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GENERAL TERMS

CREDIT AND PAYMENT SERVICES

SAS EuroBonus Business Cards

[V260801]

These General Terms apply between the Creditor and the Customer. They contain the general terms for the credit card and payment services for the SAS EuroBonus Business Cards program. The General Terms do not constitute a separate agreement with any Cardholder or Administrator. Prices, fees, interest and cost items are set out in the separate Price List.

1. Definitions

In these General Terms, the following terms have the meanings set out below, unless the context requires otherwise. Definitions in the Credit Agreement also apply to these General Terms.

Term	Meaning
Admin Portal	the SAS EuroBonus Business Cards Admin Portal, being the web-based administration portal delivered by SAS for Administrators and the Customer in connection with the corporate card program and through which its authorised users may access administration, card management, expense management, user management, reporting, export or other functionality made available by SAS from time to time.
Administrator	a natural person appointed, notified, registered, approved or otherwise authorised by the Customer to oversee the implementation and daily operation of the corporate card program within the Customer's organisation and to administer the program, Cards, Cardholders, users, authorities, settings, reports, Transactions or other functions in the Admin Portal or another channel designated by the Creditor.
Agreement	the Credit Agreement, these General Terms, the Price List and, where applicable, any separate security document, including any Guarantee Undertaking.
App	the SAS EuroBonus Business Cards App delivered by SAS in connection with the corporate card program.
Business Day	a day on which commercial banks are open for general business in Stockholm, Sweden. Where the Customer is registered in Denmark, a Business Day is a day on which commercial banks are also open for general business in Copenhagen, Denmark. Where the Customer is registered in Norway, a Business Day is a day on which commercial banks are also open for general business in Oslo, Norway.
Card	a physical card, digital card, card number, token, digital wallet or other payment function provided or approved by the Creditor.
Card Account	an account or technical ledger where Transactions, fees, interest and other debits or credits are recorded.
Cardholder	the natural person in whose name a Card is issued or whom the Customer has authorised to use a Card or Card details.
Card Network	Mastercard.
Change of Control	in relation to the Customer, (a) any person, or group of persons acting together, acquires, directly or indirectly, more than fifty (50) per cent of the voting rights or share capital in the

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Term	Meaning
	Customer, (b) any person, or group of persons acting together, obtains the right to appoint or remove a majority of the members of the board of directors (or equivalent governing body) of the Customer, or (c) a merger, demerger, transfer of business or similar transaction as a result of which the persons who controlled the Customer immediately before the transaction cease to control the resulting or surviving entity. For a sole trader, a Change of Control means a transfer of the business to another natural or legal person. For a partnership, a Change of Control means the admission, withdrawal or replacement of a general partner or a change in the partners holding, individually or collectively, a majority of the partnership interests.
Credit Agreement	the individual Nordiska credit agreement between the Customer and the Creditor.
Credit Limit	the total credit limit approved by the Creditor for the Customer under the Credit Agreement, as applied for by the Customer and approved by the Creditor from time to time.
Creditor	Bankaktiebolaget Nordiska (publ), being the credit provider and card issuer specified in the Credit Agreement.
Customer	the party acting in its capacity as a business operator that has entered into the Credit Agreement as customer and debtor.
EuroBonus	the SAS EuroBonus loyalty program and related points, benefits, levels, earning and use, delivered, controlled and administered by SAS under the SAS Terms.
EuroBonus Member	an individual natural person who has been accepted as a member of the EuroBonus program.
General Terms	these General Terms for Credit and Payment Services.
Guarantee Undertaking	a written guarantee, suretyship or other undertaking by which a third party assumes liability for the Customer's obligations under the Agreement, in whole or in part, whether as primary obligor, surety or otherwise, as required by the Creditor from time to time in accordance with the Agreement.
Insurance Benefits	travel insurance, rental car insurance or other insurance benefits that may be included in or made available by the Creditor in connection with a Card type, if stated in the Credit Agreement, the Product Description, the Price List, product information or the Insurance Terms.
Insurance Terms	separate insurance terms, policy documents, product information, eligibility criteria, limitations, exclusions and claims instructions issued by the relevant insurer, insurance intermediary or claims handler applicable to any Insurance Benefit.
Legal Form	the Customer's legal form as stated in the Credit Agreement, including but not limited to sole trader, limited liability company, general partnership, limited partnership or other business form approved by the Creditor.
Payment Order	an instruction to carry out a Transaction with a Card.
Personalised Security Credentials	PIN, BankID, MitID, password, one-time code, biometric function, API key, token or other personal or technical security function.
Price List	the price list applicable from time to time to the corporate card program, as made available on the Website, including prices, fees, interest, default interest, currency conversion charges, service charges and cost items applicable to the relevant Card type or any other product made available in the future.
Privacy Policy	the Creditor's privacy policy as made available on the Website from time to time, describing the Creditor's processing of personal data in connection with the Agreement and the Service.
Product Description	the product description for the relevant Card type as published on the Website for informational purposes only, describing product-specific features, benefits, rewards and other product parameters applicable to the Card, as updated from time to time. The Product Description does not form part of the Agreement.
SAS	SAS EuroBonus AB

Term	Meaning
SAS Terms	collectively, (a) the EuroBonus Member Terms & Conditions, (b) the SAS EuroBonus Business Cards Terms and Conditions, (c) the Terms of Use for SAS EuroBonus Business Cards App and Admin Portal, and (d) any other terms and conditions provided by SAS from time to time in connection with the corporate card program for SAS EuroBonus Business Cards, in each case as issued, amended, renamed, replaced or succeeded by SAS from time to time. The SAS Terms are provided by SAS and govern the relationship between SAS and the Customer and/or the relevant Cardholder or EuroBonus Member, as applicable. The SAS Terms do not form part of the credit, card or payment service terms between the Creditor and the Customer unless expressly stated in these General Terms.
Service	the credit and payment services and thereto related functions provided or made available by the Creditor under the Agreement.
Transaction	a purchase, withdrawal, reservation, reversal, credit, fee, currency exchange or other debit or credit affecting the Card Account or Credit Limit.
Unauthorised Transaction	a Transaction carried out without the consent of the Customer, the Cardholder or another authorised user under the Agreement.
Website	eurobonusbusiness.flysas.com as updated from time to time.

2. Agreement structure and order of precedence

The Credit Agreement contains the individual data for the Customer and the credit. These General Terms contain the general terms for credit, cards, payment services, invoicing, Administrators, Cardholders, responsibility, security, termination and other standard terms. The Price List contains the standard prices and cost items applicable to the Service. These General Terms and the Price List are made available on the Website and may be updated from time to time in accordance with the Agreement. Product-specific features, benefits and rewards applicable to the Card are described in the Product Description, which is published on the Website for informational purposes only and does not form part of the Agreement.

