

Account terms and conditions for Eurocard, Private individuals and Eurocard Corporate with personal payment liability
2021-06-15

The parties to this agreement are SEB Kort Bank AB (the card issuer and the lender) on the one hand and the account holder on the other.

This agreement consists of the account holder's application for a charge and credit card, Eurocard's General terms for charge and credit cards and associated Price Appendix, as well as Eurocard's approval of the application, collectively referred to as "agreement/the agreement".

Information about SEB Kort Bank AB

SEB Kort Bank AB, hereinafter referred to as "Eurocard"

Corporate reg. no. 556574-6624
106 40 Stockholm

The seat of the Board is Stockholm.

Website: www.eurocard.com

SEB Kort Bank AB is licensed to provide banking services which e.g. includes right to provide payment services. SEB Kort Bank AB is subject to supervision by the Swedish Financial Supervisory Authority, Box 7821, SE-103 97 Stockholm, Sweden, www.fi.se (FI institute number 041503). SEB Kort Bank AB is a member of the SEB Group. .

General terms for charge and credit cards

1. Definitions

Account

Means an account set up by Eurocard that is used to carry out transactions. The account shall have no fixed upper purchase/credit limit.

Account debt

Means the sum of payments, cash withdrawals, transfers, interest and fees that are charged to the account in accordance with the agreement.

Account Holder

Means the person or people (applicant/joint applicant) who has/have applied for and received an account that is accessed using a card.

ATM

Means an unmanned terminal that enables the cardholder to carry out transactions.

Authentication

A procedure where the cardholder's personalised security credentials are used and through which Eurocard confirms the cardholder's identity or the validity of the Card.

Card/the Card

Means a charge card (including card number) or a fictitious card number that replaces the original card number for security reasons issued by Eurocard that is affiliated to Mastercard's card network. The card has charge card functionality.

Cardholder

Means the account holder and any other natural person in whose name a card has been issued.

Claim

Means a notification from the account holder concerning an uncompleted or erroneously completed transaction.

Contactless payments

A card that carries the symbol  can be used to make payments in e.g. stores and machines using the cards built in transmitter, without inserting the card in a terminal.

Credit

Means the depositing of funds into an account.

Debit

Means a withdrawal of funds from an account.

Merchant

Means natural and/or legal person in Sweden or abroad affiliated to Mastercard's card network and which provides goods and/or services in return for payment by a card.

Mobile device

Mobile phone, Ipad, watch, bracelet or other similar equipment with access to internet or other phone or computer network.

Payment Order

Means the cardholder's assignment of Transactions.

Personal code

Means a personalised feature that the card holder uses to prove his/her authority to make transactions to / from an account, such as PIN code, SMS code, Mastercard Identity Check and password.

Personalised security credentials

Personalised features provided or approved by Eurocard for the purposes of authentication of the cardholder, e.g. use of a personal code, Mobilt BankID or biometric data such as fingerprint or face scanning.

Reference exchange rate

Means the exchange rate used in calculating any currency exchange and made available by Eurocard or originating from a publicly accessible source.

Transaction

Means a deposit, withdrawal or transfer of funds into/from an account.

Unauthorised transaction

Means a transaction carried out without the consent of the account holder or cardholder.

2. Introductory provisions

The account holder shall be responsible for payments in accordance with this agreement and shall also be responsible for ensuring that all cardholders are aware of and comply with this agreement and the user manuals and instructions from Eurocard applicable at any given time.

3. Approval of applications and issuing of cards

Accounts shall be approved and cards issued following a special assessment. Credit information may be obtained in connection with such assessments and on an ongoing basis during the term of the agreement. As part of card approval, Eurocard sets a maximum credit limit which may not be exceeded. In order to activate

the card's credit function for those account holders who are granted cards prior to 1 September 2014, the account holder must apply for and be granted a credit limit linked to the account. The approved amount of credit may be reviewed if the account holder's financial circumstances demand it.

An agreement concerning cards pursuant to this agreement is entered into on the day on which Eurocard approves the account holder's application for a charge and credit card and notifies the account holder accordingly

Additional cards may be issued upon submission of a special application by the account holder. For more information concerning this, see Eurocard's website. The account holder is obligated to inform cardholders of additional cards about the general terms and information according to the agreement.

