



Terms of Service Bank Payment

1. General

- 1.1 The Terms of Service cover, upon written notice of an approved agreement, the handling and acquiring of Transactions via bank for purchases on the internet or in other electronic environments. The Service is carried out in collaboration with the Technical supplier.
- 1.2 For its validity, the Bank Payment Service requires that the Customer has signed Terms of Service for Payment Gateway.
- 1.3 The agreement does not cover transactions relating to gambling and/or betting.

2. Tests before production

- 2.1 The Customer is responsible for the technical integration of Bank Payment via Swedbank Pay's Payment Gateway according to the Technical description. The parties shall cooperate jointly to perform the necessary tests prior to production start-up.
- 2.2 Swedbank Pay will perform the necessary testing with the Technical supplier before production commences.

3. The Service

- 3.1 Bank Payment is available in the sales currencies SEK (in Sweden), NOK (in Norway), DKK (in Denmark), GBP (in the UK) and EUR (in the EMU area).
- 3.2 The service enables payment on the Customer's internet-based business via internet banking and is performed as follows:
 - (i) Transaction information is transferred from the Customer to Swedbank Pay in accordance with the Technical description in force at any given time.
 - (ii) The End customer is sent, via Swedbank Pay, to the Technical supplier for signing in accordance with the Technical supplier's technical regulations and security regulations.
 - (iii) Swedbank Pay receives the result of the Transaction from the Technical supplier.
 - (iv) Transaction results and End customer are sent to the Customer.
 - (v) Approved and completed Transactions are credited to the Customer's Ledger account with Swedbank Pay.
- 3.3 The End Customer's purchase with Bank Payment in real time is limited to a maximum of EUR 5,000 or the equivalent amount in another currency unless otherwise agreed with Swedbank Pay.
- 3.4 For purchases exceeding the maximum amount, the execution of the Transaction may be delayed pending confirmation of payment from the End customer's bank; such payment confirmation is normally received within two (2) Banking days.
- 3.5 For Transactions exceeding the maximum amount, Swedbank Pay has the right to Chargeback the Transaction in the event that the End customer's bank stops the Transaction.

4. Payment and reporting

- 4.1 The Sales funds is credited to the Customer's Ledger account with deduction of Service charges, Chargebacks, Refunds or, where applicable, other

claims against the Customer from Swedbank Pay or third parties.

- 4.2 Payment and reporting take place in the same currency as the sales currency.
- 4.3 Unless otherwise agreed, payment and reporting take place once a week to the Customer's account, provided that the outstanding amount exceeds SEK 5,000, or equivalent in another currency.

5. Refund

The payment method support Refund to End customer via the Integration interface and the Web interface, provided that the End customer's bank allows Refund via the Technical supplier. Refund is made in accordance with the rules and instructions set out in the agreement between the End customer's bank and the Technical supplier.

6. Complaints

- 6.1 In the event of a Complaint or investigation of Bank Payment, Swedbank Pay may request documentation from the Customer. The Customer must then provide Purchase documentation free of charge in the form of a Customer receipt, delivery information (e.g. a signed receipt of delivery) regarding the Transaction or Transactions to which the investigation relates. This purchase documentation must be available to Swedbank Pay for a period of eighteen (18) months from the Transaction date.
- 6.2 Requested documentation must be received by Swedbank Pay within five Banking days.
- 6.3 Swedbank Pay is entitled to compensation for the handling of Complaints and Chargebacks. The fee is specified in the price list in force at any given time.

7. Chargeback

Swedbank Pay is entitled to carry out Chargeback on Acquired Transactions:

- ▶ if the End customer's bank stops the Transaction in accordance with clause 5.2.
- ▶ if the End customer disputes the Transaction and an investigation by Swedbank Pay or the Technical supplier has shown that the Complaint was justified, or
- ▶ if the Customer has not complied with the Agreement.

8. Term of the agreement and termination

These Terms of Service apply from the date when Swedbank Pay notifies the Customer that the Agreement has been approved and for an initial period of 12 months with the automatic renewal of a new twelve (12) -month period unless written notice is given no later than three (3) months before the end of the current agreement period.

9. Premature termination

In the event that the Technical supplier denies the Customer access to the Service, these Terms of Service shall be immediately terminated.