In case of conflict, the Credit Agreement prevails with respect to individual data, the Customer's identity, Credit Limit, security, Administrators and other individual terms. These General Terms prevail for all general matters, including invoicing and payment mechanics. The Price List prevails for prices, fees, interest, default interest, currency conversion charges and other cost items unless customer-specific pricing is expressly stated in the Credit Agreement or separately agreed in writing with the Creditor. In the event of any discrepancy between the Product Description and the Agreement, the Agreement shall prevail. Separate security documents, including any Guarantee Undertaking, prevail for the security undertaking they regulate. The SAS Terms regulate EuroBonus points and benefits and the use of the App and Admin Portal but do not override credit, card, payment or liability terms unless the Creditor expressly agrees otherwise in writing.

3. Scope of the product

The Creditor provides a corporate card program with a credit facility to the Customer. Cards may be physical, digital or consist of Card details or tokens used via a digital wallet, the App, the Admin Portal or another channel approved by the Creditor.

The credit is a revolving business credit facility for the Customer's business activities. The credit may be utilised only through Card Transactions, fees, interest and other amounts charged under the Agreement, unless the Creditor has approved another utilisation method in writing.

SAS acts as cooperation partner in respect of branding, marketing, the App, the Admin Portal and EuroBonus-related benefits to the extent set out in the Agreement or the SAS Terms. SAS delivers the App and the Admin Portal, directly or through its service providers. SAS is not the credit provider or card issuer under the Agreement unless expressly stated in the Credit Agreement. The Creditor remains the credit provider and card issuer under the Agreement.

4. Customer as business customer – no consumer credit

The Customer enters into the Agreement solely in its capacity as a business customer. The parties agree that the Agreement relates to a business credit and a corporate card program for the Customer's business activities and is not intended to constitute a consumer credit agreement.

The Card and the credit may not be used for private consumption, household expenses or other purposes outside the Customer's business activities. If the Customer is a sole trader, the Agreement is entered into by the natural person solely in the capacity as sole trader. The Customer shall keep private and business-related transactions separate and shall not allow the Card to be used in a manner that could cause the Agreement to be assessed, in whole or in part, as a consumer agreement.

Notwithstanding the foregoing, if the Agreement, or any part thereof, is held by a court, authority or other competent body to constitute a consumer credit agreement or a consumer payment service agreement, in whole or in part, the mandatory provisions of applicable consumer protection legislation, payment services legislation and other regulatory requirements that cannot be derogated from by agreement shall apply to the extent required by such mandatory law. In such event, the remaining provisions of the Agreement shall continue in full force and effect to the extent they are not inconsistent with such mandatory provisions, and the parties' rights and obligations shall be adjusted only to the minimum extent necessary to comply with mandatory law.

Where the Customer is a sole trader, the credit decision may be made through automated decision-making in accordance with the application process. The Customer, being a sole trader, has the right to express his/her views, request human review of the automated decision-making and contest the decision. Further information regarding automated decision-making, the logic involved and its significance is provided during the application process and in relevant privacy information, including the Privacy Policy and the Supplemental Product Privacy Notice.

5. Legal form and organisational requirements

5.1 Legal form generally

The Credit Agreement shall state the Customer's Legal Form, registration number and any legal-form-specific security requirements. The Creditor may require registration certificates, partnership agreements, powers of attorney, board resolutions, beneficial ownership information, credit reports and other documentation that the Creditor considers necessary.

If information regarding Legal Form, authority or representatives is inaccurate, incomplete or changes, the Creditor may reject an application, require new signing, require new or supplementary security, reduce or block the Credit Limit, stop Card use or terminate the Agreement in accordance with the Agreement.

Where the Customer's Legal Form entails unlimited personal liability for one or more owners, partners or participants, such persons are personally liable for the Customer's obligations under the Agreement to the extent provided by applicable law, regardless of whether a separate security document has been entered into. Where the Customer's Legal Form requires joint or collective action for the Customer to be validly bound, the Customer shall ensure that each person signing or acting on behalf of the Customer has the requisite authority under the Customer's constitutional documents, applicable company register, partnership agreement or other authority basis recognised under the law governing the Customer's Legal Form. The Creditor may require evidence of such authority before entering into or continuing the Agreement.

5.2 Supervisory authorities

The relevant supervisory authorities and their contact details are as follows: (a) the Swedish Financial Supervisory Authority (Sw. Finansinspektionen), Box 7821, SE-103 97 Stockholm, Sweden, telephone +46 8 408 980 00, website www.fi.se; (b) the Danish Financial Supervisory Authority (Da. Finanstilsynet), Strandgade 29, DK-1401 Copenhagen, Denmark, telephone +45 33 55 82 82, website www.finanstilsynet.dk; and (c) the

Norwegian Financial Supervisory Authority (No. Finanstilsynet), Revierstredet 3, NO-0151 Oslo, Norway, telephone +47 22 93 98 00, website www.finanstilsynet.no.

The Creditor is a Swedish credit institution authorised and primarily supervised by the Swedish Financial Supervisory Authority (Sw. Finansinspektionen) as its home-state competent authority. The Creditor's cross-border activities in Denmark and Norway are subject to the applicable host-state supervisory framework. The Danish Financial Supervisory Authority (Da. Finanstilsynet) and the Norwegian Financial Supervisory Authority (No. Finanstilsynet) may exercise supervisory powers in their respective jurisdictions in relation to conduct-of-business rules and other matters within their competence as host-state authorities and may cooperate and exchange information with the Swedish Financial Supervisory Authority in accordance with applicable EEA legislation. The Customer acknowledges that the regulatory framework applicable to the Creditor's services may differ depending on the jurisdiction in which the Customer is registered or in which the Service is provided.

5.3 Conversion, transfer and new customer

A conversion from one Legal Form to another, a transfer of business, merger, demerger or other change whereby a new natural or legal person is to assume credit or payment responsibility does not automatically transfer the Agreement, Credit Limit, Cards or any EuroBonus-related rights, regardless of the jurisdiction in which the Customer is registered. Such change requires the Creditor's written approval, a new or amended credit decision and such security as the Creditor may require.

6. Credit Limit and utilisation

The Creditor determines the total Credit Limit for the Customer and may also determine limits per Card, Cardholder, Transaction, day, calendar month, category, country, currency or other parameter. The Credit Limit is not a commitment that each Transaction will be approved.

An Administrator may set and adjust individual Card limits through the Admin Portal, within the parameters made available by the Creditor from time to time. The aggregate of all individual Card limits may exceed the total Credit Limit, but the total Credit Limit shall always apply as the maximum aggregate credit exposure for the Customer across all Cards.

For each Transaction, the lowest applicable limit shall apply, whether it is the total Credit Limit, an individual Card limit or any other limit or parameter set by the Creditor. If the total Credit Limit is fully or partially utilised, the available credit on each Card can be reduced accordingly, regardless of the individual Card limit set for that Card.

Transactions may be declined due to technical restrictions, suspected misuse, regulatory compliance, exceeded limits, fraud risk, sanctions, merchant category blocks or other reasons under the Agreement. The Customer is responsible for ensuring that the total outstanding debt, including not yet posted Transactions, reserved amounts, fees and interest, does not exceed the approved Credit Limit.

