15.3 Access to services

SEB is entitled to suspend with immediate effect access to Internetbanken privat, Mobila banken, SEB Ung and Bank på telefon in the event deficiencies in the security system would result in unauthorised access or loss of SEB's or the Customer's data. SEB shall not be liable for loss resulting from such measure.

16. Payment Accounts

16.1 Calculation of interest

SEB provides information to the Customer regarding applicable interest rates in connection with the opening of the Payment Account.

Interest on the balance on all Payment Accounts, with the exception of a Valutakonto, is calculated for all days of the year, i.e. in total 365 (366) days. Interest on a Valutakonto is calculated in accordance with the General Terms and Conditions for each currency. Interest on deposited amounts on all Payment Accounts with exception of a Valutakonto is calculated commencing the calendar day after the day of deposit. Interest on an amount deposited on a Valutakonto is calculated commencing the Business Day after the day of deposit. Interest on withdrawn amounts shall be calculated up to and including the day prior to the day of withdrawal. All deposits and withdrawals which are executed on the same day shall be netted against each other.

Accrued interest is deposited on the Payment Account at the end of each calendar year and when the Payment Account is closed.

16.2 Rates of interest

Interest may be payable on the Customer's balance on Privatkonto, Enkla sparkontot, and Notariatkonto in accordance with applicable interest rates. The rates of interest on these Payment Accounts are set forth in the product specification.

On a Valutakonto, interest is payable on a balance which exceeds the stated amount level for the account. Interest is payable in these cases on the entire balance and calculated at a rate of interest which follows from SEB's base rate of interest for the currency or the interest rate agreed between the Customer and SEB. SEB's base rate is a variable interest rate which is regularly set by SEB and represents SEB's assessment of the spot rate on the Stockholm Interbank Market.

16.3 Changes in interest rates

SEB may change the interest rate on Payment Accounts. Where the rate of interest is changed, SEB shall inform the Customer of the change, unless it is insignificant and to the advantage of the Customer, through an announcement in the daily press or through special notice to the Customer. Where SEB is in control of the circumstances which constitute the basis for the change in interest rate, SEB shall notify the Customer at least fourteen (14) days prior to the entry into force of the change. In other cases, notice shall be provided as soon as possible. The principles for calculation of interest on Payment Accounts may be changed. SEB shall inform the Customer through an announcement in the daily press or through special notice to the Customer at least fourteen (14) days prior to entry into force. Where information is provided through an announcement in the daily press, information shall also be provided in the subsequent account statement. Where the Customer has access to Internetbanken privat, information shall be provided there.

16.4 Charging/debiting of Payment Account

SEB may debit (make withdrawal from) the Payment Account by an amount which the Customer has ordered or approved. SEB may also charge prices, fees and interest to the Payment Account in accordance with section 6.2.

16.5 Connection and execution of Payment Services

16.5.1 Generally

With respect to Payment Accounts other than Privatkonto, there are restrictions regarding connection/execution of Payment Services as set forth below.

16.5.2 Enkla sparkontot

It is not possible to connect a Card to the account. Nor is it possible to make withdrawals from the account at Automated Teller Machines or deposits onto the account using Bankomat's Automated Deposit Machines.

It is not possible to connect Betalservice via internet or Betalservice via kuvert to the account.

It is not possible to connect Swish privat to the account.

16.5.3 Notariatkonto

It is not possible to connect a Card to the account. Nor is it possible to make withdrawals from the account at Automated Teller Machines or deposits onto the account using Bankomat's Automated Deposit Machines.

It is not possible to connect Betalservice via internet or Betalservice via kuvert to the account.

It is not possible to connect Swish privat to the account.

16.5.4 Valutakonto

It is not possible to connect a Card to the account. Nor is it possible to make withdrawals from the account at Automated Teller Machines or deposits onto the account using Bankomat's Automated Deposit Machines.

It is not possible to make single transfers (including direct payments) or standing order transfers from the account via the Internetbanken privat. It is not possible to connect Betalservice via internet or Betalservice via kuvert to the account.

It is not possible to connect Swish privat to the account.

It is not possible to make Payment Transactions from the account via Bank på telefon, Mobila banken, SEB Ung, Bankomat's Automated Teller Machines or Bankomat's Automated Deposit Machines.

16.6 Coverage on Payment Account, etc.

The Customer shall ensure that sufficient funds are available on the Payment Account when the Payment Transaction is to take place. In respect of certain Payment Transactions, the Customer must have sufficient funds on the Payment Account earlier than the Payment Date. This shall, where appropriate, be stated in Special Terms and Conditions in this Agreement, in the Appendix or in a User Manual for the relevant Payment Service.

When SEB is entitled to debit the Payment Account, this may take place also on days other than Weekdays.

Where the account balance on the Debit Date is insufficient to execute the Payment Order, SEB shall be under no obligation to execute the Payment Order or to execute the Payment Order at the Exchange Rate which applied on the Debit Date (see also provisions 17.10.4 and 18.6.4). SEB shall, however, normally make further attempts at withdrawal in accordance with the routines applied by SEB from time to time. Where the Payment Order has not been executed, SEB usually gives notice or makes available to the Customer that the Payment Order has not been executed and that it has been cancelled or will be cancelled unless sufficient funds are available on the Payment Account on a day stated in the notice. SEB shall be entitled to charge a reasonable fee for such notice in accordance with the Appendix.

Where the amount available on the Payment Account on the Debit Date is insufficient for payment of all Payment Orders, SEB shall execute payments of higher amounts before payments of lower amounts. The third paragraph shall apply to Payment Orders which are not executed.

16.7 Payment of overdrawn amount, etc.

Where a deficiency arises on the Payment Account, the Customer shall be obliged to cover such deficiency immediately. In such case, the Customer shall pay the fee applied by SEB from time to time for this type of overdraft in accordance with the Appendix. Interest may also be payable on the overdrawn amount; see the Appendix.

Where the deficiency is in foreign currency, in conjunction with set-off in accordance with section 6.2, SEB shall be entitled to convert the amount and any interest to Swedish kronor at the market rate applicable to the relevant foreign currency on the date of exchange; see section 7.

16.8 Information regarding Payment Transactions

The Customer receives account statements or information regarding account events in respect of the Payment Accounts on which Payment Transactions have taken place. Information regarding executed Payment Transactions is made available on an on-going basis after Payment Transactions have been carried out or are provided monthly.

Where the Customer has access to Internetbanken privat, Mobila Banken, or SEB Ung, information regarding account events is available there. In other cases, information regarding executed Payment Transactions is made available to the Customer at bank branch offices or via Telefonbanken. However, the Customer is always entitled, upon request, one time per month, to receive an account statement by mail free of charge.

Where a Payment Account is held by several Account Holders and the account statement is to be sent by mail in accordance with the second paragraph, it shall be sent to the Account Holder selected upon opening of the Payment Account. Upon request by other Account Holders, SEB may send account statements to those persons as well. SEB may charge for extra account statements in accordance with the Appendix.

SEB provides or makes available special information with respect to certain types of Payment Transactions, e.g. SEPA payments and Cross-border payments. In conjunction with Payment Transactions via bank branch offices, a receipt may be obtained in connection with SEB's receipt and execution of the Payment Order.

In conjunction with withdrawals and transfers from Bankomat's Automated Teller Machines as well as deposits and transfers in Bankomat's Automated Deposit Machines, an invoice may be obtained in connection with SEB's receipt and execution of the Payment Order.

Information regarding the balance on available Payment Accounts may be obtained via telephone if connected to "Snabbsaldo" (instant balance). This does not apply to Valutakonton.

Information regarding Payment Transactions via Swish privat may also be obtained via the Customer's Swish privat app.

16.9 Annual reporting of fees

Applicable as from 1 April 2019

Where the Customer has access to Internetbanken privat, the Customer receives an annual reporting of fees regarding their Payment Accounts in Internetbanken privat. However, the Customer is always entitled, upon request, to receive reporting in paper form.

17. Payment Services regarding outgoing Payment Transactions

17.1 Generally

Payment Transactions can currently be executed via bank branch offices, Telefonbanken, Bankomat's Automated Teller Machines and Bankomat's Automated Deposit Machines, Card, Internetbanken privat, Betalservice via internet, Mobila banken, Betalservice via kuvert, Bank på telefon, Swish privat and SEB Ung. The Payment Transactions which may currently be executed via each service are set forth below. Section 20 also applies with respect to Cards. Provisions regarding use of Payment Initiation Services and Account Information Services via a Third Party Payment Service Provider are set forth in section 24.

The Customer shall ensure that a sufficiently large amount (including fees) is available on the connected Payment Account not later than the Cut-off Times stated in the Appendix.

With respect to certain types of Payment Accounts, there may be restrictions on the right to operate the Payment Account. In such cases, these restrictions are stated in Special Terms and Conditions for the Payment Account in section 16.

17.2 Internetbanken privat

17.2.1 Generally

17.2.1.1 Internetbanken privat

On Internetbanken privat, the Customer may make single transfers and enter standing order transfers from available Payment Accounts. Single transfers, so-called direct payments, may also be made in conjunction with purchases of goods and services. Direct payments are governed also by the provisions of 20.11.

The Customer may also make payments (account transfers) from available Payment Accounts in currencies other than Swedish kronor and/or to Payees outside Sweden, so-called SEPA payments and Cross-border payments.

17.2.1.2 Betalservice via internet

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

Betalservice via internet is a supplementary service to Internetbanken privat and may be used by the Customer for payments from an available Payment Account in Swedish kronor via Bank Giro and PlusGiro to the Payee's bank account. SEB shall be entitled to make payment via Bankgiro provided an agreement regarding such has been entered into between the Payee and SEB or another Payment Service Provider. The service also includes the possibility to receive electronic invoices (e-invoicing) from Payees who offer this form of invoicing. This is not activated until the Customer connects a Payment in Internetbanken privat or Mobila Banken.

In order for the Customer to be able to receive e-invoices, SEB must release certain personal data regarding the Customer, for example personal ID number and information regarding bank affiliation, to Bankgirocentralen BGC AB and other banks and companies connected to the electronic invoice service (e-fakturor) which process information regarding the Customer in their capacity as invoice issuers, Payees, Payee banks, or parties that process e-invoices on their behalf.

SEB is not responsible for the content of the e-invoices which the Customer receives, or for any delays attributable to the issuer of the invoice which affect the Customer's access to the e-invoices on Internetbanken privat/Mobila banken. The e-invoices are available on Internetbanken privat/Mobila banken for at least 18 months. If the Customer wishes to have access to the invoices for longer than 18 months, the e-invoices must be printed out or saved in another manner.

17.2.1.3 Mobila banken

Mobila banken is an integrated supplementary service to Internetbanken privat. Mobila banken makes it possible for the Customer to communicate with SEB via an app downloaded onto a Mobile Device.

Where the Customer has the Betalservice via internet, see section 17.2.1.2, the Customer may also make payments in Swedish kronor from available Payment Accounts and also via Bank Giro and PlusGiro to the Payee's bank account.

17.2.2 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must, in addition to amount and Payment Date or Debit Date, also provide or verify information regarding the Payee's bank account number, Bankgiro number, PlusGiro number or equivalent information, e.g. the recipient's IBAN number and the BIC code for the recipient's Payment Service Provider. In addition, the Customer must provide or verify other information as stated in SEB's User Manual for the service, e.g. information which enables the Payee to identify the Payment Transaction, such as OCR number, invoice number or other notice to the Payee.

17.2.3 Approval of Payment Orders

The Customer grants his/her approval for execution of a Payment Order by electronically signature using the Payment Instrument. Internetbanken privat/Mobila banken's User Manuals provide detailed advice on how signing is carried out. With respect to single transfers from the Customer's own accessible Payment Accounts to the Customer's other own accessible Payment Accounts, the Customer grants approval by clicking "Skicka" ("Send") or the equivalent.

The Customer must also substantiate his/her identity before SEB is obliged to execute the Payment Order. This is done through the Security Solution or other identification solution approved by SEB.

17.2.4 Time for receipt of Payment Orders, Cut-off Times and revocation of Payment Orders

SEB shall be deemed to have received a Payment Order when the Customer has approved the Payment Order in accordance with section 17.2.3 and the Customer has received acknowledgment of receipt. Where the Customer has approved a Payment Order after the Cut-off Time, the Payment Order shall be deemed received by SEB on the following Business Day.

Where the Customer has approved a Payment Order on a day which is not a Business Day, the Payment Order shall be deemed received by SEB on the following Business Day.

Where the Customer has approved a Payment Order with a Payment Date or Debit Date stated by the Customer in the future, SEB shall be deemed to have received the Payment Order on the day prior to the Payment Date or Debit Date stated by the Customer. Where such day is not a Business Day, the Payment Order shall be deemed received on the following Business Day.

The Customer may change or revoke an approved Payment Order on Internetbanken privat not later than the Cut-off Times stated in the Appendix.