Issued cards shall cease to be valid upon expiry of the year and month stated on the card. If the cardholder has complied with the agreement, Eurocard shall provide the cardholder with a replacement card before expiry of the card's period of validity. Revocation of the cardholder's right to use the card shall not apply with respect to Eurocard until the account has been closed.

The card is the property of Eurocard and shall be returned to Eurocard at Eurocard's request.

4. Use of the card

The card may be used by the cardholder to pay for goods and services provided by merchants in Sweden and abroad. It can also be used to withdraw, deposit and transfer funds to/from the account linked to the card in Sweden and abroad, if permitted.

The card may be used by the cardholder in situations where the card must be physically present or through an application in a mobile unit where the card information is stored. Payment with a card that has a contactless function or with a mobile unit that contains card information is made when the card or mobile unit is held towards a terminal for contactless payments. The card can also be used in situations where the card does not need to be present e.g. purchases made on the internet or by phone.

The card may be used to change the PIN code in ATM's if the ATM supports that function.

In order for a transaction to be completed, the cardholder must provide information in accordance with the requirements in point 5, "Authorisation of transactions and cancellation of payment orders". In connection with a transaction, the cardholder shall present approved identification upon request.

Payment by card at a bank, post office or currency exchange office or via other services for the transfer of funds to a recipient other than where the payment is made and comparable transactions will be regarded as cash withdrawals. This is the case even if the cardholder does not receive cash. Examples of such payments are cash-on-delivery, the purchase of travel currency and purchase of other means that can be used for payment.

In cases where the cardholder orders goods and services from a merchant and uses the card as the

means of payment, the cardholder shall be obliged to familiarise him or herself with the merchant's conditions for ordering and cancelling such goods and services. The cardholder shall be responsible for paying fees due to the merchant for such goods or services which have been ordered but not collected or used, in accordance with the merchant's conditions.

The card may not be used to make payments to a merchant if: 1. the merchant is the account holder's sole proprietorship, 2. the merchant is a trading partnership or a limited partnership of which the account holder is a partner, or 3. the merchant is a so-called "close corporation" of which the account holder is a close associate (e.g. managing director or board member).

In connection with a transaction, limits, opening hours and fees established by the relevant merchant/bank may apply. For security reasons, Eurocard imposes certain maximum limits per transaction and per time period, and reserves the right to decline transactions if these limits are exceeded. The card may be used for transactions in relation to gambling and lotteries and for cash withdrawals in accordance with the restrictions specified in the Price Appendix. The possibility to make cash withdrawals from an ATM may be subject to further limits from time to time.

Exceeding such limits may prevent a particular transaction from being completed. The account holder should therefore contact Eurocard in those instances where the account holder intends to carry out a transaction of a significant amount in order to ensure that any limits are adapted to the prevailing situation. Eurocard reserves the right to decline transactions in situations where unauthorised or fraudulent use of the card is suspected.

The card may not be used for the purchase of airplane tickets that are bought for resale. The account holder is aware and accepts that services, applications, etc. linked to the card under a current contractual relationship may be expanded, reduced or otherwise revised without any requirement for the consent of the account holder to be obtained.

The account holder may give access to account information to a third party providing account information services. Such third party may only use the account information in accordance with the account holder's consent. Eurocard can refuse such access to account information in case of suspected fraud or unauthorised access to the account. The account holder will be informed about the denied access and reasons therefore in accordance with point 19 "Communications and messages", as soon as possible, unless providing of such information would be prevented by law or for security reasons.

5. Authorisation of transactions and cancellation of payment orders

The cardholder gives their authorisation to carry out a transaction by making available their card details to a merchant or at an ATM.

This may take the form of reading the card's chip or magnetic strip, holding a contactless chip card against

a card reader, providing card information (card number, start date, expiry date and, where appropriate, the CVV2/CVC2 code) in writing or verbally or in some other way as facilitated in different technical environments depending on the technology being used, e.g. in digital wallets.

In some technical environments, transactions must also be authorised in writing, through these of a personal code or Mobile BankID, or authorised in some other way in accordance with instructions given in the technical solution of a merchant or ATM for the execution of a transaction.