The Credit Limit may only be increased following the Customer’s application and the Creditor’s approval. After credit assessment, the Creditor may reduce, temporarily block or otherwise limit the Credit Limit. The Creditor may do so with immediate effect where there is objective cause, such as increased credit risk, non-payment, suspected unauthorised use, Change of Control, insufficient customer due diligence, sanctions or risk that the Customer will not fulfil its obligations. A reduction or limitation of the Credit Limit without such objective cause shall be subject to the amendment procedure in section 31. The Creditor’s right to cancel, reduce or suspend the undrawn portion of the Credit Limit under the following paragraph shall not be subject to the requirements of this paragraph or section 31. A reduction or blocking of the Credit Limit does not affect the Customer's obligation to pay debt already incurred.

Notwithstanding any other provision of the Agreement, including the amendment procedure in section 31, the Creditor may at any time and without prior notice to the Customer cancel, reduce or suspend the undrawn portion of the Credit Limit, in whole or in part, at its sole discretion, irrespective of whether objective grounds exist. Any such cancellation, reduction or suspension shall take effect immediately upon the Creditor's decision and shall not require the Customer's prior consent. For the avoidance of doubt, the Credit Limit does not constitute a commitment by the Creditor that credit will remain available or that any Transaction will be approved. This section does not affect the Customer's obligation to pay any amounts already incurred under the Agreement.

7. Payment responsibility

The Customer is responsible for all amounts charged to the Card Account or credit, including Transactions, cash withdrawals, reservations that become final debits, interest, default interest, fees, foreign exchange mark-ups, collection costs and other costs under the Agreement.

The Customer is also responsible for Transactions carried out by Cardholders, Administrators, employees, consultants or other persons to whom the Customer has given access to Cards, Card details, the App, the Admin Portal, a digital wallet or another payment function. The Customer may have recourse against a Cardholder, employee or other person under a separate agreement, employment law, company law or internal policy. Such recourse does not affect the Customer's payment responsibility towards the Creditor.

8. Prices, interest, fees and costs

The Customer shall pay all prices, fees, charges, interest, default interest, foreign exchange mark-ups, cash withdrawal fees, card fees, account fees, administrative fees, reminder fees, collection costs and other costs applicable to the corporate card program in accordance with the Credit Agreement, these General Terms and the Price List applicable from time to time.

The Price List forms part of the Agreement. The Price List is made available on the Website and may also be made available in the Admin Portal, in the App, by email, as a downloadable document or by any other communication channel designated by the Creditor. The Customer shall be deemed to have access to the Price List if it has been made available in accordance with the Agreement.

If the Credit Agreement or a separate written agreement with the Creditor contains customer-specific pricing, such pricing shall prevail over the standard Price List to the extent of any inconsistency. Unless expressly agreed otherwise, all other prices, fees and charges shall apply in accordance with the Price List applicable from time to time.

If variable interest, default interest, a reference rate or a reference exchange rate applies, the rate is adjusted in accordance with the calculation method stated in the Credit Agreement, the Price List or otherwise made available to the Customer. Unless otherwise stated, interest is calculated daily on outstanding amounts and capitalised on invoicing. Fees may be charged after a Card has been blocked or closed if the fee relates to a period, action or collection measure before or in connection with the closure. The Creditor may invoice periodic fees, including annual fees, monthly fees and card fees, in advance or in arrears, and with a billing frequency that differs from the fee period, as set out in the Price List or otherwise determined by the Creditor from time to time.

Unless expressly stated otherwise in the Credit Agreement, the Price List or a separate written agreement with the Creditor, all prices, fees, charges and other amounts stated in or payable under the Agreement are exclusive of value added tax (VAT) or any equivalent indirect tax applicable in the relevant jurisdiction. Where VAT or equivalent tax is chargeable on any supply made by the Creditor under the Agreement, the Customer shall pay such tax in addition to the stated price, fee, charge or amount, at the rate and in the manner prescribed by applicable law. The Creditor shall, where required by law, issue a VAT invoice or equivalent tax documentation to the Customer.

9. Invoicing and payment

The Creditor shall invoice the Customer in accordance with the invoicing cycle applied to the Customer from time to time. Unless otherwise stated by the Creditor, invoicing is made monthly in arrears. The invoice may be issued centrally to the Customer, per Card, per Cardholder, per cost center or in another invoice structure offered by the Creditor and approved or used for the Customer. Such invoice structure does not affect the Customer's payment responsibility towards the Creditor.

Unless otherwise explicitly agreed, the due date for payment shall be fourteen (14) days from the date of the invoice.

Invoices, statements and Transaction information may be made available digitally, by email, by e-invoice, in the Admin Portal, by ordinary mail or in another manner offered and approved by the Creditor. An invoice is deemed received when it has been made available through the agreed or designated channel, unless mandatory law provides otherwise.

The Creditor is not obliged to issue an invoice, statement or account summary for any period during which no Transactions, fees, interest or other amounts have been charged to or credited on the Card Account.

If the Card Account shows a positive balance (credit balance) as a result of overpayment, merchant refund, chargeback credit or other credit entry, the Creditor may apply such credit balance against amounts due on the next or subsequent invoice(s). The Creditor is not obliged to pay out a credit balance in cash unless the Agreement has been terminated and all outstanding Transactions, fees, interest and other amounts have been fully and finally settled, in which case any remaining credit balance shall be refunded to the Customer within a reasonable time.

If the Customer does not pay the full invoiced amount by the due date, interest shall accrue in accordance with section 8 on the entire outstanding balance, including amounts relating to previously posted Transactions, fees, interest and any new Transactions posted after the due date, and shall continue to accrue until the Customer's total outstanding debt under the Agreement has been paid in full. Payment is deemed made when the Creditor has received cleared funds in the designated account with correct payment references. The Customer is responsible for initiating payment sufficiently in advance for the Creditor to receive payment by the due date.

In addition to accrued interest under the preceding paragraph, default interest shall accrue on any minimum amount not paid by the due date, from and including the day after the due date until full payment has been received by the Creditor.

The Customer shall pay no less than the Minimum Payment (as defined below) stated on each invoice without deduction, set-off or withholding no later than on the due date stated on the invoice or otherwise notified by the Creditor. The "Minimum Payment" shall be the sum of:

a) an amount equal to 5% of the outstanding balance but in any event not lower than 100 SEK/NOK/DKK (as applicable depending on the invoicing currency);
b) if the outstanding balance exceeds the approved Credit Limit, any additional amount required, after payment of the amount calculated under paragraph (a) above, to reduce the outstanding balance to the approved Credit Limit; and
c) any unpaid Minimum Payment carried over from a previous invoice.

The Minimum Payment shall never exceed the total outstanding balance stated on the relevant invoice. If the total outstanding balance is less than 100 SEK, 100 NOK or 100 DKK, as applicable depending on the invoicing currency, the entire outstanding balance shall be payable.

All payments due under the Agreement shall be made from the Customer's own accounts.

If payment is made without correct payment reference, in the wrong currency or to the wrong account, the payment may be treated as not received until the Creditor has identified and allocated it. The Creditor may allocate payments first to costs and collection expenses, then to fees and charges, default interest, interest and thereafter to Transactions or principal debt, unless mandatory law or a separate written agreement requires otherwise.