17.3 Betalservice via kuvert

17.3.1 Generally

Betalservice via kuvert may be used by the Customer in order to make payments in Swedish kronor from available Payment Accounts via Bankgiro and PlusGiro to the Payee's bank account. SEB is entitled to pay via Bankgiro where an agreement thereon has been entered into between the Payee and SEB or another Payment Service Provider.

17.3.2 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must, in addition to amount and Payment Date or, provide or verify information regarding the Payee's bank account number, Bankgiro number, PlusGiro number or equivalent information. In addition, the Customer must provide or verify the other information as stated in SEB's User Manual for the service, e.g. information which enables the Payee to identify the Payment Transaction, such as OCR number, invoice number or other notice to the Payee.

17.3.3 Approval of Payment Orders

The Customer grants his/her approval for execution of a Payment Order by signing in the space designated for signature.

The Customer is obliged to safely store pre-printed forms and notify SEB immediately upon the disappearance of any form. Where the Customer terminates Betalservice via kuvert, the Customer is obliged to return immediately all outstanding forms. The Customer is liable to SEB for loss incurred as a consequence of the Customer's negligence in any of the aforesaid respects. This shall apply also to loss which is due to the negligence of any representative or courier retained by the Customer in conjunction with the storage of forms or any criminal act involving the forms.

17.3.4 Time for receipt of Payment Orders, Cut-off Times and revocation of Payment Orders

SEB shall be deemed to have received a Payment Order when it has reached SEB by post. Where SEB has received a Payment Order after the Cut-off Time, the Payment Order shall be deemed received on the following Business Day.

Where SEB has received a Payment Order on a day which is not a Business Day, the Payment Order shall be deemed received on the following Business Day.

Where the Customer has approved a Payment Order with a Payment Date on a day stated by the Customer in the future, SEB shall be deemed to have received the Payment Order on the day prior to the Payment Date stated by the Customer. Where such day is not a Business Day, the Payment Order shall be deemed received on the following Business Day.

The Customer may change or revoke a Payment Order not later than the Cut-off Time stated in the Appendix.

Where the Payment Order is damaged, defective, incomplete, discrepant or otherwise is not in accordance with the User Manual for Betalservice via kuvert, all or parts of the Payment Order may be delayed or not executed. In such case, the Customer shall be notified thereof by letter.

17.4 Bank branch offices and Telefonbanken (Telephone Bank)

17.4.1 Generally

17.4.1.1 Bank branch offices

At certain bank branch offices the Customer may make withdrawals of cash from available Payment Accounts and make deposits of cash on Payment Accounts. The Customer can also make single transfers and place standing orders for transfers from available Payment Accounts.

The Customer may make payments in Swedish kronor from available Payment Accounts via Bankgiro and PlusGiro to the Payee's bank account. The Customer may also make payments (account transfers) from available Payment Accounts in currencies other than Swedish kronor and/or to Payees outside Sweden, so called SEPA payments and Cross-border payments.

17.4.1.2 Telefonbanken

On Telefonbanken, the Customer may make single transfers and place standing orders for transfers from available Payment Accounts.

The Customer may make payments in Swedish kronor from available Payment Accounts, via Bankgiro and PlusGiro to the Payee's bank account. The Customer may also make payments (account transfers) from available Payment Accounts in currencies other than Swedish kronor and/or to Payees outside Sweden, so called SEPA payments and Cross-border payments.

17.4.2 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must, in addition to amount and Payment Day or Debit Date, also provide or verify information regarding the Payee's bank account number, Bankgiro number, PlusGiro number or equivalent information, e.g. the recipient's IBAN number and the BIC code of the recipient's Payment Service Provider.

In addition, the Customer must provide or verify other information as stated in SEB's User Manual for the service, e.g. information which enables the Payee to identify the Payment Transaction, such as OCR number, invoice number or other notice to the Payee.

17.4.3 Approval of Payment Orders

17.4.3.1 Bank branch offices

At bank branch offices the Customer grants his/her approval for execution of a Payment Order by signing in the space designated for signature.

The Customer must also substantiate his/her identity before SEB is obliged to execute the Payment Order. This may be done by presenting an approved identity document.

17.4.3.2 Telefonbanken

The Customer grants his/her oral approval for execution of a Payment Order on Telefonbanken or, where appropriate, in conjunction with a telephone conversion with a personal banker.

The Customer must also substantiate his/her identity before SEB is obliged to execute the Payment Order. This is done by means of the Security Solution or other identification solution accepted by SEB.

17.4.4 Time for receipt of Payment Orders, Cut-off Times and revocation on Payment Orders

SEB shall be deemed to have received a Payment Order when the Customer has approved the Payment Order in accordance with section 17.4.3. After receipt, the Customer is not entitled to revoke the Payment Order.

17.5 Bankomat's Automated Teller Machines and Bankomat's Automated Deposit Machines

17.5.1 Generally

17.5.1.1 Introduction

In addition to this section 17.5, with respect to Cards section 20 shall also apply.

17.5.1.2 Bankomat's Automated Teller Machines

Where the Customer has a Card which can be used in Bankomat's Automated Teller Machines, the Customer may make cash withdrawals from an available Payment Account linked to the Card. Where the Customer has applied to SEB to do so, the Customer may also make single transfers from his/her own available Payment Accounts at SEB to other available Payment Accounts at SEB (own and other persons').

17.5.1.3 SEB's Automated Deposit Machines

Where the Customer has a Card which can be used in Bankomat's Automated Deposit Machines for banknotes, the Customer may use the machine to make deposits of banknotes on Payment Accounts which are linked to the Card. Where the Customer has applied to SEB to do so, the Customer may also make single transfers from his/her own available Payment Accounts at SEB to other available Payment Accounts at SEB (own and other persons').

17.5.2 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must, in addition to amount, where appropriate also provide or verify information regarding the Payee's bank account number. In addition, the Customer must provide or verify the other information stated in SEB's User Manuals for the services.

17.5.3 Approval of Payment Orders

The Customer grants his/her approval for execution of a Payment Order by pressing the "Clear" key.

The Customer must also substantiate his/her identity before SEB is obliged to execute the Payment Order.

The Customer does so through his/her Card with appurtenant personal code.

17.5.4 Time for receipt of Payment Orders, Cut-off Times and revocation of Payment Orders

SEB shall be deemed to have received a Payment Order when the Customer has approved the Payment Order in accordance with section 17.5.3. After receipt, the Customer is not entitled to revoke the Payment Order.

17.6 Bank på telefon

17.6.1 Generally

With Bank på telefon the Customer can make single transfers between his/her own Payment Accounts at SEB. Where the Customer has applied to SEB to do so, the Customer can also make single transfers to the Payment Accounts of third parties at SEB (preselected bank accounts). Where the Customer uses a Security Solution, single transfers can also be made to third party Payment Accounts at SEB (not preselected bank accounts) and bank accounts at other banks.

17.6.2 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must, in addition to amount, where appropriate also provide or verify information regarding the Payee's bank account number. In addition, the Customer must provide or verify the other information stated in SEB's User Manual for the service.

17.6.3 Approval of Payment Orders

The Customer grants his/her approval for execution of a Payment Order by pressing the keys "1" followed by "#". As regards single transfers to non-preselected bank accounts and bank accounts at other banks, the Customer grants consent to execution of a Payment Order by electronically signing through the use of the Payment Instrument which the Customer has received from SEB. Bank på telefon's User Manual provides detailed advice as to how signing takes place.

The Customer must also substantiate his/her identity before SEB is obliged to execute the Payment Order. This is done through a personal code or Security Solution.

17.6.4 Time for receipt of Payment Orders, Cut-off Times and revocation of payment orders

SEB shall be deemed to have received a Payment Order when the Customer has approved the Payment Order in accordance with section 17.6.3 and the Customer has received oral acknowledgment of receipt. After receipt, the Customer is not entitled to revoke the Payment Order.

17.7 Swish privat

17.7.1 Generally

17.7.1.1 Description of Swish privat and conditions for Swish privat Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

Swish privat enables the Customer, 24 hours a day, by means of his/her Mobile Device, to execute payments in real time in Swedish kronor from his/her Payment Account to Payees in Sweden that are connected to Swish and to receive payments in Swedish kronor from other persons that are connected to Swish privat.

In order to use Swish privat, the Customer must have a Mobile Device with a mobile telephone number or must have the right to use a Mobile Device with a mobile telephone number. The Customer must also download the Swish privat app and have the Security Solution or other identification solution designated by SEB (for example Mobilt BankID).

Access to Swish privat may be wholly or partly limited during certain periods, for example due to maintenance and updating of the service.

Swish privat may only be used by the Customer for his/her personal use.

The Customer's name and phone number will become known to the Payee when the Customer makes a payment using Swish privat. Where the Customer is a Payee in respect of a payment made using Swish privat, the Customer's name will be known to the person who makes the payment using Swish privat.

When a payment is executed using Swish privat, certain personal information about the Customer will be exchanged between the Payment Service Provider that sends the Payment Transaction and the Payment Service Provider that receives the payment using Swish privat.

The Customer may send a payment request to the Swish app of one or more other physical persons. The Customer may also receive a payment request from another physical person. As the Payee of a payment or the recipient of a request, the Customer may elect to block the sender. The blocking applies to all payments/requests until such time as the Customer withdraws the block. Correspondingly, payments and requests from the Customer, in its capacity as a sender, may be blocked.

Payment via Swish handel may only take place where the Payee has sent a payment request to the Customer's Swish app. This requires that the Customer, prior thereto, has initiated payment in the Payee's sales channel. The Customer has a limited time in which to approve the payment request.

It is possible to receive refunds if the payment is made using Swish Handel and Swish Företag. Any refund requires that the Customer has the same mobile telephone number linked to the same Payment Account as that which was linked at the time of the original payment.

SEB determines which services may be utilized from time to time in Swish privat.

17.7.1.2 Mobile telephone number, mobile data traffic, etc.

The agreement regarding Swish privat is entered into per mobile telephone number. The Customer may only enter into one agreement per mobile telephone number. The Customer may connect either a Swedish or foreign mobile telephone number to Swish privat.

The Customer himself or herself states which Payment Account is to be connected to the mobile telephone number on each occasion.

Payment Transactions using Swish privat take place via mobile data traffic and may take place even if the Customer is located outside Sweden.

17.7.1.3 Verification of authority

The Customer is aware and acknowledges that Payment Orders which are provided to SEB or information which is obtained via Swish privat are binding on the Customer where the Customer has been identified and verified by SEB through use of a Security Solution or other identification solution.

Provision 17.7.3 also applies to approval of Payment Orders.

17.7.2 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must, in addition to amount, also provide or verify information regarding the Payee's mobile telephone number and other information as stated in SEB's User.

Manual for the service, e.g. information which enables the Payee to identify the Payment Transaction or other notice to the Payee.

17.7.3 Approval of Payment Orders

The Customer grants his/her approval for execution of a Payment Order by electronically signing by means of a Payment Instrument. The Swish app and/or Swish privat's User Manual provide(s) detailed advice on how signing is carried out. Before signing, the Customer must, among other things, verify that the correct Payment Recipient has been stated.

The Customer must also substantiate his/her identity before SEB is obliged to execute the Payment Order. This is done through the Security Solution or other identification solution accepted by SEB.

17.7.4 Time for receipt of Payment Orders, Cut-off Times and revocation of Payment Orders

SEB shall be deemed to have received a Payment Order when the Customer has approved the Payment Order in accordance with section 17.7.3 and the Customer has received acknowledgment of receipt.

The Customer may not change or revoke an approved Payment Order.

17.7.5 Limitations on the use of the Payment Service

SEB may apply certain limits for maximum amounts per Payment Order (payment), per occasion, and/or per period of time. Where such limits are exceeded, the result may be that one or more Payment Transactions cannot be executed. Information regarding applicable limits is generally available on www.seb.se or, alternatively, can be provided by SEB upon request by the Customer.

17.7.6 Price, etc.

The price for Swish privat is stated in the Appendix. SEB charges the Customer for using the service after a Swish privat payment has been executed in accordance with the provisions of section 6.2, where the Debit Date is the Business Day occurring immediately after the executed Swish privat payment.

17.7.7 Termination of Swish privat

If, at another Payment Service Provider, the Customer connects the same mobile telephone number to the Swish privat service as that which is connected to Swish privat pursuant to this Agreement, the Swish privat service at SEB shall terminate automatically.

If the Customer is no longer the holder of, or is no longer entitled to use, the mobile telephone number notified in the Agreement, the Customer shall immediately give notice of termination of Swish privat. In the event that these circumstances become known to SEB, SEB shall be entitled to terminate Swish privat with immediate effect.

SEB shall be entitled to terminate Swish privat with immediate effect in the event of the termination of an agreement which is necessary to enable SEB to provide Swish privat.

Section 10 sets forth the other situations in which SEB or the Customer may terminate Swish privat.

17.8 SEB Ung

17.8.1 Generally

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

SEB Ung is a service intended for Customers under 18 years of age. SEB Ung provides the Customer with the possibility to communicate with SEB through an app downloaded on a Mobile Device.

Through SEB Ung, the Customer can obtain information regarding account events in his/her pre-selected Payment Accounts and make one-time transfers between these Payment Accounts.