With contactless payments the account holder has the possibility to pay smaller amounts without using the PIN code. The limit for contactless payments can be changed from time to time and may vary depending on the country. The current limit is stated on www.eurocard.com. If the transaction exceeds the applicable limit it needs to be authorised with the PIN code. For security reasons the card holder may be asked to use PIN code although the limit has not been exceeded.

A payment order may not be cancelled after the cardholder has authorised the transaction. However, a cardholder may – in accordance with the conditions and during the period agreed between the cardholder and the merchant – contact the merchant about an as yet incomplete transaction in order to cancel a previously submitted payment order.

Funds may only be blocked on the account by Eurocard if the cardholder has given consent to the exact amount of the funds to be blocked e.g. at petrol stations, car hire or hotels.

Account holders may be retrospectively debited for costs that have arisen in connection with hotel accommodation, car hire or similar if, on ordering the service or in an agreement with the merchant, the cardholder has been informed of and accepted such costs.

6. Deadline for receipt and execution of payment orders

After the merchant has received a payment order for a transaction from the cardholder, it is transferred to Eurocard within the timeframes established by agreement between the merchant and the merchant's bank (acquirer). Once Eurocard has received the payment order from the acquirer, Eurocard will debit/credit the card account with the transaction amount. This normally takes one (1) to two (2) banking days after the cardholder has submitted the payment order to the merchant. The account holder should in particular note that a transaction may be posted to the account several days after the transaction is made.

The account holder is responsible for ensuring that the approved credit limit is not exceeded.

7. Conditions for use of cards

The cardholder shall be obliged to sign the reverse of the card upon receipt and destroy any cards they may have received previously. The card is personal and may not be transferred to or used by anyone else. The card is a valuable item and must be kept safe and

handled in such a way that no one else is able to use it. The card must not, for instance, be left unattended in a hotel, in a vehicle, bag, jacket pocket, etc. that is not under supervision. In public environments where the risk of theft could be deemed significant, the card must not be left unattended at any time. Examples of such environments include restaurants, nightclubs, shops, waiting rooms, changing rooms, public transport, bathing beaches and marketplaces.

If the card is stored on a mobile device the mobile device must be kept under good control and supervision. The cardholder must assume all reasonable measures to protect the device and card information.

If the cardholder stores card information in a service for purchase of digital content (e.g. music or games), the cardholder is responsible for that no one else is able to use the stored card information.

The card may not be used in contravention of legislation.

Forwarding of the card by post by any party other than Eurocard is only permitted within Sweden and by registered mail.

The cardholder shall destroy the card immediately when the account is closed.

For more detailed practical advice and recommendations concerning the use of the card, please refer to Eurocard's website.

8. Responsibility for protecting the personalised security credentials

The cardholder shall be obliged:

- to immediately destroy the envelope and letter informing the cardholder of the PIN code once the cardholder has memorised the code;
- if it is possible to select a personal code to the card or personalised security credentials, to ensure that this personal code has no link to the cardholder's national ID number, card number, telephone number or similar;
- to keep the and personalised security credentials safe and not reveal the personal code to anyone;
- not to make a note of the personal code or save it electronically in such a way that unauthorised individuals have reason to suspect that the note/saved data refers to a personal code that is linked to the card/account;
- Not to make note of the personal code on the card or have such note attached to the card or keep it together with the card, and;
- If the personalised security credentials (e.g. Mobil BankID) are stored on a mobile device the mobile device must be kept under good control and supervision. The card holder must assume all reasonable measures to protect the device

9. Eurocard's right to block the card

Eurocard reserves the right to block the card for any of the following reasons:

1. if secure use of the card could be compromised, e.g. for technical reasons,
2. if unauthorised or fraudulent use of the card is suspected, or

3. in the event of a significantly increased risk of the account holder not fulfilling his or her payment responsibility. A "significantly increased risk" may be present either on the grounds that the cardholder's pattern of using the card may be judged as resulting in significantly increased risk, or may derive from what is known as the account holder's financial situation or similar.

Where appropriate, Eurocard shall inform the account holder of the blocking of the card and of the associated reasons.

