

## Definitions

This document is an annex to the Agreement and includes the definitions of the terms used in the Agreement.

**"3D Secure"** – a generic term for versions of a technical standard applicable at any given time owned by the standardisation organisation EMVCO or Scheme Associations in order, in accordance with SCA, to identify and protect buyers and sellers when Transactions are made via the Internet.

**"Acquirer"** – Swedbank Pay or another party with which the Customer has entered into an agreement on Acquiring of Transactions.

**"Acquiring"** – processing of a Transaction in accordance with the regulations for the Payment method (Scheme Associations or Issuer of the Payment method) and settlement of the Sales proceeds to the Customer's Account.

**"Agreement"** – relates to general terms, one or more Terms of Service, Supplementary agreements and/or industry regulations and associated annexes, where applicable.

**"App"** – software specially adapted for mobile devices such as smartphones and tablets.

**"Authorisation"** – verification and approval of a Transaction towards Issuer of Payment method.

**"Banking day"** – a day when banks in Sweden and Finland are generally open.

**"Cancellation"** – removal of an incorrect Credit card Transaction in Technical equipment immediately after the performance of the Transaction.

**"Cash register System"** – the Customer's sales system (physically or digitally) which is integrated with the Payment service where applicable.

**"Capture"** – assignment initiated by the Customer to charge the End customer for an Authorised Transaction.

**"Card acquiring"** – a collective term for:

**"Card acquiring via terminal"** – refers to Acquiring of Transactions with Credit cards in a physical environment using one of the following methods:

**"Chip acquiring"** – refers to when Credit card information is read by Technical equipment via a Chip,

**"Contactless acquiring"** – refers to when Credit card information from a Chip is read by Technical equipment via a Contactless interface,

**"Magnetic stripe acquiring"** – refers to when Credit card information is read by Technical equipment via a magnetic stripe.

**"Manually entered acquiring"** – refers to Credit card information being manually entered into Technical equipment.

**"Card acquiring via unattended equipment"** – refers to Acquiring of Credit card Transactions in an unattended environment using one of the following methods:

**"Chip acquiring"** – refers to when Credit card information is read by Technical equipment via a Chip,

**"Contactless acquiring"** – refers to when Credit card information from a Chip is read by Technical equipment via a Contactless interface,

**"Magnetic stripe acquiring"** – refers to when Credit card information is read by Technical equipment via a magnetic stripe.

**"Card acquiring via the internet"** – refers to Acquiring of Credit card Transactions that take place over the internet on the Customer's website and, where applicable, an App.

**"Card acquiring via telephone order"** – refers to sales where an End customer carries out a Transaction via a telephone call via a Payment link or by providing Credit card information by telephone.

**"Card issuer"** – a bank or credit institution that issues Credit Cards.

**"Card on file"** – refers to when an End customer stores their Credit card information securely in order to simplify subsequent purchases at the Customer.

**"Card purchase documentation"** – a collective term for all the Customer's documentation regarding a Credit card Transaction.

**"Chargeback"** – Debiting of the Customer's account, Ledger Account or invoicing of the Customer in connection with a Complaint or incorrect Transaction.

**"Chip"** – name on the part of a Credit card that contains Credit card information in a computer chip that can be read by Technical equipment via contact or a Contactless interface.

**"Claim"** – the Customer's claim on the End customer regarding payment for goods, services or content.

**"Client funds"** – balance in the Customer's Ledger Account.

**"Closing balance"** – reconciliation or compilation that is sent to Swedbank Pay of the Transactions carried out in Technical equipment in a day.

**"Complaint"** – a Transaction where a complaint has been filed by the End customer or Issuer of a Payment method in accordance with the regulations for the Payment method.

**“Contactless”** – name on the part of a Credit card that contains Credit card information that can be read by Technical equipment via a contactless interface.

**“Credit card”** – a card or End customer's device with the trademarks Visa, Electron, Vpay, MasterCard, Maestro, Diners Club International, Discover, JCB or Union Pay with the categories of debit, prepaid, credit, international and company card which are accepted by Swedbank Pay under the Agreement. In addition to the aforesaid trademarks, other trademarks communicated by Swedbank Pay to the Customer are also included.

**“Credit card information”** – a collective term for all information that is printed and/or embossed on the Credit card and all information in the Credit card's Chip and magnetic stripe that is relevant for processing Card acquiring.

**“Customer”** – Swedbank Pay's contractual partner in this Agreement.

**“Customer number”** – the identity of the Point of sale at Swedbank Pay, so called merchant ID.

**“Customer receipt”** – a receipt generated by a Cash register system and/or Technical equipment for a Transaction, divided into the Customer's and the End customer's copies.

**“Customer's account”** – the bank account that the Customer specifies in this Agreement or subsequently communicates to Swedbank Pay in writing.

**“Debiting”** – the completion of a Transaction from an End customer using the selected Payment method or Swedbank Pay's settlement/invoicing with the Customer for service delivery under the Agreement.

**“Delivery”** – distribution of goods, services or content.

**“EMV”** – technical security standard for Chip and PIN code issued by the Scheme Associations.

**“EMV payment terminal”** – stand-alone or integrated card terminal or comparable equipment with Credit card functions approved by Swedbank Pay and administered by Swedbank Pay or by a party approved by Swedbank Pay.

**“End customer”** – the Customer's customer who carries out a Transaction.

**“EU regulations”** – the EU regulations that regulate the obligations of the Acquirer, the Customer and/or the Payment gateway.