In order to be able to use SEB Ung, the customer must also have a Security Solution (for example Mobilt BankID or SEB ID för Unga) or other identification solution designated by SEB. It is important to bear in mind that a Security Solution must be handled as an instrument of value and that it may be located on a Mobile Device. Any loss of the Security Solution or use of the Security Solution in an unauthorised manner must be reported immediately to SEB; see the provisions set forth in sections 5.6 and 5.7. In these cases, notification may, for example, be made to Telefonbanken (the Telephone Bank) at +46 (0)771-365 365 (24 hours a day, 7 days a week).

SEB Ung includes the possibility to order the Security Solution. SEB ID för Unga. SEB ID för Unga may be ordered by the Customer's guardian, on behalf of the Customer, in Mobila banken.

17.8.2 Customer information in conjunction with Payment Orders

In order for it to be possible to execute a Payment Order, in addition to the amount and payment date, the Customer must submit or verify information regarding the Payment Recipient's bank account number.

17.8.3 Approval of Payment Orders

The Customer grants his/her approval to one-time transfers from his/her own Payment Accounts to other accessible Payment Accounts by clicking 'Send' or the equivalent.

Before SEB is obligated to execute the Payment Order, the Customer must also verify his/her identity. This is done using the Security Solution or other identification solution approved by SEB.

17.8.4 Time for receipt of Payment Orders and revocation of Payment Orders

SEB shall be deemed to have received a Payment Order upon approval by the Customer of the Payment Order pursuant to the provisions set forth in section 17.8.3 and when the Customer has received acknowledgment of receipt.

The Customer may not modify or revoke an approved Payment Order in SEB Ung.

17.8.5 Limitations on use of SEB Ung

SEB may apply certain limits on the maximum amount for Payment Orders per occasion and/or period of time. Exceeding these limits may result in one or more Payment Transactions not being executed. Information regarding applicable amount limits is normally made available at www.seb.se or provided by SEB upon request by the Customer.

17.9 Execution Times for Payment Transactions

17.9.1 Introduction

SEB shall execute the Payment Transaction within the time stated below and in the Appendix, on condition that the Customer has provided the customer details required, has approved the Payment Order, and has sufficient funds on his/her Payment Account in accordance with provision 16.6.

17.9.2 Payment transactions in Swedish kronor within Sweden

SEB shall ensure that after receipt of the Payment Order, a Payment Transaction in Swedish kronor within Sweden is credited to (deposited on) the bank account of the Payee's Payment Service Provider at the end of the following Business Day. In respect of Swish privat, the Execution Times set forth in section 17.7 above shall apply.

17.9.3 Payment Transactions in euro within the EEA

"Payment Transactions in euro within the EEA" means:

- a) Payment Transactions in euro, e.g. the Customer's Payment Transactions in euro to a Payee in Sweden or a Payee in Germany;
- b) Payment Transactions in euro which involve SEB carrying out currency exchange from Swedish kronor to euro, e.g. the Customer's Payment Transactions in euro to a Payee in Germany or a Payee in Sweden.

SEB shall ensure that after receipt of the Payment Order, a Payment Transaction in accordance with a) or b) above is credited (deposited on) the bank account of the Payee's Payment Service Provider not later than the end of the following Business Day.

For further information regarding Execution Times, see the Appendix.

17.9.4 Payment Transactions in EEA Currencies within the EEA

SEB shall ensure that, following receipt of the Payment Order, Payment Transactions in EEA currencies within the EEA other than those stated in provision 17.9.2, are credited to (deposited on) the bank account of the Payee's Payment Service Provider not later than the end of the fourth Business Day. Such a Payment Transaction may, for example, be the Customer's Payment Transactions in Danish kronor to a Payee in Sweden or in Denmark.

For further information regarding Execution Times, see the Appendix.

7.9.5 Other Payment Transactions

SEB shall ensure that, following receipt of the Payment Order, Payment Transactions other than those stated in provisions 17.9.2, 17.9.3 and 17.9.4 are sent to the

Payee's Payment Service Provider or another service provider (e.g. a correspondent bank) not later than the end of the second Business Day. Such a Payment Transaction may, for example, be the Customer's Payment Transactions in US dollars (USD) to a Payee in the US.

For further information regarding Execution Times, see the Appendix.

17.10 Liability for execution of Payment Transactions, Unauthorised transactions etc.

17.10.1 Notice of complaint

The Customer shall immediately read and review the information regarding executed Payment Transactions which is provided or made available to the Customer in accordance with provision 16.8. Upon learning of any defectively executed or Unauthorised transaction, the Customer shall notify SEB as soon as possible and request rectification in accordance with SEB's applicable rules for notice of complaint (notice of complaint). However, notice of complaint may never be given later than 13 months from the date on which the Payment Transaction was debited to (a withdrawal was made from) the Payment Account. In the event of untimely notice of complaint, the Customer may not invoke the defect against SEB.

In the event of notice of complaint, the Customer shall provide SEB with the information it requires for its investigation. In conjunction with notice of complaint regarding an Unauthorised transaction, a police complaint shall be attached if SEB so requests.

17.10.2 Liability for execution of Payment Transactions

17.10.2.1 SEB's liability and the Customer's right to refund

The Customer is responsible for ensuring that there is coverage on the Payment Account for the Payment Transaction and that the information that the Customer is to provide in the Payment Order is sufficient and correct. SEB shall thereupon ensure that amounts and information are transferred or sent to the Payee's Payment Service Provider within the Execution Time in accordance with provision 17.9 and the Appendix.

Where the conditions in accordance with the first paragraph are satisfied and the Payment Transaction is nevertheless not transferred or sent to the Payee's Payment Service Provider, or where the Payment Transaction is otherwise defectively executed and the Customer gives notice of complaint in accordance with section 17.10.1, SEB shall appropriately and without undue delay restore the balance on the debited Payment Account to what it would have been but for the defectively executed Payment Transaction. In addition, SEB shall, where appropriate, notify the Customer that the Payment Transaction has not been executed and, if possible, the reason therefore.

Where SEB can show that the Payee's Payment Service Provider has received the Payment Transaction, the Payee's Payment Service Provider shall be liable in the event of non-execution or defective execution of the Payment Transaction. Where the Payee's Payment Service Provider returns the amount notwithstanding such liability, SEB shall ensure that the amount is refunded to the Customer as soon as possible.

Irrespective of whether SEB is liable pursuant to the above, at the Customer's request, SEB shall, as soon as possible, attempt to trace the Payment Transaction and notify the Customer of the outcome. This shall be free of charge to the Customer.

Where a Payment Transaction is executed through the use of a Unique Identifier, the Payment Transaction shall be deemed correctly executed as regards the Payee stated in the Unique Identifier. The aforesaid shall apply also where the Customer has provided further information in addition to the Unique Identifier. SEB shall not be liable in the event the Unique Identifier provided by the Customer is incorrect. SEB has no obligation to investigate whether the Unique Identifier is correct. SEB shall, however, at the Customer's request, take reasonable measures to recover the funds to which the Payment Transaction related. SEB may charge a fee for these services in accordance with the Appendix.

17.10.2.2 The Customer's entitlement to compensation (fees and interest) The Customer is entitled to compensation for fees and interest incurred by the Customer due to the non-execution or defective execution of a Payment Transaction, where this is not attributable to the Customer.

17.10.3 Unauthorised transactions

17.10.3.1 Refund of Unauthorised transactions

If an Unauthorised transaction is executed, the Customer shall give notice of complaint pursuant to section 7.10.1. SEB shall thereafter, unless otherwise follows from section 17.10.3.2 below, refund the entire amount and restore the balance on the debited Payment Account to what it would have been had the Unauthorised transaction not taken place. Where SEB has reason to suspect that the transaction is authorised, SEB shall be entitled, following separate notification to the Swedish Financial Supervisory Authority, to an extended investigation period before refund, if any, is made.

The Customer shall not be responsible for any amount debited to the Payment Account where Enhanced Customer Authentication was not used when the Unauthorised transaction was initiated electronically. However, the aforesaid shall not apply where the Customer's fraudulent behaviour has contributed to the Unauthorised transaction.

In those cases where SEB has paid in amount back to the Customer and SEB thereafter establishes that the transaction was not unauthorised or the Customer is not entitled to a refund of the entire amount, the Customer shall incur a refund obligation. In such case, SEB shall be entitled to debit the relevant amount to (withdraw from) the Customer's bank account.

17.10.3.2 Liability in conjunction with the use of Payment Instruments Where Unauthorised transactions have been executed as a consequence of the Customer neglecting to protect his/her Personal Authorisation Function, the Customer shall be liable for a maximum of SEK 400.

Where execution of an Unauthorised transaction has been rendered possible as a consequence of breach of an obligation pursuant to provisions 5.6, 5.7, 20.3.2, 20.7, 20.8, or an obligation to comply with other terms and

conditions for use of the Payment Instrument, due to gross negligence, the Customer shall be liable for the entire amount, however not exceeding SEK 12,000. Where the Customer has been particularly blameworthy, the Customer shall bear the entire loss.

The Customer shall not be liable for any amount which has been debited to (withdrawn from) the Payment Account as a consequence of the Payment Instrument being used after the Customer gave notice that the Payment Instrument was to be blocked in accordance with provisions 5.7 and 20.8.

The aforesaid shall not, however, apply where the Customer's fraudulent behaviour has contributed to the Unauthorised transaction.

The Customer shall be liable for the entire amount where the Customer has failed to notify SEB as soon as possible after having learned of the Unauthorised transaction (notice of complaint, see provision 17.10.1).

17.10.4 Refusal to execute a Payment Order

SEB may refuse to execute a Payment Order where, pursuant to any law, ordinance or public authority regulation, SEB is precluded or prohibited from executing a Payment Transaction or if executing the Payment Transaction would, in any other way, violate SEB's internal instructions and routines, e.g. in a situation where security in conjunction with the execution of the Payment Order cannot be guaranteed.

The Customer may receive notice of a non-executed Payment Order unless SEB is precluded from sending such notice pursuant to any law, ordinance or public authority regulation. SEB may receive payment for the notice pursuant to the Appendix.

18. Autogireringar (Direct debits)

18.1 Generally

Autogiro (autogiro transfers) means the debiting of (withdrawal made from) a Customer's Payment Account where the Payment Transaction is initiated by the Payee based on the Customer's consent granted to the Payee or to a Payment Service Provider. The Customer shall ensure that a sufficiently large amount (including fees) is available on the connected Payment Account not later than the Cut-off Times stated in the Appendix.

In Sweden, autogiro transfers are regulated by an autogiro system which is administered by Bankgirotcentralen BGC AB. In this Agreement, it is referred to as Bankgirot's autogiro. EUR are regulated by an autogiro system called SEPA Direct Debit, referred to hereinafter in this Agreement as "SEPA Direct Debit".

This section contains both provisions regarding autogiro transfers generally and Special Terms and Conditions regarding Bankgirot's autogiro and SEPA Direct Debit. Unless otherwise provided, the provisions shall apply to all autogiro transfers.

18.2 Payment Orders and approval

18.2.1 Generally

The Customer approves autogiro transfers from a Payment Account stated by the Customer directly to the Payee by executing/signing a special form.

18.2.2 Bankgirot's autogiro

The Customer approves autogiro transfers by:

- signing a consent form provided by the Payee;
- signing a consent form on the Payee's website; or
- by signing the Payee's consent form via the Internetkontoret för privatpersoner, if available.

The Customer shall also be deemed to have approved autogiro transfers which are executed on the basis of Bankgirot's User Manual applicable from time to time, see www.bankgirot.se.

18.2.3 SEPA Direct Debit

The Customer approves autogiro transfers in EUR from a Valutakonto designated by the Customer directly to the Payee by signing/initialling a special form.

18.3 Information regarding autogiro transfers

The Customer receives where appropriate information regarding amounts and Payment Dates from the Payee in the manner agreed upon between the Customer and the Payee.

18.4 Revocation of Payment Orders or consent

18.4.1 Generally

The Customer may revoke a Payment Order by contacting SEB not later than a Business Day prior to the Payment Date, not later than the Cut-off Time stated in the Appendix.

Where the Customer wishes to stop all future Payment Transactions to a Payee, the Customer must revoke the entire consent to the Payee. In the alternative, the Customer may contact SEB not later than one Business Day prior to the Payment Date, not later than the Cut-off Time stated in the Appendix.

18.4.2 Bankgirot's autogiro

In addition to the possibility to revoke the Payment Order in accordance with section 18.4.1 above, the Customer may revoke a Payment Order by contacting the Payee not later than two Business Days prior to the Payment Date.

18.5 Refund

18.5.1 Generally

This provision applies unless the Payee's Payment Services Provider is domiciled outside of the EEA.

The Customer is entitled to refund of an already approved and executed Payment Transaction initiated by or via a Payee where:

- the exact amount of the Payment Transaction was not specified in connection with authorisation of the Payment Transaction; and
- the amount of the Payment Transaction exceeds the amount which the Customer could reasonably have expected taking into account his/her previous spending pattern, the conditions of the Agreement and other relevant circumstances.