10. Reporting loss of the card etc.

Loss of the card shall be reported immediately upon discovery of the loss or if there are reasonable grounds to suspect that the PIN code has been disclosed to an unauthorised person or that the card/card number is being used without authorisation. If the card is stored on a mobile device and the device is lost or stolen or if there are grounds to suspect unauthorised use of the device, the card shall be blocked; see point 12, "Responsibility for unauthorised transactions".

Eurocard shall be notified by telephone on 08 - 14 67 67 (from abroad +46 8 - 14 67 67). Notification may be given 24 hours a day. Calls may be recorded. In the event of the card being lost where there is a risk of unauthorised use of the card, the account holder shall also report the loss to the police as soon as possible.

11. Payment responsibility and payment conditions

The account holder is liable for payment of the account balance. If there is a main cardholder and multiple holders of family cards, all of them are liable for the entire account balance regardless of which of them caused the charge to be made to the account.

Eurocard shall periodically invoice the account holder for the current account balance. An account balance of less than SEK 100 shall however remain on the account and not be invoiced for a period of three (3) months. Eurocard shall receive payment no later than the due date stated on the invoice and payment shall at minimum be the stated minimum amount to pay. If early payment is received on a date other than the agreed due date, the payment shall be deemed to have been made on the first due date after the payment.

If there is no credit limit on the account or if the account holder does not wish to utilise an approved credit limit, the account holder shall pay the entire account balance on next invoicing.

If a credit limit is linked to the account, the minimum amount to be paid is shown in the price list.

In the event that the total interest debited exceeds the minimum payment, the minimum payment shall instead be equal to such interest.

The account holder is entitled, upon request and at no extra charge for the duration of the contract, to receive a summary of the due dates for payment of the capital, interest and fees (payment plan).

The account balance is reduced only through payments to Eurocard. Agreements concerning payments that the account holder has made with the merchant or any other party shall not affect the account balance.

12. Responsibility for unauthorised transactions

12.1 Payment responsibility for unauthorised transactions

The account holder/cardholder shall be obliged:

1. to protect the personalised security credentials that the account holder/cardholder has been given; see point 8, "Responsibility for the personalised security credentials";
2. to notify Eurocard as soon as possible upon becoming aware that the card has been lost or used without authorisation; see point 10, "Reporting loss of the card etc."; and
3. to otherwise comply with the conditions for use of the card; see point 7, "Conditions for use of cards".

If it has been possible to complete an unauthorised transaction as a result of the account holder/cardholder having failed to protect the personalised security credentials the account holder is liable for a maximum of SEK 400 per card.

If it has been possible to complete an unauthorised transaction as a result of the cardholder having ignored an obligation as per the first paragraph above through gross negligence, the account holder will be liable for the entire sum, to a maximum of SEK 12,000 per card. If the account holder/cardholder has acted with particular culpability, the account holder shall be liable for the entire amount.

The account holder is not liable for any sum that has been charged to the account as a result of the card having been used after the account holder/cardholder reported the card for blocking. This does not apply if the account holder/cardholder has contributed to the unauthorised transaction by behaving fraudulently.

The account holder is not liable for any amount that has been charged to the account if strong customer authentication has not been applied when the transaction was initiated. This does not apply if the account holder/cardholder has contributed to the unauthorised transaction by behaving fraudulently.

The account holder is liable for the entire sum if the account holder/cardholder does not inform Eurocard without undue delay after becoming aware of an unauthorised transaction (claim). This also applies if Eurocard has provided the account holder with information on the transaction and the account holder/cardholder does not inform Eurocard within thirteen (13) months of the amount being charged to the account; see point 14, "Claims".

If the card has been used by a cardholder, the account holder is liable as per the conditions specified above as if the card had been used by the account holder themselves.

12.2 Repayment of unauthorised transactions

If an unauthorised transaction has been executed the account holder shall make a claim according to point 14 "Claims". Eurocard shall then, if nothing else follows

from point 12.1 "Payment liability for unauthorised transactions", repay the unauthorised transaction amount to the account holder and, restore the debited account to the status that it would have had if the unauthorised transaction had never taken place. If Eurocard has grounds for suspecting that the transaction is authorised, Eurocard has the right to a longer time to investigate the transaction after reporting this to the national supervisory authorities.

