

## 1. Short description of AvtaleGiro

AvtaleGiro is a service where the account holder gives his bank an authorization to debit the account holder's account for transfer to the payee's account for controlled payment claims in the AvtaleGiro scheme.

Only payment claims (bills) from payees that the account holder has given his bank an authorization to execute (AvtaleGiro authorization) are covered by the service. Only payees for whom the account holder has created such an authorization can send the payment claim to the account holder's bank.

No later than three calendar days before the bills are to be paid, a message will be sent to the account holder with information about which bills are to be paid and what the bills concern. The account holder can even stop the payment before the end of the business day before the payment is to be made.

## 2. Conclusion of the agreement

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## 3. AvtaleGiro authorisation

For each payee to be covered by AvtaleGiro, the account holder shall provide the bank with a separate authorization (AvtaleGiro authorization). For the same payee, multiple AvtaleGiro authorizations may be granted if the account holder so wishes and the payments relate to claims of different types. Upon request, the bank will provide the account holder with information about which payees are affiliated with the scheme.

An AvtaleGiro authorization shall at least state the account to be debited, the payee's name, address and account number, as well as the highest debit limit and the time period to which the debit limit relates. When submitting an AvtaleGiro mandate, a customer identification number (KID) from a more recent payment claim that the AvtaleGiro mandate covers must be provided.

An AvtaleGiro mandate can be revoked, blocked and changed by the account holder by written notification to the bank. A revocation, blocking or change must be carried out no later than the following business day after the account holder's notification has been received by the bank. The bank cannot change an AvtaleGiro mandate without the account holder's consent, with the exception of the payee's account number and customer identification number

(KID). Updating the creditor's name as a result of a name change, merger or demerger is not considered a change to the AvtaleGiro mandate, and can be freely implemented by the bank. In the event of a merger, the account holder must be notified of the change.

The bank must ensure that the account holder has an overview of issued AvtaleGiro mandates. The overview will normally be found in the online bank.

## 4. Use of payment information

The account holder agrees that necessary information about the account holder and the AvtaleGiro mandate may be provided to the payee and the payee's bank.

The information will enable the payee to make payment claims against the account holder through the AvtaleGiro system and ensure correct identification of received payments.

The account holder further agrees that the bank, based on information about the account holder's other payments, will suggest which creditors the AvtaleGiro service can be used for.

## 5. Notification to the accountholder

The bank or payee shall notify the account holder of upcoming payments no later than three calendar days before the account holder's account is to be debited, unless otherwise expressly agreed. The notification shall be in writing and at least contain information about the payee, the amount, what the payment concerns and the time of debiting the account holder's account (payment day). It may be agreed that the notification from specific payees may be sent as an SMS message to the account holder's mobile phone or as an ordinary e-mail.

As an alternative to receiving a notification before each debit, the account holder may receive a combined notification for several, equally large debits in the future, however not further in advance than 12 months. The payee will inform you whether such a combined notification is used. The notification shall contain the same information as described in the first paragraph. In the event of changes in any of the information in the combined notification, the account holder will receive a new notification of this.

The account holder shall, on the basis of the sent notification, check that the information is in accordance with the account holder's quotations and submitted AvtaleGiro authorizations. The account holder should contact the bank without undue delay to correct any discrepancies.

## 6. Stopping individual payments (cancellation)

If the accountholder does not wish want the bank to execute an individual payment as stated in the sent notification, the account holder may, even within the end of the business day before the notified debit date, demand that the payment be stopped (interrupted). Stopping occurs in the manner agreed upon (for example, by electronic media) or by contacting the bank, and the bank shall on this basis stop (interrupt) the payment.

If the payment is stopped, the bank is not liable

## **7. Payment execution**

Within the framework of the AvtaleGiro mandate, the bank will execute a payment by debiting the account holder's account on the notified debit date. Even if the nature of the payment requirement is stated in an AvtaleGiro mandate, the bank will not check what the payment concerns. The payment will be transferred to the payee's bank no later than the end of the business day after the order is deemed to have been received, cf. General Terms and Conditions for Deposits and Payment Services.

## **8. Rejection of order**

The payment will not be executed if the payment requirement is outside the limits set in the AvtaleGiro mandate or if the account holder has stopped (stopped) the payment. The bank will check whether there are sufficient funds in the account for the amount to be debited. If there are insufficient funds in the account on the notified debit date, the bank will either reject the order immediately or attempt to debit the account (with a funds check) within the following four business days. In the event of multiple payment requests or assignments to be debited on the same day, the bank is not responsible for the order in which the payments are debited from the account, or which payments are not made due to insufficient funds. If the payment is not made for reasons as mentioned above, the account holder will be notified of this by the bank and will be offered another payment method (for example, a giro form will be sent). Information about another payment method will be provided by the bank. The bank will also inform the account holder if the payee cancels the payment request.

## **9. Refund of a completed payment transaction**

The account holder may demand a refund of the full amount of an AvtaleGiro debit if the account holder can demonstrate that the exact amount of the payment transaction was not approved and the amount exceeded what the account holder could reasonably have expected based on his previous usage pattern, the terms of the framework agreement and the circumstances in general. However, such a right to refund does not apply if the account holder, where relevant, was notified of the future payment transaction at least four weeks before the due date.

The account holder must submit a claim for any refund no later than eight weeks after the debit date. Within ten days of receiving the claim for refund, the bank shall either refund the full amount and the interest loss for the payment transaction or give a reasoned rejection of the claim with information about the right to bring the matter before the Financial Complaints Board.