At SEB's demand, the Customer must be able to show that the conditions for refund are satisfied. There is no right to refund where the Customer has granted authorisation to SEB and received information regarding the future Payment Transaction at least four weeks prior to the final Payment Date. Nor is there any right to refund where the difference in amount is due to exchange rates and the Reference Exchange Rate set forth in the Agreement has been used.

The Customer must request refund of an authorised and executed Payment Transaction within eight weeks from the day on which the amount was debited to (withdrawn from) the Customer's Payment Account. SEB shall refund the entire amount, or state reasons for refusing a refund, within ten Business Days of receipt of the request, including information as to where the Customer can refer the matter for review.

18.5.2 SEPA Direct Debit

The Customer is entitled to refund of an already approved and executed Payment Transaction initiated by or via a Payee. The Customer must request a refund of the Payment Transaction within eight weeks from the day on which the amount was debited (withdrawn from) the Customer's Valutakonto. SEB shall refund the entire amount to the Customer within 24 hours of receipt of the request.

18.6 Liability for execution of Payment Transactions, unauthorised Payment Transactions, etc.

18.6.1 Notice of complaint

The Customer shall immediately read and review the information regarding executed Payment Transactions which is provided or made available to the Customer in accordance with provision 16.8. Upon learning of any defectively executed or Unauthorised transaction, the Customer shall notify SEB as soon as possible and request rectification (notice of complaint). However, notice of complaint may never be given later than 13 months from the date on which the Payment Transaction was debited to (withdrawn from) the Payment Account. In the event of untimely notice of complaint, the Customer may not invoke the defect against SEB.

In the event of notice of complaint, the Customer shall provide SEB with the information it requires for its investigation. In conjunction with notice of complaint regarding an Unauthorised transaction, a police complaint shall be attached if SEB so requests.

18.6.2 Liability for execution of Payment Transactions

18.6.2.1 SEB's liability and the customer's entitlement to refund
SEB's liability pursuant to this section is conditional on the Customer having given notice of complaint regarding the defectively executed Payment Transaction.

Unless the Payee's Payment Service Provider is liable, SEB is liable for correct execution of the Payment Transaction. SEB shall, in such cases, refund the Payment Transaction amount to the Customer and restore the balance on the debited Payment Account (account from which withdrawal was made) to what it would have been had the erroneously executed transaction not taken place.

The provisions of the second paragraph shall not apply where SEB can show that the Payee's Payment Services Provider has received the Payment Transaction.

18.6.2.2 The Customer's entitlement to compensation (fees and interest)

The Customer is entitled to compensation for fees and interest incurred by the Customer due to the non-execution or defective execution of a Payment Transaction, where this is not attributable to the Customer.

18.6.3 Unauthorised transactions

In the event an Unauthorised transaction is executed, the Customer shall give notice of complaint in accordance with section 18.6.1. SEB shall

thereafter refund the amount and restore the balance on the debited Payment Account to what it would have been had the Unauthorised transaction not taken place. Where SEB has reason to suspect that the transaction is authorised, SEB shall be entitled, following separate notification to the Swedish Financial Supervisory Authority, to an extended investigation period before refund, if any, is made. In those cases where SEB has paid in amount back to the Customer and SEB thereafter establishes that the transaction was not unauthorised or the Customer is not entitled to a refund of the entire amount, the Customer shall incur a refund obligation. In such case, SEB shall be entitled to debit the relevant amount to (withdraw from) the Customer's bank account.

18.6.4 Refusal to execute a Payment Order

SEB may refuse to execute a Payment Order where, pursuant to any law, ordinance or public authority regulation, SEB is precluded or prohibited from executing a Payment Transaction or if executing the Payment Transaction would, in any other way, violate SEB's internal instructions and routines, e.g. in a situation where security in conjunction with the execution of the Payment Order cannot be guaranteed.

The Customer may receive notice of a non-executed Payment Order unless SEB is precluded from sending such notice pursuant to any law, ordinance or public authority regulation. SEB may charge payment for the notice pursuant to the Appendix.

19. Payment Services regarding incoming Payment Transactions

19.1 Available amounts

As soon as possible after SEB has received information regarding the Payment Transaction and the amount, SEB shall make the amount available to the Customer.

Incoming Payment Transactions shall be credited to (deposited on) the Customer's Payment Account in the currency to which the Payment Transaction relates even if another of the Customer's bank accounts at SEB is stated in the payment instruction. Where the Customer lacks a Payment Account in the currency to which the Payment Transaction relates, currency exchange in accordance with section 7 shall take place before the Payment Transaction is executed by SEB.

The preceding paragraph shall not apply to incoming SEPA payments. SEB shall instead credit (make a deposit on) the Payment Account which is specified in the payment instruction, irrespective of whether doing so entails that a currency exchange must take place.

SEB shall be entitled to deduct SEB's own fees, as per the Appendix, from the received amount before crediting of (deposit is made on) the Customer's Payment Account; see section 6.2.

SEB may refuse to credit (make deposit on) the Customer's Payment Account where SEB is precluded or prohibited from doing so due to any act, ordinance or public authority regulation.

19.2 Liability for execution of Payment Transactions

19.2.1 Notice of complaint

The Customer shall immediately read and review the information regarding executed Payment Transactions which is provided or made available to the Customer in accordance with provision 16.8. Upon learning of any defectively executed Payment Transaction, the Customer shall notify SEB as soon as possible and request rectification (notice of complaint). However, notice of complaint may never be given later than 13 months from the date on which the Payment Transaction was credited to (deposited on) the Customer's Payment Account. In the event of untimely notice of complaint, the Customer may not invoke the defect against SEB.

In the event of notice of complaint, the Customer shall provide SEB with the information it requires for its investigation.

19.2.2 SEB's liability and the Customer's entitlement to refund

SEB's liability pursuant to this section is conditional on the Customer having given notice of complaint regarding the defectively executed Payment Transaction.

Where the Payer's Payment Service Provider can demonstrate that SEB has received the Payment Transaction, SEB shall be liable for ensuring that the Payment Transaction is executed correctly. In such cases, SEB shall immediately place the Payment Transaction amount at the disposal of the Customer or credit (deposit) a corresponding amount on the Payment Account.

19.2.3 The Customer's entitlement to compensation (fees and interest)

The Customer is entitled to compensation for fees and interest incurred by the Customer due to the non-execution or defective execution of a Payment Transaction, where this is not attributable to the Customer.

20. Card

20.1 Introduction

The Special Terms and Conditions below shall apply to Cards. In addition to these terms and conditions, applicable provisions in other sections shall also apply, for example the provisions of 5.6 regarding Security Solution and Personal Authorisation Functions, 17.10 regarding notice of complaint and Unauthorised transactions, and 18.5 regarding refund of Payment Transactions initiated by the Payee.

Cards are connected to a Payment Account in SEB and section 16 applies to Payment Accounts.

20.2 Granting of application and issuance of Cards, etc.

20.2.1 Generally

A Card and the Card's appurtenant PIN code are sent to the Customer in separate items of mail.

An issued Card ceases to apply upon the expiry of the year and the month embossed on the Card. Where the Card Holder has complied with the terms and conditions of this Agreement, SEB will provide the Card Holder with a replacement Card prior to the expiry of the Card's validity period.

If the Card has been blocked by SEB or by the Customer, a new Card replacing the old Card may be issued upon request by the Customer.

The Card is SEB's property and shall be returned to SEB upon request by SEB.

Upon change of name, the Card Holder shall contact SEB in order to replace the Card.

20.2.2 Agent cards

An additional Card may be issued following a separate application by the Customer. For a Card Holder with authorisation, a separate Card will be issued in such party's name and with a PIN code. The Customer undertakes to ensure that such Card Holder reads the terms and conditions of this Agreement. The Customer is liable for payment pursuant to this Agreement and responsible for ensuring that all Card Holders comply with the Agreement and applicable User Manuals.

Where the Customer revokes the Card Holder's right of use, such revocation shall not apply vis-à-vis SEB until the Card has been returned to SEB or the Card or Payment Account has been blocked.

20.3 Use of Cards

20.3.1 Generally

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

The Card may be used by the Customer for payment for goods and services at Merchants in Sweden and abroad. It may also be used for withdrawals of cash in Sweden and abroad where so allowed.

The Card may be used by the Customer in environments in which the physical presence of the Card is required, through an app downloaded on a Mobile Device in which the card information has been entered, or through Cashless Payment. The Card may also be used in environments where the physical presence of the Card is not necessary, e.g. telephone or internet sales, or digital wallets. Use of a digital wallet often requires a separate agreement with the supplier of the digital wallet. Parents and guardians of minors approve the minor entering his/her Card in a digital wallet and using the digital wallet to initiate Payment Transactions.

The Card may also be used in certain environments for deposit of funds on the Payment Account which is connected to the Card, e.g. in the case of returns.

Following special application by the Customer, the Card may also be used for transfer of funds between bank accounts in Bankomat's Automated Teller Machines and Bankomat's Automated Deposit Machines; see provision 17.5.

The Card may be used to change a PIN code in Bankomat's Automated Teller Machines and Automated Deposit Machines.

Payment by Card at, e.g., bank branch offices, post offices and exchange bureaux, or via other services for transfer of funds to a Payee other than where the payment is executed, and Payment Transactions comparable therewith, shall be deemed to constitute cash withdrawals. This shall also apply where the Customer does not receive cash, for example in conjunction with payment of postal c.o.d., purchase of travellers' cheques, and purchase of other means of payment.

In those cases where the Customer orders goods or services from a Merchant, with indication of the Card as Payment Instrument, the Customer shall be obliged to acquaint himself/herself with the Merchant's terms and conditions for orders and cancellation of such goods and services. The Customer is liable for payment to the Merchant of fees for goods or services which are ordered but which are not collected or used, in accordance with the Merchant's terms and conditions.

The Card may not be used at a Merchant where:

- the Merchant is the Customer's sole proprietorship;
- the Merchant is a partnership or limited partnership in which the Customer is a partner; or
- the Merchant is a closely-held company to which the Customer is a closely related party (e.g. managing director or director).

SEB provides services which allow Customers themselves, among other things, to limit their use of the Card geographically and in certain environments (on the Internet). In order to be able to use these services, the Customer must have access to Internetbanken privat or Mobila banken. When using certain services linked to the Card, Customers may need to identify themselves to SEB's subcontractor regarding Cards, SEB Kort Bank AB (company reg. no. 556574-6624).

The Customer is aware and acknowledges that services, areas of use, and suchlike connected to the Card may be expanded, reduced or otherwise changed during the contract term without the need to obtain the Customer's consent.

20.3.2 Terms and conditions for use of Cards

Upon receipt of the Card, the Customer is obligated to sign his/her name on the back of the Card and to destroy any previous Cards received.

The Card is personal and may not be provided to or used by any person other than the person to whom the Card was issued. The Card constitutes an instrument of value and must be stored and handled in such a secure manner that no other person is afforded an opportunity to use the Card. For example, the Card may not be left unattended in a hotel room, in a vehicle, bag, jacket pocket or suchlike which is not under supervision. In public environments where the risk of theft may be particularly great, the Card must be kept under constant supervision. Examples of such environments are restaurants, nightclubs, shops, waiting rooms, changing rooms, public transport, beaches, squares and markets.

In the event the Card is stored on a Mobile Device, the Customer must maintain good control of, and supervision over, the device. The Customer must take all reasonable measures to protect the Mobile Device. In the event the Customer stores the card information in a service for purchase of digital content (e.g. music or games), the Customer shall ensure that no other person has the possibility to use the card information.

Dispatch of the Card by post which is not carried out by SEB may take place only within Sweden by registered mail.

The Card may not be used in violation of applicable legislation.

For more detailed practical advice and recommendations about the use of the Card, www.seb.se.

20.3.3 Security limits

In addition to 4 above, the following shall apply.

In conjunction with a Payment Order (payment/withdrawal), special limits, opening hours and fees may apply as determined by the respective Merchant. For security reasons, SEB also applies certain limits for maximum amounts per Payment Order (payment/withdrawal) and per period of time. Where such limits are exceeded, the result may be that a certain Payment Transaction cannot be executed. Information regarding applicable limits is generally available on www.seb.se alternatively is provided by SEB upon request by the Customer. Where the Customer intends to execute a significantly large Payment Transaction, it is recommended that the Customer contact SEB to ensure that any amount limits are adapted to the prevailing situation. SEB reserves the right to refuse to execute transactions in the event of any suspicion of unauthorised or fraudulent use of the Card.

20.4 Customer information in conjunction with Payment Orders

In order for a Payment Order to be executed, the Customer must state the information as set forth in section 20.5 below.

20.5 Approval of Payment Orders and revocation of Payment Orders

In order for SEB to execute the Customer's Payment Order, the Customer must first approve the Order. The Customer must also substantiate its identity before SEB is obliged to execute the Payment Order.

Not later than upon approval of the Payment Order, the Customer shall ensure that sufficient funds (including fees) are available on the Payment Account connected to the Card; see 16.6.