If Eurocard has repaid an amount to the account holder, Eurocard reserves the right to debit the account again if it turns out that the account holder is liable for the amount in whole or part.

13. Transaction information

13.1 Transaction reporting

The account holder shall receive information on completed transactions electronically each month via the My Eurocard service on Eurocard's website, unless the account holder has requested to receive the information as a paper statement. If there are multiple account holders, account statements are sent to the main account holder and other account holders receive statements only on request.

13.2 Information about transactions to employers

In the case of Eurocard Corporate with personal payment liability, Eurocard may provide the employer, or a partner authorised by the employer, with information as to how the cardholder uses the card for statistical and/or accounting purposes. Eurocard shall ensure that the employer and/or any partner authorised by the employer has an appropriate process for handling personal and/or transaction data. The employer is entitled to administer cards and accounts, i.e. the employer is entitled, for example, to close cards and set limits and restrictions regarding the use of cards and accounts.

14. Claims

The account holder shall as soon as possible read and check the information concerning completed transactions that is made available by Eurocard in the manner agreed by the parties in accordance with point 13, "Transaction information". The account holder must inform Eurocard and request correction in accordance with Eurocard's applicable procedures for claims (claim) without undue delay after becoming aware of an incorrect or unauthorised transaction, and no later than thirteen (13) months from the date the amount was charged to the account. In the event of failure to make a claim or a late claim, the account holder is liable for the entire amount. When making a claim, the account holder shall be obliged to provide the information and documentation that Eurocard requires in order to carry out its investigations. In the case of a claim concerning an unauthorised transaction, a police report shall be enclosed if Eurocard so requests.

A merchant that has provided goods or services that have been paid for using the card shall be liable with respect to the cardholder for defects in the product or service in accordance with the legislation applicable in the country concerned. Claims regarding goods or

services should therefore be addressed initially to the merchant and not to Eurocard. For credit purchases where the card is used, Eurocard is however liable in accordance with consumer credit legislation in force at any given time, which means that, in certain cases, the account holder may make the same claims against Eurocard for a purchase that they can make against the merchant.

15. Repayment of transactions

The account holder is entitled to repayment from Eurocard of an approved and completed transaction if:

1. the exact total of the transaction was not specified in connection with the approval of the transaction; and
2. the transaction amount exceeds the total that the account holder could reasonably have expected in respect of their previous pattern of expenditure, the terms of the agreement and relevant circumstances.

At Eurocard's request, the account holder must demonstrate that the terms for repayment have been met. However, there is no entitlement to repayment if the difference in the amount is due to the currency exchange rate where the reference exchange rate specified in the agreement has been applied.

A request for repayment of an approved transaction must be made within eight (8) weeks of the date on which the amount was debited. Eurocard will repay the entire amount or provide reasons for its refusal to repay the amount, with information for the account holder on the appeals procedure, within ten (10) banking days of receipt of said request.

16. Eurocard's liability for the execution of transactions etc.

16.1 Liability for the execution of transactions

If the cardholder authorises a transaction in accordance with point 5, "Authorisation of transactions and cancellation of payment orders", and the payment order is received by Eurocard and the applicable conditions in the agreement are otherwise met, Eurocard shall be responsible for ensuring that the transaction is completed.

If a transaction is not completed or is completed erroneously as a result of Eurocard's actions, Eurocard shall be liable with respect to the account holder, provided that the account holder has made a claim in accordance with point 14 "Claims". Where appropriate, Eurocard shall in a suitable manner and without undue delay repay the amount to the account holder and restore the debited account to the status that it would have had if the erroneous transaction had never taken place.

Eurocard shall be liable with respect to the account holder for any fees incurred and for any interest that the account holder is required to pay due to the transaction not being completed or being completed erroneously.

16.2 Force majeure

In relation to the provision of payment services, Eurocard is not liable in cases of unusual or

unpredictable circumstances over which Eurocard has no control and the consequences of which would have been impossible for Eurocard to prevent, despite all its efforts. Nor is Eurocard liable when Eurocard acts in accordance with Swedish or EU law.

