

**APPLICABLE WHEN FELLOW BANK PLC IS ESTABLISHED, I.E. FROM THE IMPLEMENTATION OF THE DEMERGER AND MERGER BETWEEN EVLI BANK PLC AND FELLOW FINANCE PLC. THE SCHEDULED DATE OF IMPLEMENTATION OF THE CORPORATE ARRANGEMENT IS 2.4.2022**

## **GENERAL TERMS AND CONDITIONS FOR PAYMENT INTERMEDIATION**

### **1. Scope of terms and conditions**

Unless otherwise agreed, these general terms and conditions are applied in the Single Euro Payments Area to euro-denominated account transfers in cases where no foreign exchange is involved in the transaction and where the service providers involved in the execution of the payment order are located in the Single Euro Payments Area.

Payment transfers are also governed by the account agreement and other applicable service agreements.

If inconsistency between the different language versions occurs, the terms and conditions in Finnish prevail.

### **2. Definition of terms**

**Commencement date** is the banking day on which the payer's bank initiates the execution of the payment order.

**BIC** (Bank Identifier Code, ISO 9362) is an international code identifying the bank. The BIC code is also known as the SWIFT code.

**SEPA, Single Euro Payments Area** is a single euro payments area created by banks, the European Central Bank and the European Commission.

**IBAN** (International Bank Account Number, ISO 13616) is an account number expressed in an international format.

**International sanctions** refer to sanctions, financial sanctions, export or import bans, trade embargoes or other restrictions imposed, administered, approved, or executed by the Finnish government, United Nations, European Union, United States of America and the United Kingdom or their competent authorities or governing bodies.

**Consumer** is a natural person who, in the capacity of user of the payment service, concludes a payment service agreement principally for purposes other than his/her trade or business.

**Payer** is the party that gives a payment order.

**Payer's bank** is the bank or the payment institution who receives a payment order and transfers it to the intermediary bank or to the service provider of the payee.

**Due date of payment** is the commencement date of the execution of a payment order, given by the payer.

**Payment service user** is the party that may, based on his/her agreement with the bank, use the payment service or services in the capacity of payer or payee, or both.

**Payee** is, in credit transfers, the user of the payment service who has access to the account to which the assets are transferred, and in money orders the payment service user at whose disposal the assets are placed.

**Payee's bank** is the bank or the payment institution that receives the funds for the account of the payee and transfers

the funds to the payee's account or keeps the funds available for the payee

**Payment transaction** is a procedure where funds are transferred, withdrawn, or made available

**Payment order** is an order given by the payment service user to his/her bank to execute a payment transaction, for example, as a credit transfer. Execution of a payment order involves the measures taken by the service provider to process the order and transmit the payment. Additionally, the payer may submit a transfer order to their bank via a payment initiation services provider.

**Payment initiation service** is a service in which a service provider registered as a payment institution initiates a payment order through a technical interface approved by the bank from a payer's payment account held in the payer's bank that is accessible online in a manner agreed on between the bank and the customer.

**Banking day** is a day on which the payer's or the payee's bank is open for business and thus able to execute the payment order on its behalf. Unless separately notified otherwise, banking days in Finland are weekdays from Monday to Friday excluding the Finnish religious holidays, Finnish Independence Day, May Day, Christmas Eve, Midsummer's Eve and days that are otherwise not to be considered banking days

**Urgent transfer** is a national account transfer service provided by banks. It is processed urgently, and assets are transferred to the payee's bank on the commencement date of the payment order.

**SEPA instant transfer** is, in accordance with the rules agreed in the European Payments Council (EPC), a euro denominated credit transfer to be transmitted within the Single Euro Payments Area, which is transmitted to the payee's bank immediately on every day of the year.

**Credit transfer** refers to the debiting of the payer's account, on the initiative of the payer, for a transfer of funds to the payee's account. In a national credit transfer, the payer's and payee's banks are located in Finland. In a cross-border credit transfer, the payer's and payee's banks are located in different states within the Single Euro Payments Area.

**Intermediary bank** is a bank or another institution that is in addition to the payer's bank and the payee's bank involved in the transfer of funds on instructions given by the payer's bank or the payee's bank

### **3. Issuance of payment order**

The payer gives a payment order by supplying the bank with the information needed for the execution of the payment. The payer gives his/her consent to execute the payment order by signing the payment order form or by confirming the payment order using a personal or business identification code issued by the bank or by any other means that may have been agreed on with the bank unless it has already been authorised in the payment initiation service provider's service.