An objection to a specific Transaction, a complaint against a merchant or a chargeback request does not release the Customer from the obligation to pay undisputed amounts on the due date. The Creditor may, but is not obliged to, temporarily credit a disputed amount during investigation. Transactions, fees or other amounts received or posted after an invoice has been issued may be included on a later invoice.

10. Security

The Creditor may require a guarantee, parent company guarantee, pledge, business mortgage, deposit, reduced Credit Limit or other security as a condition for granting or maintaining credit. Security shall be documented in a separate instrument. A guarantee or security undertaking shall be express and signed by the person providing the undertaking.

If security deteriorates, ceases to exist or, in the Creditor's assessment, no longer provides the intended protection, the Customer shall provide new or supplementary security upon request. Security requirements may vary depending on the Customer's Legal Form. For a sole trader, the Customer's responsibility follows from the Customer being the natural person. For partnerships, any contractual security responsibility from a partner, general partner, limited partner or other person shall be clearly set out in a separate security document. For a limited liability company, separate security is required if the Creditor is to claim against anyone other than the company.

11. Credit assessment, customer due diligence and ongoing monitoring

Before the Agreement is entered into and during its term, the Creditor may obtain credit reports, financial information, ownership information, annual accounts, account statements, information about the business, Transaction patterns, representatives, partners, general partners, limited partners, directors, beneficial owners, signatories, attorneys and other information that the Creditor considers necessary.

The Customer shall provide requested information without delay. If the Customer does not provide requested information, the Creditor may reject an application, block Cards, limit the credit, stop Transactions or terminate the Agreement.

12. Customer information, instruction and compliance responsibility

The Customer shall notify the Creditor without delay of material changes in business, ownership (including any Change of Control), Legal Form, name, address, representatives, beneficial owners, signatory authority, partners, general partners, financial position, tax residence, Cardholders, Administrators or use of the Card.

The Customer shall also notify the Creditor if any Cardholder, Administrator or other authorised user leaves employment or assignment, changes role, should no longer have a Card or authority, or if there is suspicion of unauthorised use or other security risk.

The Customer acknowledges and accepts that the Creditor and SAS may send service-related and operational communications to Cardholders, Administrators and other authorised users by email or other electronic channels without separate marketing consent, provided such communications are informational and relate to the use, security, operation or administration of the Card or the Service.

Before a Card, Card details, digital wallet, App access, Admin Portal access, Administrator authority or other function is issued, activated or used, and before providing personal data to the Creditor, SAS or any service provider, the Customer shall ensure that each Cardholder, Administrator and other authorised user, as well as relevant representatives, beneficial owners, signatories, security providers, contact persons and other relevant individuals, has been informed of and given access to relevant parts of the Agreement, these General Terms, the Price List, any applicable Insurance Terms, applicable privacy information and the Customer's internal instructions, including that their personal data may be processed and shared for the purposes described in the Agreement and applicable privacy information.

No separate acceptance, signature or acknowledgement of receipt is required from a

Cardholder, Administrator or other authorised user for the Customer to be bound towards the Creditor unless explicitly requested by the Creditor. Such information or any direct contact with the Creditor or SAS does not make the person a party to the Credit Agreement, borrower, account holder, guarantor, principal or payment obligor towards the Creditor.

The Customer shall ensure that Cardholders, Administrators and other authorised users comply with the rules and instructions in these General Terms, including rules on Card use, security, blocking, Unauthorised Transactions, complaints, receipt handling, App, Admin Portal, benefits, Insurance Benefits and Insurance Terms, personal data and other instructions provided by the Creditor or SAS from time to time. Their acts and omissions shall, as between the Customer and the Creditor, be deemed the Customer's own acts and omissions unless mandatory law provides otherwise.

13. Rules for Cardholders and other authorised users

The Customer shall ensure that each Cardholder and other authorised user:

- uses the Card, Card details, the App, digital wallet and other payment functions only for the Customer's business and in accordance with the Customer's instructions;
- checks amount, currency, merchant and other relevant information before approving a Transaction;
- protects Cards, Card details, PIN, BankID, MitID, passwords, one-time codes, biometric functions, mobile devices, digital wallets and other Personalised Security Credentials against unauthorised access;
- does not disclose, share, lend, transfer, write down or store Cards, Card details or Personalised Security Credentials in a way that allows unauthorised use;
- immediately reports loss, theft, suspected unauthorised use, disclosed security credentials, unauthorised access to a mobile device, App or digital wallet and other security incidents in accordance with the Creditor's blocking procedures and the Customer's internal procedures;
- retains receipts, order confirmations, travel documentation and other documentation in accordance with the Customer's procedures and provides such material to the Customer and, when requested by the Creditor, to the Creditor; and
- ceases to use the Card, the App, digital wallet and other authorities when employment, assignment or authority ends or when the Customer or the Creditor requests it.

14. Administrators and administrator authority

The Customer may appoint one or more Administrators for management of the Service in the Admin Portal and other channels designated by the Creditor. The Admin Portal is delivered by SAS and is intended for Administrators and the Customer, not for ordinary Cardholder card use. By notifying, registering, approving or otherwise allowing a person to act as Administrator, the Customer authorises that person to represent the Customer within the authorities and functions available to the Administrator from time to time.

The Customer is bound by the Administrator's actions, instructions, orders, approvals, changes and omissions in the same way as if the Customer itself had taken or omitted the action. This applies even if the Administrator exceeds the Customer's internal instructions, approval matrix, work procedures or other internal limitation, unless the limitation has been expressly accepted by the Creditor and technically or contractually implemented in the Service.

The Creditor may rely on a person registered, notified or otherwise activated as Administrator being authorised to represent the Customer within the administrator role until the Creditor has received and had a reasonable opportunity to process the Customer's revocation or change of authority.

The authority granted to the Administrator under this section applies regardless of the Customer's Legal Form but must have been granted by an authorised representative of the Customer. For a sole trader, the authorisation is granted by the natural person in the capacity as sole trader. For partnerships and limited liability companies, the authorisation is granted by an authorised signatory, authorised corporate body or authorised attorney according to the Credit Agreement and the Creditor's authority check.

Unless otherwise expressly agreed with the Creditor, the authority granted to the Administrator does not include authority to enter into a new credit agreement, increase the Customer's total Credit Limit, provide security, enter into a guarantee, change contracting party, assign the Agreement, terminate the Agreement in its entirety or amend fundamental terms that the Creditor requires to be approved by an authorised signatory.

The Customer shall ensure that each Administrator:

- uses the Admin Portal, API and other administrative functions only for the Customer and within the assigned authority;
- protects login credentials, BankID, MitID, one-time codes, API keys, tokens, mobile devices and other security credentials and does not share such authority with anyone else;
- checks that card orders, blocking, closure, authority changes, limit changes within the approved framework, reports, cost centers and other administrative actions are made for the correct Customer and within assigned authority;
- does not attempt to circumvent technical restrictions, internal approval flows, amount limits, merchant category blocks, sanctions controls or other controls; and
- immediately informs the Customer and the Creditor of suspected incorrect authority, unauthorised access, misuse, incorrect registration, disclosed security credentials, lost mobile device, incorrect card order or other incident that may affect the Service.