16.3 Other events

Losses that arise in other cases shall not be reimbursed by Eurocard if Eurocard has exercised normal due care and attention. Nor shall Eurocard be liable for indirect losses unless the loss has been caused wilfully or through Eurocard's gross negligence.

17. Prices and fees etc.

17.1 General information concerning prices and fees etc.

Prices and fees linked to use of the card shall be payable in the amounts specified in the Price Appendix.

Where applicable, the account holder shall pay an annual/monthly fee in advance. If the agreement is terminated before the end of the period for which the annual fee has been paid, for Eurocard, Private individuals, the account holder is entitled to repayment of the part of the fee that concerns the period after the agreement is terminated.

The account holder agrees to allow fees to be paid through Eurocard charging the account. The account holder shall ensure that a sufficient amount is available in the account on the due date. In the event of late payment, the interest, reminder and claim fees and debt collection fees specified in the Price Appendix shall be payable. The late payment interest shall be calculated from the due date stated on the invoice until the date on which payment is made.

Interest shall not be payable on any outstanding credit that the account holder may have in the account.

The account holder is not entitled to round off amounts.

17.2 Currency exchange

Transactions in another currency shall be converted into SEK at the exchange rate applied by Eurocard. The exchange rate shall consist of an exchange rate which Eurocard receives from Mastercard, applicable on the date when the purchase is made or the date on which the transaction reaches Eurocard, in addition to a currency exchange supplement as specified in the Price Appendix (please see the section below). The account holder shall be liable for any currency risk during the period from the purchase or cash withdrawal until the transaction is received by Eurocard in case the exchange rate on the date on which the transaction reaches Eurocard applies. This shall also apply to purchases and cash withdrawals in Sweden in a currency other than SEK.

In order to facilitate a comparison of different companies' currency exchange charges for EEA currencies within the EEA, Eurocard also daily presents Eurocard's currency exchange charges in relation to the European Central Bank's (ECB) reference exchange rates. This information can be

found e.g. on the website and in the Eurocard-app. Information for a given transaction is also provided in accordance with the paragraph below.

If the cardholder makes a purchase or withdrawal in an EEA currency other than SEK, Eurocard sends information about currency exchange charges in an electronic message to the cardholder, e.g. by push notification, sms or in another way in accordance with Section 19. Electronic messages are sent at the first transaction in the relevant EEA currency and thereafter at least once a month. The cardholder can choose, in the manner stated in the Eurocard-app or on the website, that Eurocard shall no longer send such electronic messages.

For Eurocard Corporate with personal payment liability, the exchange rate for a given transaction shall be provided by Eurocard at the account holder's request.

With regard to transactions that have been made in another currency, the cardholder may be given the opportunity to authorise the transaction with a merchant or an ATM in SEK. In such a situation, the account holder shall be aware that the amount authorised in SEK is the amount that will be posted on the account, and that Eurocard has no knowledge of and shall not be liable for the conversion that is performed into SEK and that the exchange rate that is applied may not be the same as that which Eurocard would apply to the same transaction.

17.3 Interest on credit used

The account holder shall pay interest to Eurocard for the use of the approved credit at an annual interest rate. Interest shall be based on the part of the account balance within the credit limit that remains unpaid on the day after the due date stated on the invoice. Interest is calculated daily and is debited from the account monthly. Interest is capitalised monthly.

18. Information on the Agreement

The General terms and Price Appendix in force at any given time are available on Eurocard's website. During the term of the agreement, the account holder shall be entitled, upon request, to receive a copy of this Agreement by post or in any other way agreed by the parties.

19. Communication and messages

The agreement shall be written in Swedish. The language used in communications between the account holder and Eurocard shall be either Swedish or English.

Eurocard will send information and messages in accordance with this agreement in writing via e-mail, via My Eurocard service, push notifications or other electronic communication, or by post. Messages that are sent by e-mail, My Eurocard or any other form of electronic communication shall be deemed to have reached the account holder no later than the next working day if the message is sent to an address or number that the account holder has provided to Eurocard. In order for the account holder to be able to receive push notifications from Eurocard, the account

holder must allow this via the settings of the Mobile unit. Letters sent by Eurocard to the account holder shall be deemed to have reached the account holder no later than the seventh (7th) calendar day after being sent, provided that the letters are sent to the address specified in the agreement or otherwise known to Eurocard. Messages that are sent by e-mail, My Eurocard or any other form of electronic communication shall be deemed to have reached the account holder no later than the next working day if the message is sent to an address or number that the account holder has provided to Eurocard.

