

# *Terms of Business Large Corporates & Institutions*

Effective from 14 September 2019

Danske Bank

## Terms of Business

The purpose of this document is to set out the basis on which we will conduct business with you. If you require clarification on any of the points below, please contact us. The effective date of these Terms of Business is 14 September 2019.

### Who We Are

We are Danske Bank A/S, trading in Ireland as Danske Bank. The registered office of Danske Bank A/S in Ireland is at 3 Harbourmaster Place, IFSC, Dublin 1, D01 K8F1.

You can contact us by:

- making an appointment and then visiting us at our registered office;
- telephoning us on the telephone numbers stated on our website;
- using the secure message function on our Online Banking Channel; or
- writing to us at our registered office.

We are authorised by the Danish Financial Supervisory Authority in Denmark and are regulated by the Central Bank of Ireland for conduct of business rules. We are therefore subject to codes and regulations issued by the Central Bank of Ireland on the conduct of business including the Consumer Protection Code (“CPC”), the Central Bank (Supervision and Enforcement) Act 2013 (Section 48) (Lending to Small and Medium-sized Enterprises) Regulations 2015 (as amended) (“the **SME Regulations**”) and the Code of Conduct on the Switching of Current Accounts with Credit Institutions (the “**Switching Code**”). These codes and regulations can be found on the Central Bank of Ireland’s website: [www.centralbank.ie](http://www.centralbank.ie).

### Banking Services

Loans, Cash Management and other Banking Services

We provide banking services including current accounts, deposit accounts, loans and corpo-

rate cards to our corporate and institutional clients. We also offer a variety of corporate and investment banking services ranging from cash management services to advising on complex corporate transactions. Our dedicated teams work closely with our clients to provide bespoke strategies to help achieve their business and financial objectives.

### Investment Services

We provide investment services to customers. Our advisors arrange deals in certain Financial Instruments (as defined in the European Union (Markets in Financial Instruments) Regulations 2017) (“**Investment Services**”) on an execution only basis. The terms applicable to these Investment Services can be found in our General Terms and Conditions – Large Corporates & Institutions, and our Special Terms and Conditions – Large Corporates & Institutions – Markets Booklet.

### Conflicts of Interest

It is our policy to avoid any conflict of interest

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Details of all Danske Bank A/S directors can be viewed at its registered offices.

when providing a service to our customers. However, where an unavoidable conflict arises, we may but are not obliged to advise you of this in writing before proceeding to provide any such business service.

### **Fees & Charges**

Charges for banking services (other than Insurance Intermediary Services) are made on the basis of our Fees & Charges – Large Corporates & Institutions brochure, copies of which are available on our website ([www.danskebank.ie/termsandconditions](http://www.danskebank.ie/termsandconditions)) or by contacting us. If we propose or agree to charge any other fee, we will notify you in writing before we carry out any chargeable work and will explain how the fee will be calculated or how much it will be.

### **Data Protection**

Details about how we process personal information relating to employees, directors, beneficial owners and other individuals associated with our business and corporate customers, the legal

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bases on which we process such information, and the rights of such individuals in relation to the personal information we process are set out in our Privacy Notice ([www.danskeci.com/ci/gdpr](http://www.danskeci.com/ci/gdpr)). Our General Terms and Conditions – Large Corporates & Institutions, by which you are also bound, include a customer warranty that you have advised the relevant individuals in or associated with your organisation of our Privacy Notice.

### **Customer Satisfaction and Complaints Procedure**

We are committed to high standards of customer service. However, if you have any complaint about a product that you have bought, or our service to you, in the first instance please write to us, or provide details of your complaint in person to a member of staff.

We will try to resolve complaints quickly. At a minimum, we will acknowledge your complaint within five working days and will always respond

to you within the timeframes set out in law. We will advise you of who is dealing with the complaint and when we expect to be in a position to resolve your complaint. Some complaints can be complex and can take a little while to resolve. Where this is the case, we will let you know and will keep you fully informed throughout the process. We will advise you of any right which you may have to refer your complaint to the Financial Services and Pensions Ombudsman (“FSPO”).

Following our final response to you, if you are still not satisfied, you may also refer your complaint to:

FSPO, Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

Phone: +353 1 5677000

Email: [info@fspo.ie](mailto:info@fspo.ie)

Web: [www.fspo.ie](http://www.fspo.ie)

### **The Deposit Protection Schemes**

We are a participant in the Danish Guarantee

Fund. The Danish deposit guarantee scheme (Garantiformeun) protects eligible depositors against losses in the event that the Bank suspends payments or becomes subject to compulsory winding up. The Danish Guarantee Fund also protects against losses if a financial institution does not return your securities - up to a certain amount.

We are no longer a participant in the Irish Deposit Guarantee Scheme and, instead, an eligible depositor is entitled to claim up to €100,000 (or its equivalent) under the Danish Guarantee Fund only.

Not all customers will be eligible depositors for the purposes of the Danish Deposit Guarantee Fund.

For further information on the deposit protection scheme in Denmark please see the Bank's deposit protection brochure which is available at [www.danskebank.ie](http://www.danskebank.ie) or by contacting us.

Further information is also available on the website for the Danish Guarantee Fund at [www.gii.dk](http://www.gii.dk). For information in English on the Danish Guarantee Fund, see the "unofficial translation of the Consolidation Act on a Depositor and Investor Guarantee Scheme" which is available on the Danish Guarantee Fund website ([www.gii.dk](http://www.gii.dk)) (select "Om Garantiformuen" and then "Lovgrundlag", and a link to this translation is available in the right hand menu under "Regler").

### Lending

If we lend you money, we will make an agreement with you, subject to terms and conditions. If you break those terms and conditions (for example, if you fail to make payments as agreed), that is a default by you. If you default, we may stop your account and demand payment of all money that you owe us. That may include other accounts which are not in default. If you remain in default, we may take action to remedy that default, by any suitable means. This may include legal action against you, placing your account

with a collection agency, or enforcing security given to us, such as a mortgage or guarantee.

However, the Bank is committed to working with its customers when situations of financial hardship arise. The Bank adheres to the provisions outlined in the applicable codes and regulations on conduct of business issued by the Central Bank of Ireland including the CPC and the SME Regulations.

In the event of a customer defaulting on a deal in respect of an investment instrument, we reserve the right to remedy the default by similar means.

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