15. Issuance, ownership, blocking, renewal and replacement of Cards

Cards are issued after the Creditor's approval. An Administrator may apply for additional Cards through the Admin Portal or another channel designated by the Creditor. The Creditor may reject an application for a Card without stating reasons unless applicable law requires otherwise. Cards remain the Creditor's property and shall be returned or destroyed upon request.

Cards may be blocked, replaced, renewed or changed to another card number for security reasons, technical reasons, suspected misuse or in connection with a change of card network or product.

16. Use of the Card

Cards may be used for purchases and expenses in the Customer's business at merchants and points of sale that accept the Card Network worldwide. Cash withdrawals may only be made if the Card type supports such function and the Agreement expressly permits it.

Cards may not be used for private purposes, illegal activities, Transactions that circumvent law, sanctions, merchant category blocks or Card Network rules, or Transactions without a business connection to the Customer's business. The Customer is responsible for ensuring that internal travel and expense policies, approval procedures, receipt handling and accounting routines are compatible with Card use.

17. Approval of Transactions

The Customer consents to a payment transaction by actively initiating, confirming or authorising it through any of the methods agreed under the Agreement. A Transaction is deemed approved when the Cardholder or other authorised user uses a Card, Card details, contactless function, chip, magnetic stripe, digital wallet, PIN, BankID, MitID, biometric function, one-time code, signature, recurring charge, online payment or another method accepted by the Creditor or the merchant.

An approved Payment Order normally cannot be revoked after the Cardholder has given approval, unless the merchant and the Creditor permit revocation or mandatory law provides otherwise.

18. Reservations, post-charges and refunds

Merchants may reserve amounts, for example for hotels, rental cars, fuel, travel or similar services. A reserved amount may reduce available Credit Limit until finally debited or released.

The Customer may be debited for post-charges, cancellation fees, no-show fees, damages, deductibles, tolls, parking fees or similar amounts if the Card has been used as payment method or guarantee under the merchant's terms. Refunds from merchants are credited to the Card Account when received by the Creditor. A refund does not automatically entail repayment of interest or fees.

19. Restrictions, declined Transactions and prohibited use

The Creditor may decline or stop Transactions due to exceeded limits, suspected fraud, technical error, insufficient customer due diligence, sanctions risk, regulatory reasons, merchant category blocks, Card Network rules, unauthorised use or other risk.

Unless the Creditor expressly permits otherwise, Cards may not be used for cash-like Transactions, money transfers, purchase of travel currency, purchase of crypto assets, gambling, lottery, payments to related companies of the Customer, Transactions where the Customer or Cardholder is the recipient of funds, arrangements involving self-financing, or Transactions that the Creditor considers high-risk. The Creditor may treat certain Transactions as cash withdrawals even if cash is not paid out, for example purchase of vouchers, travel currency, money transfer or similar products.

As the Customer enters into the Agreement as a business customer and not as a consumer, the parties agree, to the extent permitted by applicable payment services legislation, that the Creditor is not obliged to notify the Customer, the Cardholder or any other person of a declined Transaction or the reasons for declining a Transaction, unless mandatory applicable law requires otherwise.

20. Security requirements, blocking and incident reporting

The Customer shall ensure that each Cardholder, Administrator and other authorised user protects Cards, Card details, PIN, passwords, BankID, MitID, mobile devices, digital wallets, App access, Admin Portal access, Administrator authorities, API keys and other Personalised Security Credentials. Such credentials may not be disclosed, recorded or stored in a way that enables unauthorised use.

Cards shall be kept under supervision in environments with increased theft risk, such as restaurants, hotels, shops, transport, airports, conferences and public places. Mobile devices where Cards are stored shall be protected by passcode, biometric function or equivalent security.

The Customer shall ensure that a Card or authority is immediately blocked and the Creditor and the Customer are notified in case of loss, theft, suspected unauthorised use, unauthorised access to the App, Admin Portal, API or mobile device, disclosed PIN, disclosed login credentials or other security incident. The blocking service can be reached at 24/7 blocking service telephone number +46 766 93 30 00. Blocking may also be available through the App, the Admin Portal or another channel designated by the Creditor from time to time.

As the Customer enters into the Agreement as a business customer and not as a consumer, the parties agree, to the extent permitted by applicable payment services legislation and Card Network rules, that the Customer shall bear the risk of loss arising from Unauthorised Transactions occurring before the Customer has notified the Creditor of the loss, theft or unauthorised use in accordance with these General Terms and the Creditor has had a reasonable opportunity to act on the blocking request. This includes, without limitation, Transactions resulting from loss, theft, misappropriation, unauthorised disclosure or other compromise of Cards, Card details, Personalised Security Credentials, mobile devices, digital wallets, App access, Admin Portal access or Administrator authorities, regardless of whether attributable to negligence, gross negligence, fraud or intentional conduct by the Customer, a Cardholder, an Administrator, an employee or any other person to whom the Customer has given or permitted access. Notwithstanding the foregoing, the Customer shall not be liable for Unauthorised Transactions: (a) carried out after the Customer has notified the Creditor in accordance with these General Terms and the Creditor has had a reasonable opportunity to act on the blocking request; or (b) where the Unauthorised Transaction was caused by the Creditor's negligence, gross negligence, fraud or wilful misconduct. For the avoidance of doubt, the Creditor shall not be liable to reimburse, compensate or credit the Customer for any Unauthorised Transaction except as expressly set out in this section or to the extent required by mandatory applicable law.

21. Unauthorised Transactions, objections and chargeback

The Customer shall review invoices, statements and Transaction lists on an ongoing basis. Unauthorised, incorrect or disputed Transactions shall be notified without delay and no later than thirty (30) days after the date the invoice or statement on which the Transaction was included was deemed received by the Customer in accordance with section 34, to the extent mandatory rules applicable to business customers do not provide otherwise.

As the Customer enters into the Agreement as a business customer and not as a consumer, the parties agree, to the extent permitted by applicable payment services legislation, that such non-mandatory provisions on information requirements, liability, refunds and notification periods that may be derogated from in relation to a payment service user that is not a consumer shall not apply or shall apply with the deviations set out in the Agreement and these General Terms, provided however that the Customer's rights under section 20 in respect of Unauthorised Transactions occurring after blocking or caused by the Creditor's negligence or gross negligence shall not be limited by this section.

The Customer's requests for refund against a merchant shall primarily be made against the merchant. The Creditor may, to the extent permitted under Card Network rules, assist with chargeback or similar objection procedures. The Customer shall provide receipts, order confirmations, correspondence with the merchant, police reports and other documentation requested by the Creditor. If the Customer does not cooperate, the Creditor may close the matter without action. A temporarily credited amount may be debited again if the chargeback is rejected, the merchant establishes entitlement to payment or the Creditor otherwise assesses that the Customer is responsible for the amount.

22. Currency and exchange rates

Transactions in a currency other than the invoicing currency are converted using the reference exchange rate and foreign exchange mark-up stated in the Credit Agreement, the Price List or applied by the Card Network and the Creditor when the Transaction is processed.

Merchants may offer dynamic currency conversion. If the Cardholder accepts such conversion, the Customer is responsible for the exchange rate and fees applied by the merchant.