The payer is required to give the following information:

- details of the payer
  - payer's name
  - any of the following details: payer's address, date and place of birth, client number given by payer's bank, personal or business identification number (if the payment is charged to an account, the payer's bank may fill in this information from its own system and the payer need not give the details separately)
  - account number in IBAN format if payment is made from an account
- details of the payee
  - payee's name
  - in credit transfers, urgent transfers and SEPA instant transfers, the information identifying the payee's bank
    - account number in IBAN format
    - in national urgent transfers, account number in either national or IBAN format.
- amount of payment.

The payer's bank may also offer the payer a chance to give other information, such as:

- due date of payment
- payee's address
- payee's identification details
- identification details given by the payer (payer's reference)
- name of the original payer
- name of the end payee
- subject of the payment
- payment identification details to be conveyed to payee (e.g. reference number or message).

Upon demand, the payer is required to prove his or her identity and specify the source of the funds and the purpose of their use. The bank is entitled to verify the details of the payer.

The bank may compare the payment information against the international sanctions issued and ordered and, if needed, demand the payment service user to provide further information on the payment.

Banks and payment systems processing the payment may be obliged, under either legislation of the state where they are located or by virtue of the contracts they have concluded, to give information on the payer to banks involved in the transfer of funds or authorities of other countries.

The payer is responsible for the validity of the information given in the payment order. Unless otherwise agreed, the payer's bank is not obliged to rectify or supplement a payment order. However, if the bank detects an error in a payment order upon its receipt, it will try to notify the payer of the error, if possible.

The credit transfer, urgent transfer and/or SEPA instant transfer shall be transmitted to the payee solely on the basis of an account number in a national format or IBAN or, where necessary, IBAN and BIC code, even if the payer has given other information for the purposes of executing the payment order. The bank is entitled to transmit the payment on the basis of the national part of the account number. The payee may channel the funds to any of his accounts by separately agreeing on the matter with his or her bank

#### **4. Receipt of payment order and commencement of execution**

A payment order is considered to have been issued when the payer's bank has received the order in a manner approved by the bank. The commencement date of a payment order received on a day other than a banking day is the following banking day. For payment types, such as the SEPA instant transfer, that are transmitted on every day of the year, the commencement date of the payment order is always the date on which the payer's bank has received the order by means approved by the bank.

The bank may set a cut-off time within a banking day after which the commencement date of a received payment order is the following banking day. The commencement date is determined and announced in the bank's payment service agreement or service description.

If the execution of a payment order requires additional information from the payment service user, the order shall be deemed to have been received once the payer's bank has received the additional information it has requested.

If the execution of the payment order requires authorisation by the authorities, the order shall be deemed to have been received once the payer's bank has received the said authorisation. If the execution of the payment order requires clearance in relation to compliance with international sanctions, the order shall be deemed to have been received once the necessary clearance measures have been taken.

The payer and the payer's bank may separately agree that execution of a payment order be commenced at a due date which is later than the above-mentioned dates or on a date on which the payer makes the funds available to the bank. If the due date indicated by the payment service user is not a banking day, the commencement date is the following banking day.

If the payment service user has indicated a due date which is earlier than the commencement date, the payment service user's bank executes the payment order disregarding the due date, unless otherwise agreed between the user and the bank.

While transferring a payment, neither the payer's bank nor the intermediary bank or the payee's bank is not responsible for observing the purpose of the payment or any special requirements on times or other special circumstances, unless stipulated otherwise by law.

#### **5. Funds required for execution of payment order**

The payer is responsible for ensuring that the payer's bank has received the funds required for the transfer of the payment and the relevant service charges.

If the payment is debited from an account, the payer is responsible for ensuring that the funds needed for the payment and the relevant service fees are available in the account to be debited at the time of the debit.

If the due date of the payment is a later date than the date of issuance of the payment order, the funds need to be available in the account at the start of the due date, unless otherwise agreed.

## 6. Non-execution of payment order

If the payment order fails to meet the conditions set forth above in sections 3 and 5, the payer's bank is not obliged to commence the execution of the payment or to transfer the payment.