The account holder must inform Eurocard of changes of name, address, telephone number and e-mail address.

In the event of fraud or security risks, Eurocard can use SMS, telephone, post or another secure procedure to contact the account holder or cardholder. Eurocard can then request information whether the cardholder has carried out a certain transaction. Eurocard never requests the cardholder to provide the PIN code, Mastercard Identity Check or similar. General information on security and incidents related to cards and accounts can be found on Eurocard's website.

20. Amendment of General terms, prices and interest, etc.

Eurocard shall provide notification of any amendments to the General terms and prices at least two (2) months before such amendments come into force. Amendments that benefit the account holder may be implemented with immediate effect. Information on changes to the current General terms and/or prices will be announced as described in point 19, "Communication and messages". For information on the complete terms, Eurocard is entitled to refer the account holder to Eurocard's Customer Service Centre or website.

If the account holder does not accept the amendments, the account holder shall be entitled to terminate the agreement immediately free of charge before the day on which the amendments are due to take effect. If no notice of termination is given, the account holder shall be deemed to have accepted the amendments.

Eurocard may change the interest rate for the credit provided with immediate effect, to the extent that this is motivated by credit policy decisions, increased borrowing costs for Eurocard or other changes to costs which Eurocard could not reasonably have foreseen when the credit was provided. Eurocard is obliged to apply these terms, also if they are to the benefit of the account holder. Information on any interest rate changes will be announced as described in point 19, "Communication and messages", before the amendment comes into effect.

Changes in exchange rates that are based on the agreed reference exchange rate may be applied with immediate effect without prior notice.

21. Termination of the credit

The account holder shall be entitled to redeem the credit early, in full or in part, with immediate effect and without charge

Eurocard shall be entitled to terminate the credit and demand repayment at any time, if Eurocard determines that any of the following circumstances exist:

1. The account holder is more than one (1) month in arrears with the payment of an amount exceeding ten (10) per cent of the credit claim.
2. The account holder is more than one (1) month in arrears with the payment of an amount exceeding five (5) per cent of the credit claim and the arrears relate to two or more items that were payable at different times;
3. The account holder is otherwise in significant payment arrears, or
4. It becomes clear that the account holder is evading the repayment of the debt by absconding, disposing of property or through other actions.

Where Eurocard demands early repayment in accordance with the above, a termination notice period of at least four (4) weeks applies, calculated from the date on which Eurocard sends the notice of termination to the account holder by registered post or on which the account holder otherwise receives the notice of termination. Where Eurocard demands early repayment in accordance with the above, the account holder is not, however, obliged to make early repayment if the amounts due are paid, along with late payment interest, before the end of the notice period. The same applies if the account holder provides acceptable security for the credit immediately after notice is given or within the notice period granted.

Where the account holder has previously been released from the obligation to make early repayment of the credit by invoking the provisions of subsection 2, the provisions of this subsection shall not apply.

In the event of early repayment of the credit, the account holder shall pay interest and other costs for the credit for the period up until the early repayment but not for any subsequent period of time.

22. Agreement period, right of withdrawal and termination of the agreement

The agreement is in force until further notice.

The account holder is entitled to withdraw from the Agreement (right of withdrawal) by reporting this by telephone or by post to Eurocard within 14 days from and including the date on which the agreement was entered into, or the later date on which the agreement reached the account holder. The right of withdrawal applies solely to this Agreement, and thus not to the transactions that the account holder has carried out before the right of withdrawal was exercised. The account holder shall repay the entire credit amount used and accrued interest, as soon as possible and no later than 30 days from the day on which the account holder notifies Eurocard of withdrawal from the Agreement. This applies even if there are multiple account holders and only one of the account holders has exercised the right of withdrawal. For Eurocard

Private Individuals, account holders who exercise the right of withdrawal are entitled to have the annual fee repaid. However, Eurocard is entitled to compensation for fees that Eurocard paid to the state as a result of the credit.