The Customer grants his/her approval to execution of a Payment Order by making the Card details available to a Merchant or in an Automated Teller Machine. This may take place through reading the Card's chip or magnetic strip, by holding a contact-free chip card against a Card reader, by providing card information (card number, validity period and where appropriate CVV2/CVC2 value) in writing or orally, or in any other manner which is offered in various technical environments, e.g. digital wallets.

In certain technical environments, approval of a Payment Order is also required in writing, through use of a personal code, Security Solution, password or approval in some other manner in accordance with instructions provided in a Merchant's or an Automated Teller Machine's technical solution for execution of a Payment Transaction.

Using SEB Debit, the Customer is able to pay smaller amounts by means of Contactless Payment without using a PIN code. The limit for Contactless Payment may be changed from day to day and is set forth at www.seb.se. The amount limits for may vary somewhat between different countries. In the event the Payment Transaction exceeds the applicable amount limits, the Payment Order must be approved using a PIN code. For security reasons, on certain occasions the Customer may be asked to use the chip and PIN code, notwithstanding that the amount limit has not been exceeded.

A Payment Order may not be revoked after the Card Holder has granted his/her consent to the Payment Order. However, in accordance with the terms and conditions and within the time agreed upon by the Customer with the Merchant, the Customer may contact the Merchant as regards as yet non-executed Payment Transactions in order to revoke a previously submitted Payment Order.

SEB may only reserve funds on the Payment Account for coverage of a Payment Transaction in the Customer has approved the exact amount which is to be reserved, e.g. filling stations, hotels, and car hire.

The Customer may be debited in arrears for costs incurred in connection with hotel stays, car rental or suchlike where the Customer has been notified thereof and has granted approval thereto when ordering the service or in an agreement the Merchant.

20.6 Execution Time for Payment Transactions

After the Merchant has received the Customer's Payment Order, it is transferred to SEB within the time limits established in an agreement between the Merchant and the Merchant's bank (Acquirer). After SEB has received the Payment Order from the Acquirer, SEB debits/credits (makes a withdrawal from/ deposit on) the Payment Transaction amount from/on the Payment Account which is linked to the Card. This normally takes place one to two Business Days after the Customer submitted the Payment Order to the Merchant.

The Customer shall particularly bear in mind that a Payment Transaction may be debited/credited (withdrawal/deposit made on) to the Payment Account several days after the Payment Transaction was undertaken.

If the Customer has approved a Payment Transaction in accordance with the provisions of 20.5 and the Payment Order has been received by SEB, and the terms and conditions otherwise of the Agreement have been satisfied, SEB shall ensure that the Payment Transaction is executed.

In the event a Payment Transaction has not been executed or was executed defectively, and these errors were caused by SEB, SEB shall be liable to the Customer, provided that the Customer has given notice of complaint in accordance with the provisions of 17.10.1. SEB shall, in a suitable manner and without unnecessary delay, refund the amount to the Customer and restore the balance on the Payment Account to what it would have been had the defectively executed Payment Transaction not taken place.

SEB shall be liable to the Customer for any fees incurred and for any interest which the Customer is required to pay as a consequence of the Payment Transaction not having been executed or being executed defectively.

20.7 Responsibility to protect the Personal Authorisation Functions

The Customer is obliged:

- to destroy immediately the envelope and code slip after the Customer has learned the personal code;
- if it is possible to select a personal code, not to select a personal code which has any connection to the Customer's personal identification number, card number, telephone number, or suchlike;
- to change the personal code if it is suspected that any unauthorised person has learned the code;
- to store the Card safely and not to disclose the personal code to anyone;
- not to make a note regarding the personal code or store it electronically in such a manner that an unauthorised person may have cause to believe that the note/storage refers to a personal code which is linked to the Card;
- not to make notation of a personal code on the Card or allow a notation regarding a personal code to be affixed to the Card; and
- if the Personal Authorisation Function is stored on a Mobile Device, the Customer shall maintain good control and supervision over the device. The Customer must take all reasonable measures to protect the Mobile Device.

"Personal code" means, for example, a PIN code linked to the Card. The above provisions regarding personal code shall also apply, in pertinent part, in respect of single use codes, passwords, etc.

If a Security Solution is used, for example in conjunction with approval, the provisions of 5.6 shall apply.

20.8 Notice of loss (block)

Applicable as from 1 April 2019 (up to and including 31 March 2019, the terms and conditions set forth in the section "Terms and conditions applicable up to and including 31 March 2019" shall, instead, apply).

The Customer is obliged to notify SEB thereof as soon as possible upon learning that the Card has been lost or used without authorisation. Where the Card is stored on a Mobile Device and the device is lost or it can be suspected that an unauthorised person has gained access to it, the Card must be blocked.

Notice of a lost Card is given by telephoning 0774-24 24 24 (24/7 - 365 days a year). Where the loss occurs abroad, notice is given by telephoning +46 774 24 24 24 (24/7 - 365 days a year). Notice of a lost card can also be given in Internetbanken privat or i Mobila banken. There is no charge to the Customer for the notice.

When there is a risk of unauthorised use of the Card, the Customer must also notify the loss to the police as soon as possible.

20.9 Currency exchange

Payment Transactions in another currency shall be converted into Swedish kronor at the exchange rate applied by SEB. The Exchange Rate comprises an exchange rate which SEB receives from Mastercard and which applies on the day on which the Payment Transaction is received by SEB, plus a currency exchange surcharge as set forth in the Appendix. The Customer bears any currency risk during the time commencing the purchase or cash withdrawal until such time as the Payment Transaction reaches SEB. The foregoing shall apply also in conjunction with purchases and cash withdrawals in Sweden in a currency other than Swedish kronor.

The exchange rate, which changes regularly, is provided by SEB upon request by the Customer.

In conjunction with a withdrawal of foreign currency in Bankomat AB's Automated Teller Machines in Sweden, instead of the above the currency exchange rate shall be the Reference Exchange Rate which is published by the Swedish Riksbank and which applies on the day on which the withdrawal takes place, plus a currency exchange surcharge (see Appendix). The Customer may be afforded the possibility, in respect of a Payment Order in another currency, to approve the Payment Order at a Merchant or in an Automated Teller Machine in Swedish kronor. In such situation, the Customer is aware and acknowledges that:

- the approved amount in Swedish kronor is the amount which will be debited from the Payment Account;
- SEB is not aware of, and has no responsibility for, the conversion which is made to Swedish kronor; and
- the exchange rate which is applied is not necessarily the same as SEB would have applied for the same Payment Transaction.

20.10 Closure of Payment Account

Where the Customer, in accordance with section 10, closes the Payment Account to which the Card is linked, the right to use the Card for new Payment Transactions will cease simultaneously. In such a situation the Card must be destroyed immediately and, upon request by SEB, immediately returned to SEB cut in two.

The Agreement shall remain in force, where appropriate, regarding such debt as encumbers the Payment Account. Accordingly, the Customer is liable for payment in respect of Payment Transactions executed prior to withdrawal from/termination of the Payment Account but which are debited to (withdrawal made from) the Payment Account only after the date of withdrawal/termination, and for Payment Transactions which are executed notwithstanding that the right to use the Card has terminated. SEB shall be entitled to charge a debt relating to such Payment Transactions to a bank account of the Customer at SEB.

20.11 Notice of complaint regarding goods or services, etc.

The Merchant which has provided goods or services paid for by Card is liable to the Customer for defects in the goods or services in accordance with the applicable legislation in each country. Notices of complaint must, therefore, primarily be directed against the Merchant and not against SEB.

21 BankID (BankID-kort) and Mobilt BankID

21.1 Generally

The provisions of this section 21 shall apply to BankID (BankID card) and Mobilt BankID issued by SEB pursuant to this Agreement.

Information regarding BankID/Mobilt BankID's function and the information contained in a BankID/Mobilt BankID is available at www.bankid.com. A BankID/Mobilt BankID may be subject to restricted use at parties other than SEB which accept BankID/Mobilt BankID as an identification document.

21.2 Registration, public catalogue, etc.

The Customer acknowledges and consents to SEB:

- registering the information which the Customer approved at the time of ordering and compiling an electronic catalogue from this information which may be made available to the party accepting BankID/Mobilt BankID as an identification document;
- processing the personal data in SEB's customer register and issuance register and which takes place within the scope of the Banks' ID service;
- preparing reports and log information as well as compilations in respect of the use of the service; and
- providing to another party in the Banks' ID service such information as is necessary to enable the other party to preserve its rights in matters in respect of claims for compensation made against such party.

"Registration" above means storage, processing, modification and use of the information regardless of the media involved.

The Customer further acknowledges and consents to the Customer's name, personal identification number, and card or certificate number, as well as information regarding which bank issued the card or electronic certificate being registered at SEB or another party in connection with the Customer's use of the electronic identification card (BankID or Mobilt BankID) or creating an electronic signature.

21.3 Erroneous information

The Customer must notify SEB immediately if the BankID/Mobilt BankID contains erroneous information.

SEB shall not be liable for any loss incurred as a result of a BankID/Mobilt BankID containing erroneous information which the Customer has confirmed as correct in connection with the Customer's receipt of a BankID/Mobilt BankID.

21.4 Blocking request, etc.

In addition to the provisions of section 5.8.2, the following shall also apply.

SEB shall block a BankID/Mobilt BankID immediately when it is learned that any information in the BankID/Mobilt BankID is or suspected of being erroneous or where the personal code which is linked to a BankID/Mobilt BankID has been learned by an unauthorised person, or where there is reason to suspect that it has been learned by an unauthorised person. SEB shall inform the Customer when a blocking request has been made by SEB.

21.5 Liability for obligations, etc.

With the assistance of BankID/Mobilt BankID, the Customer can make binding declarations of intent to third parties, for example by signing an agreement using an electronic signature. The resulting dealings between the Customer and the third party shall be governed by customary principles of contract law and/or the law of the sale of goods.

Any objections which are not due to a defect in a BankID /Mobilt BankID or SEB's blocking routines must therefore be made to the counterparty.

21.6 Term of validity, etc.

A Mobilt BankID has a limited term of validity. This term is currently three years. When the term has expired, a new Mobilt BankID may be issued upon application by the Customer.

However, a BankID card will expire after the end of the year and the month which is stated on the card.

If a BankID card has been blocked, the block may not be cancelled. If the Customer wishes to receive a new Mobilt BankID, such may be issued upon application by the Customer.

21.7 Separate provisions regarding BankID cards

A BankID card shall be sent to the Customer by post. If the Customer is to be provided with both a BankID card and appurtenant codes, the card and codes will be sent to the Customer in separate packages.

The BankID card is SEB's property and must be returned to SEB upon demand.

In the event of replacement of a BankID card, the same codes which applied to the old card shall apply to the replacement card. In the event of a name change, the Customer shall contact SEB to replace the BankID card.

22. SEB:s Authentication Card

22.1 Generally

SEB's Authentication Card shall be sent to the Customer by post. If the Customer is to be provided with both a card and appurtenant codes, the card and codes will be sent to the Customer in separate packages.

SEB's Authentication Card is SEB's property and must be returned to SEB upon demand.

In the event of a name change, the Customer shall contact SEB to replace SEB's Authentication Card.

Information about SEB's Authentication Card's functions, etc., is available at www.seb.se/bankid

22.2 Registration, public catalogue, etc.

The Customer acknowledges and consents to SEB:

- registering the information which the Customer approved at the time of ordering and compiling an electronic catalogue from this information which may be made available to the party accepting SEB's Authentication Card as an identification document;
- processing the personal data in SEB's customer register and issuance register and which takes place within the scope of the Banks' ID service;
- preparing reports and log information as well as compilations in respect of the use of the service; and
- providing to another party in the Banks' ID service such information as is necessary to enable the other party to preserve its rights in matters in respect of claims for compensation made against such party.

"Registration" above means storage, processing, modification and use of the information regardless of the media involved.

The Customer further acknowledges and consents to the Customer's name, personal identification number, and card or certificate number, as well as information regarding the electronic certificate is registered at SEB or another party in connection with the Customer's use of the electronic identification card or creating an electronic signature.

22.3 Erroneous information

The Customer must notify SEB immediately if SEB's Authentication Card contains erroneous information.

SEB shall not be liable for any loss incurred as a result of SEB's Authentication Card containing erroneous information which the Customer has confirmed as correct in connection with the Customer's receipt of SEB's Authentication Card.

22.4 Blocking request, etc.

In addition to the provisions of section 5.8.2, the following shall also apply. SEB shall block SEB's Authentication Card immediately when it is learned that any information in SEB's Authentication Card is, or is suspected of being, erroneous or where the PIN code which is linked to SEB's Authentication Card has been learned by an unauthorised person, or where there is reason to suspect that it has been learned by an unauthorised person. SEB shall inform the Customer when a blocking request has been made by SEB.