**“Floor limit”** – level agreed between Swedbank Pay and the Customer that determines the amount and/or number of Transactions with Credit card which do not need to be Authorised. The Floor limit is zero (0), unless otherwise stated in the Agreement.

**“Hosted solution”** – refers to when the payment logic is handled by the Payment gateway by linking the End

customer from the Customer's Point of sale on the internet to the Payment gateway when payment is to be made, so-called re-direct. Credit card information is entered by an End customer at a PCI certified Payment gateway. Storage, transport or processing of Credit card Information is only carried out by a PCI certified Payment gateway and not at the Customer or by another party/supplier.

**“Interchange fee”** – the fee per Credit card Transaction that Swedbank Pay pays to Card issuers and which forms part of the Service charge.

**“Integration interface”** – an application interface provided by Swedbank Pay and, where applicable, implemented by the Customer in a Cash register system.

**“Interruption”** – time per month when Swedbank Pay has no connection to the Customer due to planned or unplanned maintenance at Swedbank Pay.

**“Issuer”** – issuer of a Payment method, such as a Card issuer or Mobile Pay.

**“Ledger account”** – an account at Swedbank Pay for the collection and reconciliation of Sales proceeds from the Customer prior to settlement to the Customer's account.

**“Limited card acceptance”** – the Customer's choice to opt out from accepting certain Credit cards at the Point of Sale.

**“Magnetic Stripe 2”** – name of the part of the Credit card's magnetic stripe that contains Credit card information.

**“MIT”** – the term for a Credit card Transaction carried out by the Customer with stored Credit card information based on approval from the End customer and where the End customer is not actively involved in the performance of the Transaction.

**“Party”** – the Customer or Swedbank Pay.

**“Payment application”** – software component provided by Swedbank Pay and, where applicable, implemented in the Customer's Cash register system.

**“Payment gateway”** – Swedbank Pay's system or other party approved by Swedbank Pay whereby Payment methods and supplementary services become available through technical integration.

**“Payment link”** – refers to a link to a website for payment generated by the Customer and distributed to the End Customer.

**“Payment method”** – refers to different methods for paying for goods, services or content offered by Swedbank Pay at any given time.

**“Payment service”** – administrative service offered by Swedbank Pay whereby one or more Payment methods and existing supplementary services become available.

**“PCI DSS”** – the Scheme association's requirements regarding security certification, storage and other processing of Credit card information.

**“Personal data”** – information about a person as the term is defined in the General Data Protection Regulation (“GDPR”).

**“PIN”** – the End customer's personal numerical code or other approved identification method whereby an End Customer can approve a Credit card Transaction.

**“PIN equipment”** – Technical equipment approved by Swedbank Pay with which an End customer is able to approve a Credit card Transaction by entering a PIN code.

**“Point of sale”** – physical store, website or equivalent where the Customer carries on its sales activities in accordance with the Agreement.

**“Recurring payment”** – recurring payments in which the End customer approve the Customer a right, under specific conditions, to charge the End Customer a fixed amount on a recurring basis according to the agreed periodicity via the selected Payment method.

**“Refund”** – a Transaction whereby an End customer is credited for a Transaction, if the Payment method allows it, towards the same Payment method as the original Transaction.

**“RTS”** – a technical standard in PSD2 which regulates requirements relating to Strong customer authentication, among other things.

**“Sales channel”** – the environment that the Customer offers the End customer for payment, such as EMV payment terminal, internet, Unattended equipment and telephone order.

**“Sales funds”** – refers to the amount of completed and approved Transactions to be settled to the Customer .

**“Scheme associations”** – a collective name for organisations that issue and assess compliance with regulations for the management of Payment methods.

**“Scheme fee”** – the fee per Credit card Transaction that Swedbank Pay pays to the Scheme Associations and which forms part of the Service Charge.

**“Security code”** – a collective name for the numbers printed in the signature field on the back of the Credit card.

**“Service”** – the services, Payment methods and functions agreed between the Parties and described in the Terms of service.

**“Service charge”** – the fees payable by the Customer to Swedbank Pay in accordance with the Agreement.

**“Strong customer authentication”** – End customer authentication in accordance with RTS, also known as “SCA”.

**“Supplementary agreement”** – a specific agreement signed between the Customer and Swedbank Pay.

**“Swedbank Pay”** - PayEx Sverige AB, with corporate registration number 556735-5671.

**“Technical description”** – the documentation that Swedbank Pay provides for determining Integration Interfaces, etc.

**“Technical equipment”** – all hardware and software required in order for the Customer to carry out Transactions at the Point of sale.

**“Technical supplier”** – a supplier with which Swedbank Pay enters into an agreement on Acquiring of Transactions via bank payment.

**“Terminal”** – see “EMV Payment Terminal”.

**“Terminal accessories”** – racks, batteries, cables, etc. that are in any way connected to a Terminal.

**“Terms of service”** – each of the agreements governing one or more Services.

**“Transaction”** – a Transaction carried out using a Payment method within the framework of this Agreement.

**“Transaction information”** – information of a Transaction with content in accordance with the Agreement or, where applicable, specific instructions.

**“Transaction log”** – electronically stored traceable Transaction information regarding Transactions with contents in accordance with the Agreement or, where applicable, specific instructions.

**“Unattended equipment”** – Technical equipment placed in an unattended environment where the End customer performs a self-service Transaction.

**“Web interface”** – an internet based service that provides the Customer with access to Transactions and features relating to the Services.