

Rules for use - Mobilbank

Via Mobilbank you will have access to a number of functions. You can e.g. contact Ringkjøbing Landbobank or your financial adviser, in order to get an overview of your products. In addition, you can link functions matching your business volume with Ringkjøbing Landbobank, such as the possibility of executing payments.

Mobilbank - Rules for Use supplements 'General terms and conditions - private clients', when you are banking with Ringkjøbing Landbobank.

1. Personal security solution

You must use MitID to log on to Mobilbank.

If you log on by using the app, you must define a chosen six-digit passcode, which is required for the subsequent logon and for authentication of payments. The passcode can only be used on phones and tablets that you have linked to the solution.

If you want to change your chosen six-digit passcode, this must be done prior to logging on to the app, by using MitID. You must also use MitID, if you want to link a new phone or tablet.

MitID is provided by our MitID partnership, and the applicable terms and conditions for the use of MitID are available at any time at mitid.dk.

Your user ID, password and MitID app, passcode display and chip are personal features that may only be used by you and may not be passed on to or used by anyone else but you. This means that your user ID, passcode and MitID app/code display/chip must be stored in a way that does not allow anyone else to access this information.

The same applies to your chosen six-digit passcode. If you use a device enabling use of a biometric solution, such as touch ID, you must also ensure that no one else can access this.

2. Privacy policy

In Mobilbank we use automated decision making, including profiling, to select which products are featured for you.

This may imply that you will not be shown products that you do not meet the conditions to obtain, e.g. because you are not included in the target group. You will always be able to find our full product range at www.landbobanken.dk, and you can always consult an adviser at the Bank about how you can gain access to a specific product.

The Bank collects and processes data about you when you use Mobilbank. You can read more about the Bank's privacy policy at www.landbobanken.dk.

3. Cookies

The Bank uses cookies and similar technologies. Cookies are used for technical, statistical and marketing purposes.

You can alter or revoke your consent at any time under Profile in Mobilbank.

For further details on Ringkjøbing Landbobank's use of cookies and similar technologies and how you can delete your privacy details, please go to www.landbobanken.dk/cookies.

4. Total Values

Total Values gives you an overview of your values and debt as well as the historic development in your assets. All values are stated before any taxation.

You can add information about values that you own or are interested in owning as well as debts that you have incurred or plan to incur. You can also choose to get a common overview with another person, e.g. your spouse or partner.

Information about values and/or debt you add will be shared with Ringkjøbing Landbobank. If you choose to get a common overview with another person, the sharing with Ringkjøbing Landbobank applies to all added information, no matter by whom the

information is added. You can update and delete all added information. All other changes appear from the tab Development.

You are responsible for the information you choose to add. Ringkjøbing Landbobank has no responsibility for the correctness of the information and cannot be held liable for any transactions made on the basis of information in Total Values.

What do we use the information for?

Ringkjøbing Landbobank may use the information added in order to give you advice on pension, insurance, portfolio management, investment and credit issues and to update information registered with Ringkjøbing Landbobank. The information can also be used for marketing purposes if you have consented to this.

5. Support

The Bank's Hotline is manned by consultants who can guide you and answer any questions related to the use of Mobilbank. You can contact our Hotline by phone at 70 23 11 66 or by email at hotline@landbobanken.dk, if you have any questions or need assistance.

6. Blocking

You have a duty to immediately block Mobilbank, if you suspect or become aware of any unauthorised use, or potential attempts at unauthorised use, of the functions provided by Mobilbank, in the event that you lose your mobile device. Blocking involves Mobilbank and all available functions.

You can perform the blocking in Mobilbank by contacting one of our branches or calling our Hotline service at 70 23 11 66. Outside the Bank's business hours, you must call Spærreservice (blocking service) at +45 75 94 50 93. To learn more, please go to www.landbobanken.dk/spaerkort.

When you block your access, you will receive a written confirmation of the blocking with a specification of the time at which the blocking was made. Along with the confirmation, you will receive a form that you must return to the Bank, if you want to unblock your access.

You must hand in or forward this form to the Bank, when you wish to unblock your access. It is not possible to unblock your access by calling the Hotline.

We recommend that you activate the PIN lock on your mobile devices, in order to prevent any unauthorised use.

Please note that by blocking Mobilbank, you do not automatically block your MitID. Instructions for blocking MitID are available at MitID.dk.

7. How to communicate with the Bank

You can contact your branch or your financial adviser by email through a safe and encrypted connection. We will handle your enquiry as soon as possible.

You can communicate with us in either Danish or English. Please note that specific documents from the Bank are available in Danish only.

8. Agreement plans

At any time while logged on, you can see a list of all the agreement plans you have signed up to regarding functions available in Mobilbank.

9. Termination

Your access to Mobilbank will be immediately terminated, if the Bank suspects any unauthorised use, by you or someone else, of these functions, any security threats in general, or if you default on your commitment to or account(s) with the Bank, in part of in full.

Valid from 25 October 2024