If the account to be debited shows an insufficient balance for the transfer, if the account holder has died, or the use of the account is prevented for another reason, or if there is another justified reason for the non-execution of the payment, neither the payer's bank nor the payee's bank is obliged to transfer the payment or any part of it. Another justified reason is, for example, where the payer, the payer's bank, the payee or the payee's bank are subject to international sanctions which the banks involved in the intermediation of the payments are required to take into account in accordance with the law or by virtue of the contracts they have concluded or for some other equivalent reason.

Notification of the non-execution of a payment order shall be made available to the payment service user through the bank's online service used for the issuance of the order or, in the alternative, in writing or in another agreed manner, unless such notification is prohibited by law.

The payee's bank is entitled to return the payment to the payer's bank if the payee's account agreement has expired or the payment, the payer, the payee, the payer's bank or the intermediary bank is subject to international sanctions or the use of the account is otherwise prevented.

## 7. Cancellation or amendment of payment order

If the payer is a consumer, the payer is entitled to cancel his or her payment order or to amend either the due date or the amount of the payment by notifying the bank in an agreed manner no later than the banking day preceding the due date. Such cancellation or amendment is to be made no later than the banking day preceding the due date during banking or service hours by the hour indicated on the bank's website or in its service description.

If the payer is not a consumer, the payer is entitled to cancel his or her payment order or to amend either the due date or the amount of the payment by notifying the bank no later than the banking day preceding the due date, unless otherwise agreed between the payer and the bank. Such cancellation or amendment is to be made no later than the banking day preceding the due date during banking or service hours by the hour indicated on the bank's website or in its service description, unless otherwise agreed.

The payer is not, however, entitled to cancel or amend his or her payment instruction after the bank has either commenced the execution of the order or debited the payer's account or issued a receipt confirming execution of the payment.

## 8. Timetable for the execution of a payment order

The payer's bank debits the payer's account for the payment at the due date indicated in the payment order. If the due date is not a banking day, the payment is debited on the next banking day following the due date. Payments in which no due date is indicated are debited from the payer's account immediately upon receipt of the payment order. If the payment type, e.g. a SEPA instant transfer, is transmitted on all weekdays, the payer's account shall be debited immediately subsequent to having received the payment order. The payer

is liable for ensuring that the payment account has sufficient funds to execute the payment order.

If a payment order cannot be debited at the due date due to insufficient funds, the payer's bank may debit the payment from the payer's account within two (2) banking days after the indicated due date.

In this case, the commencement date of the payment order is not the due date indicated by the user but the banking day on which the account shows a balance that is sufficient for debiting the payment; yet no later than the second (2) banking day from the due date. The payer is liable for any possible consequences that may result from the delay caused by the lack of funds.

If the payer's account and the payee's account are held with the same bank or the same banking group, the funds are paid to the account indicated by the payer in the payment order no later than the banking day following the commencement date.

If the payer's account and payee's account are held with two different banks or two different banking groups, the funds are paid to the account of the payee's bank no later than the banking day following the commencement date. If the payment crosses national borders, the funds are paid to the account of the payee's bank no later than on the third banking day following the date of commencement of the execution of the payment order.

The payee's bank pays the funds to the account indicated by the payer in his/her payment order immediately after the funds have been paid to the account in the payee's bank and the payee's bank has received the necessary information stated in section 3 for the payment of the amount to the payee's account or for making the funds available to the payee. The bank is entitled to discontinue the execution of the payment in order to get necessary further instructions or further information

## 9. Information conveyed to the payee's bank and payee

The payment service user shall provide the bank its express consent to the right to process the payment service user's personal data regarded as necessary for the provision of the payment service.

The bank processes personal data with due care. The processing of personal data has been detailed more specifically in the privacy statement available at the bank or on the bank's website. The payment service user is advised to read the privacy statement.

The payer's bank is entitled to convey the information listed in section 3 to the payee's bank. The payment is also accompanied by the rest of the information required for the payment transfer.

In credit transfers, the account holder's name shall be transmitted as information on the payer's name. The payee's bank provides the payee with information on the payment transaction in a manner agreed separately. The bank is not obliged to notify the payee of the payer's identification information, such as the social security number, provided for the purpose of identifying the personal customer.