The account holder is entitled to terminate the agreement with immediate effect.

Eurocard is entitled to terminate the agreement two (2) months after Eurocard has notified the account holder by giving notice of termination. Eurocard may terminate the agreement with immediate effect if:

- the cardholder has committed a material breach of the agreement;
- required by applicable law, decision of authorities, Mastercard network regulations, or SEB Group policies, or;
- the account holder or cardholder has given Eurocard false or misleading information, or omitted to provide or update information requested by Eurocard.

For Eurocard Corporate with personal payment liability Eurocard may terminate the agreement with immediate effect, alternatively replace the card with a Eurocard, Private individuals, if the account holder is no longer employed by a company that has a card agreement with Eurocard or if the company terminates such an agreement.

The agreement shall cease to apply with immediate effect in the event of account holder's death, bankruptcy, or if otherwise determined by an administrator in accordance with Section 11, Subsection 7 of the Swedish Children and Parents Code.

When the agreement is terminated Eurocard has the right to require immediate repayment of any outstanding debt. The right to use the card for new transactions shall cease to apply simultaneously. In such a situation, the card must be destroyed immediately and at Eurocard's request must be cut up and immediately returned. The agreement shall apply, where applicable, to all debt that is charged to the account. This means, among other things, that the account holder shall be responsible for payments in respect of transactions made before the agreement is withdrawn from/terminated but not posted to the account until after the date of withdrawal/termination and for transactions that are made even though the right to use the card has ceased to apply.

23. Interpretation and resolution of disputes etc.

Where the account holder is dissatisfied with any of Eurocard's services, it is important that the account holder contacts Eurocard to submit their opinion. If the account holder wishes to discuss the case with an independent party, the Swedish Consumers' Banking and Finance Bureau may be contacted, see www.konsumentbankbyran.se.

In case of a dispute with Eurocard the cardholder has the possibility to turn to Allmänna Reklimationsnämnden (ARN) which is a national board for alternative dispute resolution. Address: ARN, Box 174, 101 23 Stockholm, www.arn.se. A notification

to ARN must be submitted in writing. There are value- and time limits for the board to handle the claim. The cardholder also has the possibility to make a notification online via EU's Online Dispute Resolution platform, address; ec.europa.eu/odr.

This agreement shall be interpreted and applied in accordance with Swedish law.

Disputes arising from this agreement shall be resolved by a Swedish court. Nevertheless, Eurocard reserves the right to initiate legal proceedings at a court in another country if the account holder is domiciled there or has assets in the country.

24. Transfer of rights and/or obligations

Eurocard shall be entitled to transfer/pledge the full account balance in existence at any given time, and all other rights in accordance with this agreement without obtaining the account holder's prior consent. Notwithstanding the foregoing, Eurocard's consent shall be required if the account holder's obligations and/or rights under this agreement are to be transferred to another party.

25. Information concerning the provision of information in accordance with the Swedish Credit Information Act (1973:1173)

Information concerning credit, cases of non-payment, misuse of credit, etc. may be provided by Eurocard to credit information companies, etc. Further information concerning the provision of information may be obtained from Eurocard.

26. Processing of Personal data

Eurocard processes your personal data in accordance with current legislation. Information about the data subject rights and a more detailed description regarding how Eurocard collects, processes and transfers personal data and information about automated decisions, profiling and marketing can be found on the website.

27. Digital receipts

When the cardholder makes a purchase with the card, he or she may request to receive the receipt in digital form, for example by e-mail or as a PDF. It will then be sent directly to the Cardholder, which can then manually connect the receipt to a specific card transaction in the Eurocard app or on My Eurocard. The cardholder can also photograph the receipt by using his or her Smartphone, and then manually connect the receipt to a specific card transaction in the Eurocard app or on My Eurocard. The cardholder can then see all transactions with their receipt in his or her Eurocard app or on My Eurocard. The receipt is saved for 3 years

Price Appendix

The Price Appendix applicable at any given time is available on Eurocard's website, unless the account holder asks to receive the information as a paper statement.