22.5 Liability for obligations, etc.

With the assistance of SEB's Authentication Card, the Customer can make binding declarations of intent to third parties, for example by signing an agreement using an electronic signature. The resulting dealings between the Customer and the third party shall be governed by customary principles of contract law and/or the law of the sale of goods. Any objections which are not due to a defect in a SEB's Authentication Card or SEB's blocking routines must therefore be raised with the counterparty.

22.6 Term of validity, etc.

SEB's Authentication Card has a limited term of validity. This term is currently five (5) years. When the term has expired, a new SEB's Authentication Card may be issued upon application by the Customer. If SEB's Authentication Card has been blocked, the block cannot be cancelled. If the Customer wishes to receive a new SEB's Authentication Card, such may be issued upon application by the Customer.

23 SEB ID för Unga (SEB for Young People)

23.1 Generally

SEB ID för Unga can be used as a Security Solution in SEB Ung and Swish privat. SEB ID för Unga works in the same way as Mobilt BankID.

SEB ID för Unga is issued by a guardian behalf of the Customer in Mobila banken (SEB's app).

23.2 Erroneous information

The Customer must notify SEB immediately if SEB ID för Unga contains erroneous information. SEB shall not be liable for any loss incurred as a result of SEB ID för Unga containing erroneous information which the Customer confirmed as being correct when the Customer received SEB ID för Unga.

23.3 Blocking request, etc.

In addition to the provisions of section 5.8.2, SEB shall immediately block SEB ID för Unga where it contains any information which is, or is suspected of being, erroneous. The aforementioned shall also apply where the personal code for SEB ID för Unga has been learned by an unauthorised person, or where there is reason to suspect that it has been learned by an unauthorised person.

23.4 Term of validity

SEB ID för Unga has a limited term of validity. The term is currently two years.

24. Product packages

24.1 Studenterbidandet

24.1.1 Generally

Studenterbidandet currently covers the following elective Payment Accounts, Payment Services, products and services in this Agreement:

- Privatkonto;
- SEB Debit (1 card);
- Betalservice via internet connected to Privatkonto;
- Internetbanken privat/Mobila banken;
- Bank på telefon.

The Customer may also add other products and services in accordance with separate agreements.

24.1.2 Price

Prices for Studenterbidandet are payable in accordance with the Appendix. General Terms and Conditions regarding prices and charges, etc. are set forth in section 6 above.

The Payment Accounts, Payment Services, products and services covered by Studenterbidandet are free of charge to Customers who are studying at university, a university college or other post-high school education and receive study funds (grants and/or loans) from CSN (Swedish Board for Study Support). The Customer's study funds must be deposited on a Privatkonto at SEB.

When the Customer is no longer a student in accordance with the second paragraph, the Customer will pay ordinary prices for Payment Services, products and services in accordance with the Appendix. Notice of change of price shall be given in accordance with section 8.

24.2 Enkla vardagen

24.2.1 Generally

The Enkla vardagen product package currently covers the following Payment Accounts, Payment Services, products and services in this Agreement:

- Privatkonto;
- Enkla sparkontot;
- SEB Debit (1 card);
- Betalservice via internet connected to Privatkonto;
- Internetbanken privat/Mobila banken;
- Bank på telefon.

In addition, the Customer can add a SEB Credit in accordance with a separate agreement.

24.2.2 Price

Prices for the Enkla vardagen product package are payable in accordance with the Appendix. General Terms and Conditions and prices and charges, etc. are set forth in section 6 above.

In the event the Customer terminates an individual Payment Service, product or services included in the Enkla vardagen product package, a unit price shall be payable instead for the remaining Payment Services, products and services in accordance with the Appendix. The Customer shall pay the unit prices commencing the second Weekday of the calendar month after the termination.

The Enkla vardagen product package is free of charge for Customers up to the age of 23. The Customer shall pay ordinary prices for the product package in accordance with the Appendix commencing the penultimate Weekday in the calendar month after the Customer reaches the age of 24. If, for example, the Customer reaches the age of 24 in June, the Customer will pay for Enkla vardagen commencing the penultimate Business Day of July.

25 Third Party Payment Service Providers

25.1 Generally

The Customer shall be entitled to use Payment Initiation Services and Account Information Services in respect of the Payment Accounts, provided the accounts are accessible to the Customer online at SEB. These services are not provided by SEB but, instead, by a Third Party Payment Service Provider.

Where the Customer wishes to use a Third Party Payment Service Provider, the Customer enters into an agreement or, in another manner, instructs the Third Party Payment Service Provider in this respect. In these cases, SEB shares account information with the Third Party Payment Service Provider but has no control over, or liability for, how the information is used by the Third Party Payment Service Provider.

25.2 Account Information Services

SEB shall be obligated to handle a request for information which is transferred via a provider of Account Information Services in the same manner as a request directly from the Customer, provided there are no objective reasons to handle it differently.

25.3 Payment Initiation Services

The restrictions regarding the right of disposition over certain types of Payment Accounts shall apply in a corresponding manner where the Customer uses a Payment Initiation Service. Any restrictions are set forth in the Special Terms and Conditions for Payment Accounts; see section 16.

The Customer is obligated to have coverage on his/her Payment Account for such Payment Transactions (including fees) which are to be executed; see provision 16.6.

Approval to execute a Payment Transaction is submitted directly to SEB or via the provider of the Payment Initiation Service.

A Payment Order shall be deemed received when the Customer has approved the Payment Order and it is transferred to SEB. The Cut-Off Times which SEB applies in respect of Payment Orders initiated by the Customer in conjunction with use of SEB's Payment Services shall also apply in those cases where a Payment Order has been initiated via a provider of Payment Initiation Services; see provision 17.2.4.

The Execution Times which SEB applies in respect of Payment Transactions initiated by the Customer in conjunction with use of SEB's Payment Services shall also apply in those cases where a Payment Order has been initiated by a provider of Payment Initiation Services; see provision 17.9.

SEB's right to refuse to execute a Payment Order pursuant to 17.9.4 shall also apply in cases where the Payment Order has been initiated by a provider of Payment Initiation Services.

SEB shall be obligated to handle a Payment Order which is received from a provider of Payment Initiation Services in the same manner as a Payment Order which is received directly from the Customer in respect of time, prioritisation, and fees, provided there are no objective reasons to handle it differently.

SEB shall be liable for execution of Payment Transactions initiated by the Customer in conjunction with use of SEB's Payment Services also in those cases where a Payment Order has been initiated by a provider of Payment Initiation Services; see provision 17.10.2. In these cases, the Customer shall also give notice of complaint of a defectively executed Payment Transaction to SEB; see provision 17.10.1.

SEB's liability for Unauthorised transactions shall also apply in those cases where a Payment Order has been initiated by a provider of Payment Initiation Services; see provision 17.10.3. In these cases, the Customer shall also give notice of complaint of an Unauthorised transaction to SEB; see provision 17.10.1.

25.4 Denial of access to a Payment Account

If SEB determines that a Third Party Payment Service Provider is to be denied access to the Customer's information or Payment Account at SEB, the Customer shall be notified in the manner provided in provision 12. SEB shall not notify the Customer if this is inconsistent with another law or where not doing so is justified for security reasons.

26. Special Terms and Conditions for cheques abroad

In addition to the second paragraph below, only sections 9 and 11 of this Agreement shall apply to cheques.

Blank cheques may be blocked if, for example, the cheque has been lost. A fee is charged for the blocking of cheques. Blank cheques sent to the client – cheques sent to the client's address – can be blocked at the earliest five (5) Weekdays after the date of order.

27. Specific Terms and Conditions in conjunction with trading in fund units, etc.

In conjunction with trading in fund units, unless otherwise separately agreed, the Customer must use a Payment Account for handling cash in conjunction with, for example purchases and redemption of fund units from a fund account.

When a Payment Account is used in conjunction with fund savings, the provisions regarding Payment Transactions set forth in this Agreement shall not apply. Such use shall instead be governed by the terms and conditions set forth below.

In conjunction with the purchase of fund units, the amount to be used for payment must be available to SEB on the Payment Account designated by the Customer at the time the purchase order is submitted. In conjunction with regular purchases of fund units pursuant to orders submitted by the Customer, the amount in question must be available on the stated payment account commencing on the date stated by the Customer in its order placed with SEB.

The provisions set forth in the preceding paragraph regarding the obligation to make cash available for payment in conjunction with purchases of fund units shall also apply where the fund purchase is made by a party other than the Customer, i.e. from a fund account belonging to a party other than the Customer. However, the above-stated shall only apply provided the Customer, through a separate agreement, has authorised the fund account holder to use a specified amount from the Customer's account as payment in conjunction with the fund account holder's purchase of fund units. This is the case, for example, when the Customer engages in fund savings on behalf of a third party.

Cash in foreign currency which SEB pays or takes receipt of on behalf of the Customer as a consequence of trading in fund units shall, prior to reporting to the Customer, be recalculated to Swedish kroner through the auspices of SEB according to the currency exchange rate applied by SEB from time to time.

In the event SEB erroneously deposits cash on one of the Customer's Payment Accounts in conjunction with trading in fund units, SEB shall be entitled to correct the deposit in question. SEB shall notify the Customer without delay of such correction. In the event the Customer has used this cash, the Customer shall immediately take any measures necessary for correction. The Customer shall not be entitled to any compensation from SEB as a consequence of an erroneous deposit referred to in this paragraph. SEB's liability is otherwise governed by the provisions set forth in section 11 of this Agreement.

SEB may debit the Payment Account designated in conjunction with trading in fund units by an amount which the Customer has ordered or approved and in respect of any expenditures or costs related to trading in the fund units in question.

The Customer hereby agrees to the debiting of the Customer's Payment Account for any and all taxes and fees related to the Customer's trading in fund units.

INFORMATION

Information regarding SEB

SEB Skandinaviska Enskilda Banken AB (publ), hereinafter SEB
Reg. no. 502032-9081
106 40 Stockholm
Telephone: 0771-365 365 (Telephone Bank)
0771-62 10 00 (exchange)
Website: www.seb.se

SEB is under the supervision of the Swedish Financial Supervisory Authority, Box 7821, 103 97 Stockholm, www.fi.se.

The Bank is licensed to conduct banking business and financial business in accordance with the Banking and Financial Business Act (2004:297), which among other things includes the right to provide payment transfers via general payment systems.

SEB is also licensed to conduct pensions business (IPS). In addition, SEB's is licensed to conduct securities business, i.e.

- Receipt and forwarding of orders relating to one or more financial instruments;
- Execution of orders relating to financial instruments on behalf of the customer;
- Proprietary trading in financial instruments;
- Discretionary portfolio management regarding financial instruments;
- Investment advice to customers regarding financial instruments;
- Underwriting of financial instruments and placement of financial instruments with a firm undertaking; and
- Placement of financial instruments without a firm undertaking.

Information regarding Payment Accounts, Payment Services and individual Payment Transactions

Applicable Terms and Conditions for Payment Accounts and Payment Transactions as well as the Appendix containing prices, Cut-off Times and the Execution Times, are available on www.seb.se. During the term of the Agreement, the Customer is entitled to request a copy of the Agreement by mail or in any other manner agreed upon by SEB and the Customer.

During the Agreement term the Customer is entitled to request information regarding Execution Times and applicable fees prior to execution of an individual Payment Transaction.

Information regarding the Swedish Deposit Guarantee Scheme

The accounts are covered by the deposit guarantee scheme pursuant to a decision of the Swedish National Debt Office.

Each customer who is entitled to compensation under the Swedish Deposit Insurance Act (1995:1571) is guaranteed compensation on their aggregate account balances at SEB in an amount up to SEK 950,000.

The Swedish National Debt Office pays the compensation within seven business days of the date on which SEB was declared bankrupt or the Swedish Financial Supervisory Authority decided that the guarantee was triggered.

In addition to this amount, the customer may receive compensation for certain enumerated events, e.g. sale of a private residence, severance pay, insurance indemnification in an amount not to exceed five million Swedish kronor. For additional information, visit www.riksgalden.se.

Information in accordance with the Distance and Door to Door Sales Act (2005:59) and the Payment Services Act (2010:75)

Generally

"Distance agreement" means an agreement you enter into without meeting with us personally. This may be, for example, agreements which you enter into via the Internet, telephone, or in response to an advertisement/mail out. If you enter into a distance agreement, in addition to the information set forth in the terms and conditions above, you are entitled to receive additional information before the agreement is entered into according to the Distance and Door to Door Sales Act (2005:59).

Payment of prices and fees

Prices and fees for the service are set forth in the appendix. The provisions in section 6.2 of the terms and conditions describe how prices and fees are paid.

Right of cancellation and termination of the agreement

If you have entered into an agreement with us at a distance, you have a right of cancellation. The right of cancellation means that you can terminate the agreement within 14 days calculated from the date on which you entered into the agreement, for example when you signed the agreement or approved the terms and conditions. If you received agreement terms and

conditions and other information from us after you entered into the agreement, your right of cancellation deadline (14 days) does not begin to be calculated until the day you received the agreement terms and conditions and other information from us.

The right of cancellation applies only to the initial agreement and not to any separate agreements or services during the term of such agreement. Nor do you have any right of cancellation in respect of individual agreements, services, withdrawals, purchases, payments, transactions, transfers, etc. or the equivalent which we executed at your request before you notified us that you wished to cancel the agreement.