## **10. Liability for execution of payment orders and limitations on liability**

### **10.1. Liability and obligation of the payment service user to file a complaint**

The payment service user is required to inform his or her bank of any incomplete, incorrectly executed, or unjustified payment transactions without undue delay as soon as the user has detected such. If the user is a consumer, he or she shall nevertheless be required to notify this within thirteen 13 months from the date that the payment transaction occurred, or the amount was debited from or credited to his or her account. The time limit does not start running if the user's bank has not notified the user of the payment transaction in the agreed manner. If the payment service user is not a consumer, the notification must be made within six (6) months

The payment service user is not entitled to a refund or any other compensation if he or she does not make the notification within the time limit agreed above.

### **10.2. Liability of the payer's bank**

The liability of the payer's bank for the execution of the payment order ends once the payment information has been delivered to the payee's bank and the funds involved in the transaction have been transferred to the account of the payee's bank.

If the funds of the payment transaction have not been paid into the payee's bank account within the time stipulated in section 8 of these terms and conditions, the payer's bank shall be obliged to compensate the payer for the expenses and interest which the payer was obliged to pay or which the payer has not obtained due to the bank's delay or error. If the payer is not a consumer, the payer's bank is obliged to compensate the payer for no more than the penalty interest stipulated in section 4(1) of the Interest Act.

If the bank has failed to execute the payment transaction entirely or if the payment has been executed incorrectly or unjustifiably, for a reason resulting from the bank, the payer's bank is required to refund the payer with the monetary amount of the payment debited from the payer's account without undue delay.

The payer's bank is not obliged to refund the payment if it can prove that the payee's bank has received the funds involved in the payment transaction within the time set out in section 8 of these terms and conditions. In such a circumstance the payee's bank is required to immediately pay the amount of the payment transaction to the payee's payment account or make the funds available to the payee.

The payer's bank is not responsible for the operations of the payee's bank or for the solvency of the payee's bank.

### **10.3. Liability of the payee's bank**

If the payee's bank has failed to pay the funds to the payee's account within the time limit set out in section 8 of these terms and conditions, the payee's bank is required to reimburse the payee for the expenses and interest either charged to the payee for the payment transaction or which the payee has not obtained due to a delay or oversight on the part of the payee's bank.

If the payee is not a consumer, the payee's bank is obliged to compensate the payer for no more than the penalty interest

stipulated in section 4(1) of the Interest Act.

### **10.4. Liability of the payment service user for incorrect information**

A payment service user is not entitled to a refund of the funds or service fees or any interest if the payment has failed or if it has been executed incorrectly for a reason attributable to the payment service user.

Neither is the payment service user entitled to compensation for any delay if such delay is caused by the payment service user.

The payer's bank is not responsible for the execution of the payment order if the execution is not completed due to the payer having provided the bank with incorrect or inadequate information.

## **11. Tracing a payment transaction**

If execution of a payment transaction has failed or if a payment instruction has been executed incorrectly, the bank shall take steps, upon the request of the payment service user, to trace the payment transaction and shall inform the user of the outcome. If a payment service user has given an incorrect account number, the bank is not obliged to trace the payment transaction.

However, the payer's bank shall nevertheless be required to take reasonable steps to recover the funds involved in the payment transaction. If it is not possible to recover the funds, the payer's bank shall deliver to the payer, upon the payer's request, all the available information considered relevant.

## **12. Parties acting on behalf of the payer**

A payment order may be issued to the bank through the provider of a payment initiation service, or another party authorised by the payer in a manner approved by the bank.

The bank will execute the payment orders it receives through third parties operating on behalf of the payer in accordance with these terms and conditions. Payment orders received by the bank through the payment initiation service cannot be cancelled.

The bank has the right to disclose all the information concerning the initiation of the payment transaction and all available information concerning its execution to the party through which the payment order was received. The identifiers given by the bank will be used as reference information for identifying the payment.

The bank has the right to reject payment orders submitted by a third party if it has a justified reason to suspect unauthorised or fraudulent use of the payment account by a third party.

If the payer claims that a payment order initiated through a third party has not been executed or has been executed without authorisation, incorrectly or with delay, the payer is obliged to provide the bank, without delay, with a statement on the third party's performance and on the manner in which the bank received the payment order.

The bank shall not be liable for the actions of payment initiation service providers or other parties authorised by the customer, nor for their neglect, unless regulated otherwise by mandatory law.

### 13. Correction of bank's own error

The bank is entitled to correct errors resulting from its own action such as a spelling mistake, miscalculation or a similar technical error in the transmission of payments even where the payment has already been credited to the payee's account.