23. Digital wallets and tokenisation

Cards may be connected to a digital wallet or tokenised payment solution if approved by the Creditor. The Customer is responsible for ensuring that the Cardholder complies with the terms for the digital wallet and that mobile devices are protected. The Creditor may deactivate a token, digital wallet or other technical connection at any time due to security risk, closed Card, changed rules or suspected misuse.

24. App, Admin Portal, API and electronic communication

The App is delivered by SAS and is intended for Cardholders. The App may be used for such Cardholder functions as SAS makes available from time to time, including activation, card information, Transaction information, notifications, receipt-related functionality, card controls, blocking and communication. The specific functions available in the App may vary over time, by market, by Card type and by Customer settings.

The Admin Portal is delivered by SAS and is intended for Administrators and the Customer. The Admin Portal may be used for such administrative functions as SAS makes available from time to time, including card ordering, Cardholder administration, authority management, reporting, Transaction information, receipt handling, cost allocation, limit changes within approved frameworks, blocking, data exports, file transfer, API integrations and communication. The specific functions available in the Admin Portal may vary over time, by market, by role, by Card type and by Customer settings.

The Creditor and SAS may provide or make available electronic channels, file transfer, API or other means for administration, Transaction information, receipts, reporting, blocking, limit changes and communication. The Customer is responsible for ensuring that access rights and integrations are used securely and that data exported to accounting systems, travel agents, expense management systems or other third parties is handled under the Customer's own agreements and data protection rules.

As the App and the Admin Portal are delivered by SAS, the Creditor does not warrant and shall not be liable for the availability, uptime, functionality, performance, accuracy, fitness for purpose or uninterrupted operation of the App or the Admin Portal, or for any error, defect, delay, data loss, service interruption or other deficiency in the App or the Admin Portal. Customer service and general support enquiries relating to the Admin Portal shall be directed to the Creditor using the contact details set out in section 34. The foregoing does not limit the Creditor's liability for credit, card or payment service obligations expressly assumed by the Creditor under the Agreement.

Notices in the Admin Portal, email or other agreed digital channel are deemed received by the Customer when made available, unless mandatory law provides otherwise. The Creditor may also send notices by ordinary mail to the address stated in the Credit Agreement or otherwise known to the Creditor.

25. AML, sanctions and Transaction monitoring

The Creditor may monitor Transactions and Card use to detect fraud, money laundering, terrorist financing, sanctions risks, misuse, unauthorised use and technical errors. The Creditor may block Cards, stop, investigate, reject or report Transactions where required or justified by law, authority decisions, Card Network rules, sanctions, internal risk procedures or other compliance requirements.

The Customer shall keep information on Legal Form, registration, signatory authority, partners, general partners, directors, owners, beneficial owners, Administrators and Cardholders accurate and up to date. In case of change of Legal Form, transfer of business, admission or withdrawal of a partner, change of general partner, merger, demerger, liquidation, bankruptcy, reconstruction or Change of Control, the Creditor may restrict the Service and require new customer due diligence, new credit assessment, new signing or new security before Card use continues. This may also be the case where previously obtained information is no longer accurate or sufficient.

26. EuroBonus

Where EuroBonus earning or other EuroBonus-related benefits are included in the Card, EuroBonus is delivered, controlled and administered by SAS. EuroBonus earning, points, levels, benefits, use, expiry, changes, reversals, personal EuroBonus accounts, restrictions and any other EuroBonus-related matters are governed by the SAS Terms.

A Cardholder is not required to be a EuroBonus Member in order to hold and use a Card. However, EuroBonus membership and a linked personal EuroBonus account are required in order to earn, receive or otherwise access EuroBonus-related benefits in connection with the Card. The terms and conditions for EuroBonus membership and earning are set out in the SAS Terms as provided by SAS.

The Creditor is not responsible for EuroBonus points or benefits having a specific value, being available, being usable for a specific journey, product or service, being credited within a particular time, remaining unchanged or being capable of transfer or redemption. SAS may limit, adjust, reverse, suspend or terminate EuroBonus earning or benefits in accordance with the SAS Terms.

The Creditor may share information with SAS to the extent necessary to enable or administer EuroBonus-related features included in the product. The Customer is responsible for internal decisions on whether points accrue to the Customer, Cardholders or another person, and for tax, employer, accounting and reporting matters related to EuroBonus points or benefits. The Customer shall inform Cardholders and Administrators of the Customer's policy and the SAS Terms.

EuroBonus points earned in connection with Card Transactions shall not be credited to the Cardholder's personal EuroBonus account until the Customer has paid at least the Minimum Payment due on the invoice on which the relevant Transaction is included. If the Customer has not paid at least the Minimum Payment due on the relevant invoice following the Creditor's second payment reminder in respect of such invoice, any EuroBonus points attributable to Transactions on that invoice shall be permanently forfeited and shall not be credited, reinstated or otherwise made available, regardless of whether payment is subsequently made. The Creditor shall notify SAS of any forfeiture of EuroBonus points under this section, and SAS shall not be obliged to credit, reinstate or compensate such forfeited points. For the avoidance of doubt, this section does not affect the Customer's obligation to pay the full outstanding amount, including interest and fees, in accordance with the Agreement.

27. Insurance Benefits and other benefits

The applicable Card type may include travel insurance, rental car insurance or other Insurance Benefits if stated in the Credit Agreement, the Product Description, the Price List or the Insurance Terms applicable from time to time. The Creditor may from time to time also offer, make available or facilitate additional benefits, rewards, services or features in connection with the Card or the corporate card program. For the avoidance of doubt, the Creditor's obligations under this section 27 relate solely to Insurance Benefits and other benefits that the Creditor itself provides, offers, makes available or facilitates, and does not extend to SAS Benefits or other benefits provided by SAS or any other third party. Nothing in this section 27 shall limit any mandatory obligations that the Creditor may have in its capacity as insurance intermediary or insurance distributor, where applicable.

Insurance Benefits are provided by the relevant insurer and are subject to separate Insurance Terms, product information, eligibility criteria, limitations and exclusions. The Insurance Terms do not form part of the credit, card or payment service terms, except to the extent expressly incorporated by reference for the purpose of identifying the benefits included in the Card. Where other benefits are provided by a third party, such benefits are subject to the terms and conditions of the relevant third-party provider.

Where the Creditor is stated as policyholder under the applicable Insurance Terms, this shall not make the Creditor the insurer, claims handler or party responsible for insurance coverage decisions or payment of insurance compensation. Claims, complaints and questions relating to insurance coverage shall be directed to the insurer or claims handler specified in the Insurance Terms.

In respect of other benefits that the Creditor offers, makes available or facilitates, the Creditor is not liable for the availability, value, quality, continuity or fitness for purpose of any such benefits, or for any loss arising from the modification, replacement, suspension or discontinuation thereof, except to the extent such loss is caused by the Creditor's negligence or breach of the Agreement. The Creditor is not responsible for any third-party provider's performance in relation to benefits provided by such third party.