If you exercise your right of cancellation, we are entitled to compensation for the agreed service for the time during which you utilized the service and for costs up until the date on which you notified us that you wish to exercise your right of cancellation.

You must contact us if you wish to cancel your agreement (exercise your right of cancellation). You can do so most easily by contacting any of our bank branches, or by telephoning 0771-365 365, or by sending a letter addressed to SEB, 106 40 Stockholm.

Miscellaneous

You may be obligated to pay taxes, fees and costs to parties other than us due to this agreement.

Information regarding the provision of information in accordance with the Credit Information Act (1973:1173)

Information regarding payment defaults and misuse of cards may be provided by SEB to credit rating agencies, etc. Additional details regarding the disclosure of information may be obtained from SEB.

Information regarding SEB's processing of personal data etc. pursuant to the General Data Protection Regulation ((EU) 2016/679)

The information is available on next page.

Information about SEB's processing of personal data etc. in accordance with the General Data Protection Regulation (EU) 2016/679)

Controller:
Skandinaviska Enskilda Banken AB (publ) - SEB
Corporate ID no. 502032-9081
106 40 Stockholm
Telephone +46 (0)771-365 365

For SEB's privacy policy, with complete information about SEB's processing of personal data, please see www.seb.se/personuppgifter-seb. Alternatively, you may request to receive the information by post from SEB.

Below follows a summary of how SEB is handling your personal data and your rights.

Collection of personal data

Personal data is provided and obtained before and in connection with the initiation of a customer relationship and entering of an agreement and/or authorisation of an assignment, or otherwise in connection with a customer relationship. When contacting SEB by phone these conversations will be recorded.

Purposes

SEB processes personal data for the purposes deemed necessary as follows:

- Entering into, administration and fulfilment of agreements, including advice
- for fulfilment of obligations according to law, other regulations or decisions by public authorities
- for market and customer analyses as well as systems development and marketing

Personal data may for the specified purposes, and with bank secrecy regulations taken into account, sometimes be disclosed to other legal entities within the SEB Group or to companies which the SEB Group collaborates with, both inside and outside the EU/EEA.

Your rights

You have the right to receive information about personal data concerning you that are being processed by SEB, meaning that you are entitled to a register extract.

You may also contact SEB, if you wish to:

- a) request rectification of inaccurate or incomplete personal data,
- b) request erasure or restriction of processing of personal data,
- c) object to the processing of personal data, or
- d) retrieve the personal data that you have provided to SEB yourself, where the processing is based on a contract or consent, and, where technically feasible, have the data transmitted directly to another controller (data portability).

Your request and/or objection as per the above will be assessed by SEB on a case-by-case basis.

If you wish to obtain information, or have a request as set out above, please send or hand in a request to SEB, Dataskydd, 106 40 Stockholm, Sweden, or contact SEB at the phone number above. In the same manner you may notify SEB that you do not wish to receive direct marketing.

Data protection officer

SEB has designated a data protection officer, whose task is to monitor SEB's compliance with the regulations concerning protection of personal data. The data protection officer shall fulfil his or her duties independently in relation to SEB. You may contact the data protection officer at SEB, Dataskyddsombud, 106 40 Stockholm, Sweden.

Terms and Conditions applicable to 31 March 2019

EEA Currency

An official currency in an EEA country as stated above which is not the euro (EUR). For example, Swedish kronor (SEK), Danish kronor (DKK) or British pounds (GBP). In this Agreement it also includes Swiss francs (CHF).

Security Solution

Electronic identification and security equipment, e.g. digipass or electronic identity card (e.g. BankID, SEB's Authentication Card or Mobilt BankID) with which the Customer can substantiate his/her identity vis-à-vis SEB. Personal Authorisation Functions are linked to the Security Solution.

5.6.2. The Customer's undertaking to protect the Security Solution

The Security Solution may only be used by the Customer personally. The Customer shall take necessary measures to protect himself/herself from unauthorised use of the Security Solution. This means, inter alia, that the Security Solution shall be handled in the same way as cash and other instruments of value, and shall be stored in a satisfactory manner such that no other person has the opportunity to use it. In environments with a significant risk of theft, extra caution must be exercised and the Security Solution must be guarded continually.

The Customer is aware that the Security Solution may be contained on a Mobile Device. If this is the case, the Customer shall use any and all applicable security arrangements for the Mobile Device, such as a telephone lock code.

5.6.3 The Customer's undertaking to protect the Personal Authorisation Functions

If the Customer chooses to identify himself/herself (Authenticate) using biometric information, e.g. through use of fingerprints which are stored on a Mobile Device, the Customer is obligated to ensure that only the Customer's own biometric information can be used. For example, the Customer shall ensure that no other person's biometric information is registered on the Mobile Device.

If the Customer identifies himself/herself (Authentication) with a personal code, the Customer undertakes:

- not to disclose the personal code to any person;
- to immediately destroy the envelope and code slip (or suchlike) when the Customer has learned the personal code (if there is a PUK code for the Security Solution, the PUK code must, however, be saved);
- not to note down the personal code on the Security Solution or cause any notation of the code to be affixed to the Security Solution or to be stored together with the Security Solution;
- make a note about the code or the electronically stored code only in such a way that a third party would not have cause to believe that the note relates to a personal code;
- as soon as possible after the Customer has received the Security Solution (if its functionality so permits), to switch to an own chosen personal code;
- where the opportunity exists to select a personal code, not to select a personal code which has any connection with a personal identification number, account number, telephone number, or suchlike; and
- to change his/her personal code for the Security Solution where it may be suspected that any unauthorised person has learned the code.

"Personal code" means, for example, a PIN code linked to the Security Solution. The provisions above regarding a personal code also apply, in pertinent part, to single-use codes, passwords, etc.

10. Term and termination

This Agreement shall apply until further notice unless the Joint and Special Terms and Conditions provide that the Payment Service, product or service is subject to a term of limited duration.

The Customer is entitled to terminate the Agreement or individual Payment Accounts, Payment Services, products or services with immediate effect.

Where the Customer wishes to close a Payment Account with several Account Holders, this must be done by all Account Holders jointly.

SEB is entitled to terminate the Agreement or individual Payment Accounts, Payment Services, products or services two months after SEB gives the Customer notice of termination. SEB shall, however, be entitled to terminate the Agreement or individual Payment Accounts, Payment Services, products or services immediately where:

- the Customer fails to perform its obligations to SEB in accordance with this Agreement;
- the connected Payment Account has been closed; or
- where the Customer uses a Payment Account, Payment Service, products or services in violation of applicable legislation, ordinances or binding public authority regulations.

Certain Payment Services, products or services terminate automatically or, alternatively, may also be terminated in cases other than those set forth in this section. Such cases of termination are set forth in the Special Terms and Conditions governing the relevant Payment Service, product or service.

A Privatkonto with at least one of the following services connected to the account constitutes a payment account with basic functions pursuant to the Payment Services Act (2010:751):

- One (1) Maestro card
- Betalservice via Internet together with the Security Solution which SEB designates from time to time
- Internetbanken Privat/Mobila banken together with the Security Solution which SEB designates from time to time

Instead of the grounds for termination set forth above, SEB may only terminate the account and the basic functions in four situations:

Termination may take place with immediate effect where:

- the Customer has intentionally used the payment account with basic functions for unlawful purposes; or
- the Customer provided incorrect information when the payment account with basic functions was opened and correct information would have precluded him or her from opening such an account.

Termination may take place subject to two months' notice of termination where:

- no transactions have taken place on the payment account with basic functions during the past 24 months; or
- there are special reasons.

Where the Customer dies, is placed into bankruptcy or where a guardian is appointed in accordance with Chapter 11, section 7 of the Parental Code, certain Payment Services, products or services may cease with immediate effect.

Where the Customer terminates a Payment Account to which a Card is connected, section 20.10 shall also apply.

12. Notices

Notice to the Customer may be sent by ordinary or registered mail. Notice can also be sent via Internetbanken privat/Mobila banken, e-mail, text message, push notification, or other electronic communication. Notice may also, in certain cases, be given in a telephone conversation.

Notice sent by ordinary or registered mail is sent to the address stated in the Agreement or which is otherwise known to SEB.

Notice sent by e-mail or text message is sent to the e-mail address or mobile telephone number which the Customer has provided to SEB.

In order for the Customer to be able to accept push notification from SEB, the Customer must adjust the Mobile Device's settings to allow push notification.

Ordinary or registered mail which SEB sends to the Customer shall be deemed to have reached the latter not later than five Business Days after dispatch.

Notices sent via e-mail, text message, push notification, or other electronic communication shall be deemed to have reached the Customer at the time of dispatch or at the time the notice is otherwise made available. Notice sent via Internetbanken privat/Mobila banken shall be deemed to have reached the Customer at the time the notice was made available to the Customer on Internetbanken privat/Mobila banken.

Information regarding changes to terms and conditions and prices shall be notified in the manner stated in section 8. Information regarding interest changes shall be notified in the manner stated in section 16.3.

17.2.1.2 Betalservice via internet

Betalservice via internet is a supplementary service to Internetbanken privat and may be used by the Customer for payments from an available Payment Account in Swedish kronor via Bank Giro and PlusGiro to the Payee's bank account. The service also includes the possibility to receive electronic invoices (e-invoicing) from Payees who offer this form of invoicing.

SEB is entitled to pay via Bank Giro where an agreement thereon has been overdrawn amount; see the Appendix.

Where the deficiency is in foreign currency, in conjunction with set-off in accordance with section 6.2, SEB shall be entitled to convert the amount and any interest to Swedish kronor at the market rate applicable to the relevant foreign currency on the date of exchange; see section 7.

17.7.1.1 Description of Swish privat and conditions for Swish privat

Swish privat enables the Customer, 24 hours a day, by means of his/her Mobile Device, to execute payments in real time in Swedish kronor from his/her Payment Account to Payees in Sweden that are connected to Swish and to receive payments in Swedish kronor from other persons that are connected to Swish privat.

Terms and Conditions Payment Accounts and Payment Services, etc. - Private cont.

In order to use Swish privat, the Customer must have a Mobile Device with a mobile telephone number or must have the right to use a Mobile Device with a mobile telephone number. The Customer must also download the Swish privat app and have the Security Solution or other identification solution designated by SEB (currently Mobilt BankID).

Access to Swish privat may be wholly or partly limited during certain periods, for example due to maintenance and updating of the service. Swish privat may only be used by the Customer for his/her personal use.

The Customer's name and phone number will become known to the Payee when the Customer makes a payment using Swish privat. Where the Customer is a Payee in respect of a payment made using Swish privat, the Customer's name will be known to the person who makes the payment using Swish privat.

When a payment is executed using Swish privat, certain personal information about the Customer will be exchanged between the Payment Service Provider that sends the Payment Transaction and the Payment Service Provider that receives the payment using Swish privat Payment via Swish handel may only take place where the Payee has sent a payment request to the Customer's Swish app. This requires that the Customer, prior thereto, has initiated payment in the Payee's sales channel. The Customer has a limited time in which to approve the payment request.

It is possible to receive refunds if the payment is made using Swish Handel and Swish Företag. Any refund requires that the Customer has the same mobile telephone number linked to the same Payment Account as that which was linked at the time of the original payment.

17.8.1 Generally

SEB Ung is a service intended for Customers under 18 years of age. SEB Ung provides the Customer with the possibility to communicate with SEB through an app downloaded on a Mobile Device.

Through SEB Ung, the Customer can obtain information regarding account events in his/her pre-selected Payment Accounts and make one-time transfers between these Payment Accounts.

In order to be able to use SEB Ung, the customer must also have a Security Solution (for example Mobilt BankID) or other identification solution designated by SEB. It is important to bear in mind that a Security Solution must be handled as an instrument of value and that it may be located on a Mobile Device (for example Mobilt BankID). Any loss of the Security Solution or use of the Security Solution in an unauthorised manner must be reported

immediately to SEB; see the provisions set forth in sections 5.6 and 5.7. In these cases, notification may, for example, be made to Telefonbanken (the Telephone Bank) at +46 (0)771-365 365 (24 hours a day, 7 days a week).

20.3.1 Generally

The Card may be used by the Customer for payment for goods and services at Merchants in Sweden and abroad. It may also be used for withdrawals of cash in Sweden and abroad where so allowed.

The Card may be used by the Customer in environments in which the physical presence of the Card is required, through an app downloaded on a Mobile Device in which the card information has been entered, or through Cashless Payment. The Card may also be used in environments where the physical presence of the Card is not necessary, e.g. telephone or internet sales, or digital wallets. Use of a digital wallet often requires a separate agreement with the supplier of the digital wallet. Parents and guardians of minors approve the minor entering his/her Card in a digital wallet and using the digital wallet to initiate Payment Transactions.

The Card may also be used in certain environments for deposit of funds on the Payment Account which is connected to the Card, e.g. in the case of returns.

