

GENERAL TERMS AND CONDITIONS FOR INTERNATIONAL PAYMENTS

1. OUTGOING INTERNATIONAL PAYMENT TRANSFERS

1.1 Payments

Payment transfers from Denmark are effected through the international SWIFT system if the foreign bank is connected to SWIFT. SWIFT is short for Society for Worldwide Interbank Financial Telecommunication and is a Belgian data network for cross-border payments.

1.2 Payment request

Payer may request payment transfers to other countries through the bank's online banking solution or through one of the bank's branches.

Payment transfers to other countries are conditional among other things, on the bank's assessment of having sufficient knowledge of the customer.

If the bank considers, based on i.a. existing money laundering regulations, international/national conventions, other legislation, agreements, internal guidelines, that payments to certain countries pose a risk, that the bank does not want to take, payments to these countries cannot be carried out. An overview of the countries, to which payments can be made is available on [Handelsbanken.dk/landeoversigt](https://www.handelsbanken.dk/landeoversigt).

Furthermore, the bank may at any time refuse a request for a payment to one or more countries and/or in one or more currencies, for the same reasons as mentioned above.

If the payer requests a payment to other countries through one of the bank's branches, the bank's forms must always be used as a payment request. If the payer sends the forms by post, fax or as a scanned document by email, the payer vouches for the correctness of the request. The bank does not accept requests per telephone or in any other way, other than those stated above.

1.3 Fees

The bank charges its fees as well as costs incurred outside Denmark to the payer unless otherwise instructed or stated in these terms.

The payer is liable for all costs of processing the payment transfers (from Denmark), including any repetition, revocation, etc. of payments, unless otherwise agreed. Accordingly, all costs incurred by the bank for the processing of such payment transfers by non-Danish banks will be charged to the payer. If the said transactions require additional processing above the standard, the bank may charge extra payment based on the time spent.

The various fees for processing payments are as follows:

SHA: The payer must pay all costs incurred in Denmark, and the payee must pay all costs incurred outside Denmark. This is a statutory requirement for all payment transfers in any currency to another EU/EEA country.

OUR: The payer must pay all costs incurred in Denmark **and** all costs incurred outside Denmark. OUR may be used for payment transfers to countries outside the EU/EEA.

BEN: All costs are deducted from the amount transferred as the payee pays all costs. BEN may be used for payment transfers to countries outside the EU/EEA.

Information about the bank's fees for payments from Denmark is available in the bank's price lists "*Prices for personal customers*" and "*Guideline prices for corporate customers*".

1.4 Value dating

Information about the rules governing the value dating of payment transfers from Denmark is available in separate lists.

The rules on value dating apply only to the currencies for which the bank receives daily listed prices.

Transfers in other currencies will be processed individually.

1.5 Exchange rates

The bank's margin will always be added to the exchange rate applied for converting the currency of the payment transfer from Denmark.

The bank uses daily listed price from Thomson Reuters for the currencies forming the basis for converting the currencies of payment transfers.

However, this applies only to payment transfers not exceeding a value equivalent to DKK 3,000,000. For payment transfers exceeding this limit, current market rates will be used for the conversion, but solely for the payment transfer in question.

Current market rates are also used for same-day payment transfers and group transfers as well as orders received after 2.00 pm to be processed on the same day according to separate agreement with the customer.

The cut-off time at the bank for payment transfers (from Denmark) in foreign currencies is 2.00 pm in order for the payment transfers to be converted into the requested currency and executed on the same day. Requests for payment transfers received after 2.00 pm will be converted at the next business day's exchange rate unless otherwise agreed.

In the event of currency unrest, the bank reserves the right to use current market rates (spot exchange rates) for all payment transfers and apply a spot exchange rate for value dating (typically two business days ahead) for payment transfers from Denmark.

Information about exchange rates is available on the bank's website, and information about currencies and margins is available in, for instance, the bank's price lists and/or any separate agreement concluded with the bank.

1.6 Processing time

If a request for a payment transfer (from Denmark) has been registered and approved before 2.00 pm on a business day, the bank will dispatch the amount on the same day.

The amount will be made available to the bank's correspondent bank outside Denmark the number of days after the execution day as stated in the separate lists. The correspondent bank will not necessarily be identical to the payee's bank.

On payment transfers within the EU/EEA, the amount must be made available to the payee's bank on the same day as the correspondent bank had the amount placed at its disposal.

The amount transferred will be made available to the payee under the rules and practices applicable in the country of the receiving bank.

1.7 Requirements of US authorities

It should be noted that in connection with payment transfers from Denmark, information may be passed on to the US authorities. SWIFT – which processes the payments – has been instructed to disclose information, pursuant to US legislation, if it suspects funding of criminal activities or terrorism.

2. PAYMENT TRANSFERS TO DENMARK

2.1 Fees

The bank charges its fees to the payee unless otherwise instructed in the payment. Payment transfers received in foreign currency will automatically be converted into DKK unless otherwise agreed.

On any return of payments received in a foreign currency and subsequently converted, such payment will be converted back to its original currency at the daily listed price plus the bank's margin for the relevant currency on the date of return.

Information about the bank's fees for international payment transfers to Denmark is available in the bank's price lists "*Prices for personal customers*" and "*Guideline prices for corporate customers*".