The Customer is responsible for informing Cardholders, Administrators and other relevant persons of the existence of any Insurance Benefits and other benefits, the applicable Insurance Terms and any conditions for cover or eligibility, including requirements relating to payment with the Card, travel duration, insured persons, eligible trips, rental car arrangements, exclusions and claims notification.

Insurance Benefits may be changed, replaced, suspended or discontinued in accordance with the Agreement and the applicable Insurance Terms. Other benefits may be changed, replaced, suspended or discontinued in accordance with section 31 of these General Terms. No such change shall affect the Customer's payment obligations under the Agreement.

For the avoidance of doubt, EuroBonus points, EuroBonus levels, lounge access, status benefits, travel-related benefits and any other benefits or rewards provided, controlled or administered by SAS in connection with the Card or the corporate card program (collectively, "SAS Benefits") are provided solely by SAS and are governed by the SAS Terms. Claims or complaints relating to benefits provided or facilitated by SAS shall be directed to SAS in accordance with the SAS Terms, unless otherwise explicitly stated herein. SAS may, in its sole discretion and in accordance with the SAS Terms, add, modify, replace, suspend, limit or discontinue any SAS Benefits at any time. No such addition, modification, replacement, suspension, limitation or discontinuation shall constitute a breach of the Agreement by the Creditor, affect the Creditor's rights or obligations under the Agreement, or give rise to any claim, right of set-off, right of retention or other remedy by the Customer against the Creditor. To the extent any process for retroactive crediting of EuroBonus points is made available by SAS or the Creditor, such retroactive crediting shall only apply to Transactions that were eligible for EuroBonus earning at the time the Transaction was made, including that the relevant Card was correctly linked to a valid personal EuroBonus account at the time of the Transaction. No retroactive crediting shall apply to Transactions made prior to the Card being linked to a personal EuroBonus account or prior to the Cardholder meeting the applicable eligibility requirements under the SAS Terms.

Similarly, Insurance Benefits and any other benefits, rewards, services or features provided or facilitated by a third party in connection with the Card or the corporate card program may be changed, replaced, suspended or discontinued by the relevant third-party provider in accordance with the applicable terms. No such change, replacement, suspension or discontinuation shall constitute a breach of the Agreement by the Creditor or give rise to any claim by the Customer against the Creditor.

The Creditor shall not be obliged to compensate, indemnify or otherwise hold the Customer harmless for any loss, cost, expense, reduction in value or other adverse consequence arising from the modification, replacement, suspension, limitation or discontinuation of any SAS Benefits, Insurance Benefits or other benefits provided by a third party. The Creditor's liability under this section 27 is limited to benefits that the Creditor itself provides, offers, makes available or facilitates under the Agreement. The Customer's payment obligations under the Agreement shall remain unaffected by any such change.

28. Personal data and data sharing

The Creditor processes personal data about representatives, beneficial owners, Administrators, Cardholders, security providers and contact persons in order to enter into and perform the Agreement, provide Cards, carry out Transactions, conduct credit assessment, customer due diligence and sanctions screening, comply with legal obligations, prevent fraud, handle complaints, administer the App and Admin Portal in cooperation with SAS and service providers, and administer EuroBonus-related earning, Insurance Benefits or other program benefits.

The Creditor may share data with SAS, Card Network, acquirers, merchants, service providers, credit information agencies, authorities, debt collection agencies, auditors, insurers, insurance intermediaries, claims handlers and other recipients to the extent necessary for the Agreement, compliance, the App, the Admin Portal, Transaction processing, security, reporting, EuroBonus-related administration, Insurance Benefits or other benefits. SAS may process personal data in connection with the App, the Admin Portal and EuroBonus under its own privacy information and separate terms where applicable.

The Customer shall ensure that relevant Cardholders, Administrators, representatives, beneficial owners, signatories, security providers and other individuals receive the applicable privacy information before their personal data is provided or used in the Service. Where the Customer exports or transfers personal data from the Admin Portal or App to its own systems or third-party systems, the Customer is responsible for such further processing.

The Creditor's processing of personal data is described in the Creditor's Privacy Policy. In addition, a

Supplemental Product Privacy Notice for SAS EuroBonus Business Cards applies to the processing of personal data in connection with the corporate card program (the "Supplemental Product Privacy Notice"). The Privacy Policy and the Supplemental Product Privacy Notice are made available on the Website. The Customer's obligation to inform relevant individuals of applicable privacy information, including the Privacy Policy and the Supplemental Product Privacy Notice, is set out in section 12.

29. Breach, blocking, termination and acceleration

The following constitute material breach, including but not limited to: non-payment, exceeded Credit Limit, inaccurate information, use outside the business activities, unauthorised private use, unauthorised use, misuse of EuroBonus or another benefit, insufficient customer due diligence, sanctions breach, insolvency, reconstruction, bankruptcy, unauthorised assignment or conversion without the Creditor's approval, failure to notify change of Legal Form, partners, general partner, signatory authority or Change of Control, materially impaired creditworthiness or another circumstance causing the Creditor reasonably to assume that the Customer will not fulfil its obligations.

In case of material breach, the Creditor may, with immediate effect, block Cards, limit or suspend the Credit Limit, revoke access to the App or the Admin Portal, require immediate payment of all outstanding debt, terminate the Agreement, terminate the credit facility and take collection measures. The Creditor may declare all outstanding debt immediately due and payable if the Customer is in material payment default, has provided inaccurate or incomplete information, has used the Card in breach of the Agreement, if security deteriorates or ceases to exist, or if another material risk arises for the Creditor.

When exercising rights under the Agreement, the Creditor shall take into account applicable law, authority regulations, internal requirements for credit risk management, sound credit granting and regulatory compliance to the extent such requirements are applicable to the Customer and the product.

30. Term and termination

The Agreement is binding on the Customer upon the Customer's signature of the Credit Agreement and on the Creditor upon the Creditor's approval and activation of the Service. No signature by the Creditor is required for the Agreement to become binding. The Agreement applies until further notice and has no fixed binding period unless a specific fixed term is expressly stated in the Credit Agreement.

The Customer may terminate the Agreement by giving the Creditor thirty (30) days' notice, provided that all outstanding debt, Transactions, fees, interest, costs and other amounts due or accruing under the Agreement are paid in full. The Customer may also terminate the Agreement in the event of a material breach of the terms of the Agreement by the Creditor, provided the Customer first gives written notice to the Creditor of any such alleged breach requiring it to be remedied, and such breach remains unremedied for a period of ten (10) days following receipt of such written notice.

The Creditor may terminate the Agreement by giving the Customer thirty (30) days' notice.

The Customer is aware that a termination of the Agreement will cause a termination of the participation in the EuroBonus program according to the SAS Terms.

Without limiting the Creditor's rights under section 29, the Creditor may also terminate the Agreement, cancel or suspend the Credit Limit, block Cards, revoke access to the App or the Admin Portal or require immediate payment with immediate effect if there is increased credit risk, suspected fraud, misuse, sanctions risk, regulatory reason, insufficient customer due diligence, false or misleading information, insolvency, restructuring, bankruptcy, liquidation, cessation of business, termination of relevant card scheme, processor, App, Admin Portal or partner arrangements, or any other circumstance which gives the Creditor reasonable grounds to believe that the Customer may not fulfil its obligations.