The bank shall seek to rectify the error as soon as possible after having detected it and, in any case, within a reasonable time after the error was made. The bank shall notify the account holder of the error and its correction without delay. Correction of an error may not, without the account holder's consent, result in an overdraft in the account holder's account.

### 14. Liability for damages and limitations on liability

Besides the interest and charges referred to in section 10 of these terms and conditions, in connection with the transfer of the payment, the payment service user's bank is liable to compensate the user only for direct damages arising from the actions taken by the user's bank which are in breach of either the law or these terms and conditions. Such direct losses include necessary costs incurred by the user in his or her efforts to investigate the error or omission.

The payment service user is not entitled to compensation for any direct loss from his or her bank unless the user reports the breach to his or her bank within a reasonable time from the date that he or she detected or should have detected the breach.

The payment service user is liable for all losses arising from the bank's inability to transmit the payment where this is due to insufficient funds, an expired account agreement or where the use of the account has been blocked, or for losses caused by the payment service user due to such action which is in breach of either the law or these terms and conditions.

The payer's bank, the intermediary bank or the payee's bank is not liable for any indirect loss suffered by the payer, payee or a third party as a result of an error or omission in the payment transmission.

Nor shall the payer's bank, the intermediary bank or the payee's bank be liable for any damages where the payment is not transmitted or is returned or delayed on the grounds that the payment, payer or payee, an entity belonging to the payer's or payee's group or effective control, the payer's or payee's direct or indirect proprietor, a board member or CEO of the aforementioned entities or (to the best of the bank's knowledge) a director, employee, authorised person or another representative is subject to international sanctions.

The payment service user is required to take all reasonable measures to limit any damages. If the payment service user neglects to do so, he or she is liable for the loss to the relevant extent. Damages payable by the bank for breaching either the law or these terms and conditions may be adjusted where such damages are unreasonable in view of the reason for the breach, the payment service user's possible contribution to the loss, the amount of consideration paid for the payment service, the bank's chances of foreseeing the loss and preventing it from occurring, and any other relevant circumstances.

### 15. Termination of payment transmission

The bank's obligation to transmit payments expires once the relevant account agreement or service agreement ceases to be in force. When the agreement is terminated or cancelled,

the payment service user is obliged, before the expiry of the agreement, to cancel all such payment orders with a due date later than the date of expiry of the agreement. The bank is not obliged to notify of the non-execution of these payment orders in accordance with section 6.

Where payment transmission is based on a single payment order, the bank may, unless otherwise agreed, cancel the payment order no later than one month prior to the due date.

If the payment service user materially breaches these terms and conditions or uses the services referred to herein for a purpose that is against the law or public order, the bank is entitled to immediately terminate the transmission of payments.

### 16. Bank's right to refuse the payment initiation service provider access to the payment account

The bank has the right, for a justified reason relating to the unauthorised or fraudulent use of a payment account, to refuse the payment initiation service provider access to the payment account. The bank shall notify the payer of the refusal by electronic means unless there are justified security reasons for not notifying the payer or notification is prohibited elsewhere by law.

### 17. Service fees and charges

The payment is transferred in full to the payee. The payee and the payee's bank may agree that the service fees and charges put forth in the payee bank's service charge list be deducted from the monetary amount of the payment.

The payer and the payee are each responsible for the service fees and charges collected by their own bank for the execution of the payment order.

The payment service user is obliged to pay the bank for the execution of the payment order the applicable service fees which the bank has stipulated in its service charge list or which have been specifically agreed upon. The bank is entitled to collect and charge the service fees and charges to the payment service user's account.

If the payment service user has given an incorrect account number or any other incorrect information, the bank is entitled to charge the fees stipulated in its service charge list for tracing a payment transaction and recovering the funds. If it turns out that the payment order has been correctly executed, the bank is entitled to charge the fees stipulated in its service charge list for the undue action taken in pursuit of recovering and tracing the funds of the payment order.

If the bank and the payment service user have agreed that the payment order may be cancelled after the time limit provided in section 7, the bank is entitled to charge the fees stipulated in its service charge list for the cancellation of the payment order.

The bank is entitled to charge the fees stipulated in its service charge list for its notice of a non-executed payment order.

If any other expenses are incurred in connection with the transfer of the payment, the payer's bank shall be entitled to subsequently claim compensation for the expenses from the payer.