Following special application by the Customer, the Card may also be used for transfer of funds between bank accounts in Bankomat's Automated Teller Machines and Bankomat's Automated Deposit Machines; see provision 17.5.

The Card may be used to change a PIN code in Bankomat's Automated Teller Machines and Automated Deposit Machines.

20.8 Notice of loss

The Customer is obliged to notify SEB thereof as soon as possible upon learning that the Card has been lost or used without authorisation. Where the Card is stored on a Mobile Device and the device is lost or it can be suspected that an unauthorised person has gained access to it, the Card must be blocked.

Notification of loss shall be made to Telefonbanken on telephone number 0771-365 365 (24 hours a day, 7 days a week) or to SEB Kort on telephone 08-14 72 00 (24 hours a day, 7 days a week). Where the loss takes place abroad, notification shall be given on telephone +46 8 14 72 00 (24 hours a day, 7 days a week).

When there is a risk of unauthorised use of the Card, the Customer must also notify the loss to the police as soon as possible.

Enkla vardagen

Annual fee (paid monthly with SEK 35 kr)	SEK 420
- Aged 18 - 23 years	SEK 0

Package deal for private customers containing general banking services

Products and services included:

- Privatkonto
- Enkla sparkontot
- SEB Debit (1 card)
- Betalservice via internet connected to one Privatkonto
- Internetbanken privat/Mobila banken
- Bank på telefon
- SEB Credit (cost-free option)

Studenterbjudandet

Annual fee	SEK 0
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Package deal containing general banking services for students at post-secondary education who obtain a study grant from CSN.

Products and services included:

- Privatkonto
- SEB Debit (1 card)
- Betalservice via internet connected to one Privatkonto
- Internetbanken privat/Mobila banken
- Bank på telefon

Internet & Telefon

Internetbanken privat/Mobila banken	SEK 0
Bank på telefon - self-service	SEK 0
Telefonbanken - personal service 24 hours	SEK 0

Accounts - for your everyday economy

Privatkonto ¹⁾	SEK 0
Enkla sparkontot ¹⁾	SEK 0
Notariatkonto ¹⁾	SEK 0
Valutakonto, opening an account ¹⁾	SEK 500

Cards

SEB Debit

Annual fee	SEK 300
- up to 18 years	SEK 0
Withdrawals at ATMs in Sweden	SEK 0
Purchases in Sweden	SEK 0
Withdrawals at SEB's ATMs in Estonia, Latvia and Lithuania	SEK 0
Withdrawals at ATM of foreign currency in Sweden currency exchange supplement	4.3%
Withdrawals in euro at ATMs in the EU, Norway, Iceland and Liechtenstein	SEK 0
Withdrawals at other ATMs abroad, per withdrawal	SEK 35
Cash withdrawals at a branch office/exchange bureau abroad, per withdrawal	SEK 35
Currency exchange supplement in conjunction with purchases and withdrawals abroad	1.65 %
Express card	SEK 150
Card sent abroad	SEK 350

SEB Maestro

Annual fee (paid monthly, SEK 15)	SEK 180
- up to 21 years	SEK 0

Maestro cont.

Withdrawals at ATMs in Sweden	SEK 0
Withdrawals at ATM of foreign currency in Sweden currency exchange supplement	4.3%
Purchases in Sweden	SEK 0
Withdrawals at SEB's ATMs in Estonia, Latvia and Lithuania	SEK 0
Withdrawals in other ATMs abroad, per withdrawal	SEK 35
Cash withdrawals at a branch office/exchange bureau abroad, per withdrawal	SEK 35
Currency exchange supplement in conjunction with purchases and withdrawals abroad	1.65 %
Express card	SEK 150
Card sent abroad	SEK 350

Payments within Sweden

Betalservice

- via kuvert	SEK 240/year
- via internet	SEK 120/year
Swish privat	SEK 0
- up to 18 years	SEK 0

Direct Debit (Autogiro)	SEK 0
Electronic invoice (E-faktura)	SEK 0

Payment to Bankgiro and PlusGiro via branch office/Telefonbanken

- SEB customer	SEK 65
- others (not possible at Telefonbanken)	SEK 200
- to charity organizations	SEK 0

Payment to Bankgiro and PlusGiro via Internetbanken

Honouring Bankgiro and PlusGiro payments	SEK 0
- deposit on bank account at SEB	SEK 0
- cash, SEB customer	SEK 50
- honouring of tax refund via a Bankgiro notice	SEK 0

Deposit, withdrawal and transfer

Deposit/withdrawal on a bank account at SEB

- in SEK	SEK 0
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Transfer to a bank account at SEB

Single transfer	SEK 0
Single transfer with notice to the recipient via a branch office/Telefonbanken	SEK 15
Standing order transfer (only SEB customer)	SEK 0

Deposit and withdrawal, Valutakonto via a branch office

Deposit of cash on Valutakonto	5% of amount
Withdrawal of cash on Valutakonto	5% of amount

Deposit to a bank account at another bank in Sweden (only SEB Customer)

Single transfer via a branch office/Telefonbanken	SEK 75
Single transfer via Internetbanken	SEK 0
Express transfer	SEK 300
Transfer by telephone	SEK 300
New standing order transfer via a branch office/Telefonbanken	SEK 0
New standing order transfer via Internetbanken	SEK 0

1) The account is covered by the deposit guarantee scheme. You can read more in the appendix "Information regarding deposit guarantee".

Security solution

Digipass	SEK 0
BankID-card	SEK 0
Mobilt BankID	SEK 0

International payments, SEB customer**Outgoing Payment Transactions**

SEPA payment via a branch office/Telefonbanken	SEK 40
SEPA payment via Internetbanken	SEK 0
Cross-border payment via a branch office/Telefonbanken ¹⁾	SEK 150
Cross-border via Internetbanken ¹⁾	SEK 50
SEPA Direct Debit (Autogiro i euro)	SEK 0

Additional costs in certain cases

- for Payee's bank costs	SEK 250
- payment in third country currency ²⁾	SEK 50
Advice note regarding Cross-border payment if the payment was made	
- via Internetbanken	SEK 15
- via branch offices/Telefonbanken	SEK 0
Advice note regarding SEPA payment if the payment was made	
- via Internetbanken	not possible
- via branch offices/Telefonbanken	SEK 0
Copy of completed Cross-border payment or SEPA payment	
- via branch offices/Telefonbanken	SEK 40

Incoming Payment Transaction (deposited on a bank account)

SEPA payment, incl. EU-regulated payments ³⁾	SEK 0
Other payment transactions	
- amount below SEK 300	SEK 30
- amount over SEK 300	SEK 50

Attempts to change or cancel assignments however correctly executed by SEB and payments to be returned. SEK 500

In addition, you may be charged fees, related to the above mentioned assignments, from other banks. Further, additional costs, eg due to exchange loss, may occur

Miscellaneous

Printout with information regarding the Payment Transaction (copy of verification)	SEK 150
Temporary (extra) statement of balance	SEK 150
Re-order for print-out of account statement	
Manual account statements up to 35 months back in time at bank branches/Telefonbank	SEK 40 per account
Account statements up to 10 years back, per calendar year and account	SEK 50
Re-order for print-out of yearly account statement	SEK 75
Other work in excess of standard enquiries or investigation of orders that have been correctly executed by SEB and that are more than six months old	SEK 900 per commenced hour

Fee for overdrawn amount on bank account (above SEK 100)

- notice about withdrawn account	SEK 0
- reminder 1	SEK 100
- reminder 2	SEK 100
- overdraft interest	Central Bank of Sweden's repo rate plus 13.25 %

Cheques and banker's drafts**Swedish cheques****Honouring of cheques issued by SEB**

SEB customer	SEK 0
Not SEB customer	SEK 0

Honouring of cheques issued by another bank (incl. protection)

SEB customer	SEK 50 ⁴⁾
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Foreign cheques

Send foreign cheque abroad via a branch office/Telefonbanken	SEK 200
Re-collection of a sent foreign cheque	SEK 500

Honouring of foreign cheques

Honouring of foreign cheques, SEB customer	SEK 400
Cheque for collection, in foreign currency or in SEK drawn on foreign bank	SEK 1500

Banker's drafts

Issuing of banker's drafts	SEK 100
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Honouring of banker's drafts issued by SEB

SEB customer	SEK 0
Not SEB customer	SEK 0

Honouring of banker's drafts issued by another bank

SEB customer	SEK 0
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1) A Payment Transaction in SEK executed to a Payee within the EEA (the EU Member States, Norway, Iceland and Liechtenstein) is treated as an EU-regulated payment where the IBAN number and BIC code are stated correctly and the Payee and remitter pay their respective bank charges (SHARE). An EU-regulated payment is subject to the same costs as a SEPA payment.

2) Payment in third country currency means payment in a currency other than SEK, EUR or the currency of the recipient country.

3) "EU-regulated payments" mean Payment Transactions in euro or SEK which are sent from banks in the EEA (the EU Member States, Norway, Iceland and Liechtenstein) where the IBAN number and BIC code are stated correctly and the Payee and remitter pay their respective bank charges (SHARE).

4) Honoring of cheques up to a maximum amount of SEK 2,000 is free of charge for SEB customers.

Cut-off Times and Execution Times

Payment Accounts and Payment Services, etc. Private

Appendix
17 December 2018

Outgoing Payment Transactions	Bank branch office/Telefonbanken			Internetbanken 3)		
	Currency	Cut-off times	Execution times	Currency	Cut-off times	Execution times
Swedish Payments in SEK within Sweden						
- Bankgiro och PlusGiro with payment same day as the payment order is registered	SEK	09:45	Same Day	SEK	09:45	Same Day
- Bankgiro and PlusGiro Business Days	SEK	Office's opening hours/11:45 pm	1 Business Day	SEK	11:45 pm	1 Business Day
- Bankgiro and PlusGiro Saturday, Sundays and public holidays	SEK	Office's opening hours/11:00 pm	1 Business Day	SEK	11:00 pm	1 Business Day
- Betalservice via kuvert One Business Day from the day on which SEB received an envelope containing a Payment Order						
- Single-time transfer to bank account at another bank	SEK	1:45 pm	Same Day	SEK	1:45 pm	Same Day
- Single-time transfer to bank account at SEB	SEK		Immediately	SEK		Immediately
- Standing order transfer - new	SEK	Office's opening hours/11:45	1 Business Day	SEK	11:45 pm	1 Business Day
- Standing order transfer - existing	SEK	Office's opening hours/11:00 pm	Same Day	SEK	11:00 pm	Same Day
Swish privat	SEK					Payment is due immediately
International Payments						
<i>Euro within EEA</i> - SEPA payment	EUR	2:00 pm	Normally Same Day, maximum 1 Business Day	EUR	2:00 pm 3) + 4)	Normally Same Day, maximum 1 Business Day
<i>EES currency within EEA</i> - Cross-border payment	EEA Currency	3:30 pm	Normally 1 Business Day, maximum 4	EEA Currency	4:00 pm 3) + 4)	Normally 1 Business Day, maximum 4
<i>Other Payment Transactions</i> - SEPA payment to Switzerland, Monaco and San Marino	EUR	3:30 pm	Normally 1 Business Day 2)	EUR	4:00 pm 3) + 4)	Normally 1 Business Day 2)
- Cross-border payment	All currencies	3:30 pm	Normally 3 Business Days 2)	All currencies	4:00 pm 3) + 4)	Normally 3 Business Days 2)
Direct Debit (Autogiro) and deposits of coins						
- Direct Debit (Autogiro)	SEK	Office's opening hours/11:00 pm		SEK	11:00 pm	
- SEPA Direct Debit (Autogiro in euro)	EUR	3:30 pm				
- Deposits of coins	SEK	1:00 pm	Same Day			

1) The Customer may change or recall a Payment Order until the specified Cut-Off time, except in case of a pre-specified Payment Order (i.e. when the Payment Order is not to be executed as soon as possible, but at a certain date indicated in the Payment Order). In case of a pre-specified Payment Order, the Payment Order may be changed or recalled until 11:45 pm the Business Day which occur prior to the Debit Date indicated in the Payment Order.

2) SEB undertakes to send the Payment Transaction to the Payee's bank or another service provider (e.g. correspondent bank) not later than the end of the second Business Day. The length of time taken before the money arrives depends, among other things, on the country to which the Payment Transaction is made and the length of time which the Payee's bank requires in order to deposit the money on the Payee's bank account. In certain cases it may take a significantly longer period of time than the number of days which is normal when a Payment Transaction takes place, e.g. to a country in Europe.

3) For Payment Transactions that are possible to execute via Mobila banken the same Cut-off times and Execution times as for Internetbanken apply.

4) For security reasons, only SEPA payments and cross-border payments may be made to Payees that the Customer has registered in its register of Payees on Internetbanken. In certain cases, there may be a security delay before a Payment Order can be executed to a newly-registered Payee, i.e. the Cut-off Time will be brought forward in these cases. Information regarding applicable times for the security delay can be read on Internetbanken. In the event the Customer is unable to wait for the security delay, the Customer may instead execute the Payment Order to a bank branch office or to Telefonbanken.