2.2 Validation of payments in foreign currency

Payment transfers from other countries are conditional among other things, on the bank's assessment of having sufficient knowledge of the customer.

If the bank considers, based on i.a. existing money laundering regulations, international/national conventions, other legislation, agreements, internal guidelines, that payments from certain countries pose a risk, that the bank does not want to take, payments from these countries cannot be carried out. An overview of the countries, from which payments can be made is available on [Handelsbanken.dk/landeoversigt](https://www.handelsbanken.dk/landeoversigt).

Furthermore, the bank may at any time refuse a payment from one or more countries and/or in one or more currencies, for the same reasons as mentioned above.

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Payment transfers received by the bank before 2.00 pm are generally credited to the customer's account on the same business day.

Payment transfers received by the bank before 2.00 pm from a payer's bank outside the EU/EEA involving the conversion of a currency from a country which is not a member of the EU/EEA will be credited to the customer's account on the next business day.

Payments received by the bank after 2.00 pm will be considered as having been received on the next business day.

2.3 Exchange rates

The bank's margin will always be deducted from the exchange rate used for converting the currency of the payment transfer to Denmark.

The bank uses daily listed prices from Thomson Reuters for the currencies forming the basis for converting the currency of payment transfers to Denmark.

However, this applies only to transactions not exceeding a value equivalent to DKK 3,000,000. For payment transfers exceeding this limit, current market rates will be used for the conversion, but solely for the payment transfer in question.

In the event of currency unrest, the bank reserves the right to use current market rates (spot exchange rates) for all payment transfers and apply a spot exchange rate for value dating (typically two business days ahead) for payments to Denmark.

Information about exchange rates is available on the bank's website, and information about currencies and margins is available in the bank's price lists and/or any separate agreement concluded with the bank.

3. FOREIGN CURRENCY PAYMENT TRANSFERS MADE IN DENMARK

Dispatched and received domestic payment transfers denominated in foreign currencies are processed pursuant to the same rules governing fees and value dating as those applicable to payment transfers from and to Denmark, see clauses 1 and 2.

4. ISSUE OF FOREIGN CHEQUES

Handelsbanken does not offer its customers to issue foreign cheques.

5. REDEMPTION OF FOREIGN CHEQUES

5.1 Settlement reservations

Purchased foreign cheques will be settled subject to their being paid by the non-Danish bank.

5.2 Fees

The bank's fees for redeeming cheques denominated in foreign currencies are charged to the payee.

The bank reserves its right to charge any unforeseen expenses and interest accrued in the event of delayed settlement to the payee.

Information about the bank's fees for redeeming cheques denominated in foreign currencies is available in our price lists "Prices for personal customers" and "Guideline prices for corporate customers."

5.3 Value dating

Cheques are value dated five business days after the day of receipt.

5.4 Exchange rates

Cheques denominated in foreign currencies received by the bank before 1.00 pm are settled at the daily quoted exchange rates from Thomson Reuters less the bank's margin on the date of receipt. Cheques denominated in foreign currencies received after 1.00 pm will be settled at the exchange rate quoted on the next business day.

6. CONSENT TO THE PROCESSING OF PERSONAL DATA

By consenting to these terms, you also consent – as a customer – to your personal data being used in connection with payment transfers from and to Denmark.

Your personal data will be collected and processed only for the purpose of executing or correcting transfers from and to Denmark.

The personal data to be collected may include your name, address and account number.

For example, when receiving payment transfers from abroad, the bank must pass on information about the payer's name and account number to the payee and to the banks involved.

You may withdraw your consent at any time, but this will mean that you will not be able to transfer funds to and from Denmark.

7. REFUND AND REPAYMENT OBLIGATION

In the event of a payment transfer being received later than the agreed date, the payer's and/or the payee's bank is under an obligation to grant the payer and/or the payee a refund. A refund is granted as interest added on the payment at the interest rate stated in s. 5(1) of the Danish Interest Act (*renteloven*)

Reference is also made to ss 6-9 of the Interest Act.

If the execution of a payment transfer fails, the payer's bank must, pursuant to the Danish Act on Payment Services (*lov om betalinger*), repay the transferred amount to the payer, however, only up to an amount equivalent to EUR 12,500 plus interest accrued in accordance with s. 5(1) of the Interest Act. Moreover, the payer will also be repaid all fees charged in connection with the payment transfer.

However, if a payer is personally responsible for the non-execution or defective execution of a payment transfer from Denmark owing to the payer's bank being given incomplete or incorrect instructions, or the error is due to a financial provider, expressly designated by the payer, not executing the order, the payer is not entitled to any repayment.

8. EFFECTIVE DATE

These terms apply as from 14 June 2019 and replace any previous terms.

9. GENERAL CONDITIONS

Personal customers are also covered by "General terms and conditions for personal customers (consumers)" and "General terms and conditions of payment services for personal customers," and corporate customers are covered by "General terms and conditions for corporate customers" and "General terms and conditions of payment services for corporate customers."

10. CHANGES AND TERMINATION

These terms are subject to changes and termination at the same notice and in the same manner as that described in "General terms and conditions of payment services for personal customers" and "General terms and conditions of payment services for corporate customers."