## 18. Amendments to service charge list and terms and conditions of payment intermediation

The bank is entitled to amend its service charge list and these terms and conditions. The amendments are governed by what has been agreed upon in the general terms and conditions of the account or, for non-consumers, what has been agreed upon in the general terms and conditions of corporate accounts with regard to amending terms and conditions and the service charge list.

Any amendments made to these terms and conditions and the service charge list shall also apply to such orders which have been given to the bank prior to the entry into force of the amendment but which have been executed subsequent to the amendment having entered into force.

## 19. Notifications between bank and payment service user and languages used in communication

If the bank provides an online service to the customer, the bank will make the notifications concerning these terms and conditions available to the customer electronically on the online service. Insofar as the bank's online service has not been opened for the customer, the bank will send the notifications in writing or electronically in a separately agreed manner.

However, if the customer takes the bank's online services into use, the bank will, from thereon, make notifications related to these terms and conditions available to the customer only via electronic means on the online service. Insofar as the customer has provided such information, the bank may also provide notifications and/or contact the customer by alternative electronic means, for instance, via text message or e-mail.

The payment service user is considered to have received the above-mentioned notification no later than on the seventh day after it has been made available or from its date of dispatch.

For contacting purposes, the customer may use, for example, e-mail, the bank's online service, or contact the bank via telephone. Claims and complaints can be made by e-mail or via the bank's online service.

If the customer has made a customer complaint, the bank shall respond to the complaint in writing or electronically in accordance with the deadlines required by the Payment Services Act.

During the contractual relationship, Finnish language shall be used with the customer. If the customer wishes to use another language, the bank's consent is required, and the customer shall be responsible for obtaining the interpretation service and covering the costs thereof.

## 20. Force majeure

Neither of the parties are liable for any loss if they can prove that they have been prevented from meeting an obligation by an unusual and unforeseen reason beyond their control which has resulted in consequences that could not have been avoided by exercising due diligence. Neither is the bank liable for any loss arising from performance of any obligation hereunder if such performance were against any obligations imposed on the bank in legislation. Each party is obliged to notify the other party as soon as possible if they are affected by force majeure. The bank may provide such notification by, for example, publishing an announcement on its website or in

the national newspapers or by way of other equivalent electronic communication means.

## 21. Transfer of agreement

The bank has the right to transfer the rights and obligations pertaining to it in these terms and conditions to a third party. Should the bank merge or demerge or transfer all or part of its business, the rights and obligations under the agreement made between the payment service user and the bank remain in force from the perspective of the acquirer.

The payment service user may not transfer the services or agreements referred to in these terms and conditions or the rights or obligations related thereto to a third party without the written consent of the bank.

## 22. Customer advisory service and out-of-court legal remedies

If any disputes arise regarding the execution of payments or these terms and conditions, the payment service user is advised to always contact his or her bank first. Consumers and small businesses may refer their disputes relating to these terms and conditions to be examined by either the Finnish Financial Ombudsman Bureau ([www.fine.fi](http://www.fine.fi)) or the Banking Committee operating as part of the Bureau. Consumers may also have their disputes processed by the Consumer Disputes Board ([www.kuluttajariita.fi](http://www.kuluttajariita.fi)).

Prior to taking the matter to the Consumer Disputes Board, the consumer must contact the Consumer Advice Service ([www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)).

## 23. Supervisory authorities

The bank's operations are supervised by the Financial Supervisory Authority ([www.finanssivalvonta.fi](http://www.finanssivalvonta.fi)) and, in consumer related matters, by the Consumer Ombudsman ([www.kkv.fi](http://www.kkv.fi)).

Contact details of the Financial Supervisory Authority:

Financial Supervisory Authority  
Snellmaninkatu 6  
PL 103  
00101 Helsinki  
tel. 09 183 51

Contact details of the consumer ombudsman:

Finnish Competition and Consumer Authority  
PL 5  
00531 Helsinki  
tel. 029 505 3000

## 24. Jurisdiction and applicable law

These terms and conditions are subject to Finnish law. Disputes between the parties arising from these terms and conditions shall be settled in the District Court of Helsinki.

A consumer shall nevertheless have the right to bring a claim in the District Court of the Finnish municipality where the consumer is domiciled or holds permanent residence. If the account holder does not have a place of residence in Finland, disputes shall be settled in the District Court of Helsinki.