Termination shall not affect the Customer's liability for Transactions, fees, interest, default interest, costs or other amounts incurred before termination, during the notice period or as a result of Transactions authorised before termination but posted after termination. Upon termination, the Customer shall ensure that all Cards, App access, Admin Portal access and other access rights cease to be used and are destroyed or disabled in accordance with the Creditor's instructions.

Annual fees, monthly fees, card fees and other periodic fees are charged in accordance with the Price List and are not refundable upon termination unless expressly stated otherwise in the Credit Agreement or the Price List.

31. Amendments to terms, prices, interest, fees and product parameters

The Creditor may amend these General Terms, the Price List, the Credit Limit (subject to section 6), introduce new fees or charges, amend existing fees or charges, amend interest margins, amend limits, technical functions, security requirements, product parameters, cost reimbursements and instructions by giving the Customer at least fourteen (14) days' notice. Amendments that, in the Creditor's assessment, are immaterial or that are to the benefit of the Customer may be applied immediately. The Product Description is not part of the Agreement and may be updated by the Creditor at any time without prior notice. Notice may be given by email, through the Admin Portal, on the Website, on an invoice, in an account statement or by any other agreed communication channel.

Changes may take effect with shorter notice or immediately where the change is due to applicable law, regulation, a decision or guidance from a competent authority, card scheme rules, requirements from SAS or another cooperation partner or supplier, changes in taxes or duties, changes in interchange, processing, funding, settlement, currency, Card Network, supplier or third-party costs, security reasons, fraud prevention, sanctions, risk management, technical changes or other circumstances which the Creditor cannot reasonably delay.

Changes to reference interest rates, reference exchange rates, card scheme exchange rates and other externally determined rates may be applied immediately if the method for determining such rate is set out in the Agreement, the Price List or otherwise made available to the Customer.

If the Customer does not accept a change notified under this clause, the Customer may terminate the Agreement before the change takes effect. If the Customer does not terminate the Agreement before the effective date, or if the Customer continues to use the Card, the App, the Admin Portal or the Service after the effective date, the Customer shall be bound by the amended General Terms, Price List, fees, charges, interest or product parameters. Termination under this section does not affect the Customer's obligation to pay debts, Transactions, interest, fees or other amounts incurred before or in connection with termination.

For the avoidance of doubt, changes relating to SAS Benefits, the corporate card program functionality, the App or the Admin Portal are governed by the SAS Terms.

32. Limitation of liability and force majeure

The Creditor's liability is limited to direct loss caused by the Creditor's negligence or breach of contract. The Creditor is not liable for indirect loss, loss of profit, loss caused by merchants, lost data, lost points, loss of other benefits, loss of Insurance Benefits, loss of insurance coverage, loss of insurance compensation or loss caused by events outside the Creditor's control, unless mandatory law provides otherwise.

The Creditor is not liable for loss or delay caused by law, authority action, war, terrorism, strike, lockout, boycott, blockade, pandemic, fire, natural disaster, operational disruption, disruption in card networks, disruption at banks, communication providers, acquirers, merchants, SAS, the App, the Admin Portal, insurers, insurance intermediaries, claims handlers or another event outside the Creditor's control.

33. Assignment, sale to external party, counterparties and changed Customer structure

The Creditor may sell, assign, transfer or pledge claims under the Agreement, including receivables and outstanding debt, to another party.

The Customer may not assign the Agreement, Cards, credit or claims against the Creditor without the Creditor's written approval.

In case of conversion, transfer of business, merger, demerger, admission or withdrawal of a partner, change of general partner, changed signatory authority or Change of Control, the Creditor may require a new application, new credit decision, new signing, changed limits and new or supplementary security. Until the Creditor has approved the change in writing, the original Customer remains responsible for all obligations under the Agreement.

34. Contact details and notices

The Creditor may be contacted using the contact details stated in the Credit Agreement, on the Website or otherwise notified by the Creditor from time to time.

The Creditor may send notices, information, statements, amendments, requests and other communications to the Customer by email, through the Admin Portal, on the Website, on or together with an invoice or account statement, by ordinary mail to the Customer's registered address, or through any other communication channel agreed or designated by the Creditor from time to time. Notice of amendments under section 31 shall be given by at least email, the Admin Portal, ordinary mail to the Customer's registered address or on or together with an invoice or account statement.

A notice or other communication made available to a registered Administrator in the Admin Portal or sent to an Administrator's registered email address shall be deemed to have been delivered to and received by the Customer. The Customer is responsible for ensuring that at least one Administrator is registered and has access to the Admin Portal at all times during the term of the Agreement.

A notice is deemed received by the Customer (i) when made available in the Admin Portal, (ii) when sent by email to the registered email address, or (iii) on the third (3rd) Business Day after posting by ordinary mail, unless mandatory law provides otherwise.

Notices, communications, amendments, statements, invoices and other information under the Agreement may be provided by the Creditor in English or in the official language of the jurisdiction in which the Customer is registered (Swedish, Danish or Norwegian, as applicable). The Customer accepts that certain communications, including but not limited to the General Terms, the Price List, the Product Description and notices of amendments, may be provided in English only. The Creditor is not obliged to provide translations, and the English-language version shall prevail in the event of any discrepancy between an English-language version and a version in another language.

Current contact channels for general customer service include:

Email: support@eurobonusbusiness.flysas.com

Postal address: Bankaktiebolaget Nordiska (publ), Box 173, 101 23 Stockholm, Sweden

SE: +46 76 692 99 90

NO: +47 23 96 88 00

DK: +45 93 70 65 15

24/7 Blocking service all countries +46 766 93 30 00

Questions relating to EuroBonus are handled by SAS.

35. Complaints

Complaints shall be submitted to the Creditor's complaints function using the contact details on nordiska.com. The Customer shall provide the information requested on the Creditor's complaints page.

If the complaint relates to EuroBonus or another SAS-related benefit or function, the Creditor may refer the Customer or Cardholder to SAS or EuroBonus Member service.

If the complaint relates to Insurance Benefits, insurance coverage, claims handling or insurance compensation, the Creditor may refer the Customer or Cardholder to the relevant insurer or claims handler specified in the Insurance Terms.

36. Governing law, forum and severability

The Agreement is governed by Swedish law. However, where the Customer is registered in Denmark or Norway, mandatory provisions of Danish or Norwegian law, respectively, that cannot be derogated from by agreement shall apply to the extent required by such mandatory law, including but not limited to mandatory provisions of applicable payment services legislation, consumer protection legislation (to the extent applicable), data protection legislation, anti-money laundering legislation and other regulatory requirements applicable in the Customer's jurisdiction. Disputes arising out of or in connection with the Agreement shall be settled by the Swedish courts, with Stockholm District Court as court of first instance, unless the Creditor chooses to bring proceedings before another competent court or mandatory law provides otherwise.

The parties shall first seek to resolve disputes through dialogue between responsible contact persons. If any provision of the Agreement is held invalid or unenforceable in whole or in part, this shall not affect the validity or enforceability of the remaining provisions.