

- 1.**
Cardholder: The person(s) to whom the DNB Mastercard(s) was/were issued.
- The Company: The card issuer, DNB Bank ASA.
- Card Acceptor: Place of business that accepts the card as a payment instrument.
- PIN code: Personal security code for use in ATMs and payment terminals.

Special terms and conditions for Mastercard

- 2.**
The Cardholder owes the Company the outstanding balance charged to the card through use thereof, plus interest, fees and charges, if any.
- 3.**
The Cardholders may use the card within the agreed credit limits. Credit used is to be paid according to the invoice terms.
- 4.**
Neither the card nor the card number may be used to pay for stakes in games, bets or for any other form of gambling (including online), even if the Card Acceptor or payment device in question accepts the card as a payment instrument.
- 5.**
Upon the initial receipt of the card (and subsequent renewal cards) the Cardholder must sign it immediately. The card is not valid without this signature. The Cardholder confirms his/her acceptance of this agreement by signing the card. Even if the signature is lacking, this will not reduce the Cardholder's liability in accordance with this agreement.
- 6.**
According to agreement with the Company, the Cardholder can give persons aged 18 or over the right to use their additional card. This means that more than one cardholder can draw on the same agreed credit using their personal cards.
- The primary Cardholder is financially and legally liable for the total amount charged to the card, as well as the amounts charged by the holder of the additional card, if any, plus interest, fees and charges.
- 7.**
To use (charge payments to) the card, the Cardholder shall present the valid card and sign the receipt or sales slip. It is the responsibility of the Cardholder to make sure he/she gets the card back. Down payments (cash portions) in connection with other credit purchases cannot be charged to the card. When using the card in an ATM or payment terminal, the Cardholder approves the transaction by means of the PIN code. The Cardholder may also make contactless payments where such payments are accepted. The Cardholder is required to present valid proof of identity in the form of a bankcard, driving licence or passport if so requested by a Card Acceptor.
- The card can also be used in certain automats such as pay telephones and parking metres without a PIN code or signature. If the Cardholder supplies the card number when ordering goods or services from a Card Acceptor, the amounts in question may be debited from the account even though neither a PIN code nor a signature was used. The Cardholder realises that payment for a reserved hotel room or rental car that is not used may be charged to

card if the card number was given to the Card Acceptor. The same applies to purchases of goods and services in connection with hotel stays that are invoiced under separate cover and not specified in the ordinary hotel bill. The same also applies to fuel expenses for rental cars and any public sector fees or fines in cases where the owner of the car is jointly and severally liable together with the driver. If the Cardholder refuses to recognise a payment made without the use of a PIN code or signature, he/she may demand that the payment is stopped or recalled. In such event the Card Acceptor shall be entitled to present its claim directly to the Cardholder in accordance with the ordinary rules for collecting pecuniary claims.

- 8.**
The Cardholder will receive monthly statements (invoices) showing use of the card during the period, the total outstanding balance and the minimum amount that must be paid on the specified due date. The Cardholder must check the statement to ensure that it agrees with his/her own records and must promptly notify the Company of any discrepancies.
- 9.**
If Cardholder has complaints about goods or services paid for by means of the card, these shall be made to the Card Acceptor. In accordance with section 54 b of the Norwegian Financial Contracts Act, the Cardholder, as a consumer, can also present the same complaint to the Company. In such event, no matter how the Card Acceptor handles the complaint, the Cardholder shall promptly inform the Company of the complaint made to the Card Acceptor and provide documentation thereof.
- 10.**
The Company reserves the right to terminate the agreement or reduce the approved credit line in the event that the Cardholder's circumstances have changed so much that the basis for the original agreement no longer exists. The same shall apply in the event that the customer defaults on payments of Mastercard bills. In addition, the Company reserves the right to prevent further drawings on the credit line or reduce the approved credit limit if it has just cause for this.

Special terms and conditions for Visa cards

- 11.**
If so agreed with the Company, the account holder may authorise other persons to operate his/her account by means of a supplementary payment card. If the account holder gives someone else such authorisation, the account holder shall be fully liable for such signatory's use of the supplementary card, including any overdrafts, as long as the card is used within the limits of the conferred authorisation. Just like the account holder, the signatory shall be liable for the transactions he/she charges to the account.
- When using the card, the signatory will have access to information about the account to the extent the system permits this. Once the signatory has signed these contractual terms and conditions, they shall also apply to the signatory to the extent that they are applicable.
- If the account holder cancels the signatory's authorisation to operate the account, he/she shall notify the Company and help ensure that the card is returned/destroyed and otherwise help ensure that the signatory is no longer able to use the supplementary card.

- 12.**
The payment card may be used electronic payments or manual

withdrawals or money transfers charged to the account to which the card is linked in accordance with the account agreement. When using the card, the account holder shall enter his/her PIN code. In cases where this is required by the system, instead of entering the PIN code the account holder shall sign the receipt, sales slip or similar item and present valid proof of identity. The Cardholder may also make contactless payments where such payments are accepted. The account holder agrees to always follow the rules for use of the payment card and associated security procedures. The special terms and conditions for using the payment card without a PIN code or signature are set out in section 15 below.

13.

The payment card may be used within the specified upper limits for withdrawals and payments, which are always set out in the Company's most recent price list. This applies, for instance, to limits on cash withdrawals, and the maximum amount per transaction and within a given time period. If necessary for security reasons, the Company may limit the card's area of application, reduce the limits or change security procedures etc. In such event, the Company shall notify the account holder as soon as possible.

14.

The account holder's account will normally be debited right after the payment card is used. The Company shall not be entitled to debit the account more than 6 months after the card was used for the transaction(s) in question, unless the account holder has agreed to this. The Company may nonetheless collect the amount in question in accordance with the ordinary rules for collecting pecuniary claims. Payment is deemed to have taken place when a card transaction (payment) has been approved by the account holder and accepted by the payment system. The account holder cannot stop or recall the transaction after this point unless the payment card was used without a PIN code or signature as set out in the next paragraph.

15.

In certain situations, the account holder has the right to use the card without a PIN code or signature. In such cases the Company may debit the transaction amount from the account holder's account if the account holder has provided the Card Acceptor (seller) with the card number but no PIN code or signature, e.g. when the goods or services are purchased by post, over the telephone or via another remote sales channel. The same applies to certain types of claims for payment after the fact in connection with hotel stays, car rental etc., provided that the account holder agreed to this when ordering the service, or in the agreement with the Card Acceptor or has been advised of the Company's right to debit the account.

Card Acceptors in Norway are required to notify the account holder in advance if any amounts will be subsequently be charged to the card or card number that are not directly linked to use of the card or card number. Irrespective of whether or not the Card Acceptor has informed the account holder in advance that the account will be debited, the account holder shall have the right to demand that the payment is stopped/recalled if the account holder does not acknowledge the transaction. The Company shall help stop the transaction. The right to stop the payment shall apply until the funds have been debited from the account holder's account and paid to the Card Acceptor. If the amount has already been debited from the account and the account holder denies responsibility for the transaction, the account holder may present a demand for reversal of the payment in accordance with the rules set out in section 25 below.

16.

Failing a contrary agreement with the Company, the account holder may not use the payment card for payments that exceed the available balance on the account at the time. The account holder must promptly cover any unauthorised overdrafts. In the event of an unauthorised overdraft, the Company shall be entitled to charge overdraft interest and a fine, if applicable. Overdrawing the account is a breach of contract that, in addition to liability for compensation, can result in termination of the agreement and liability to prosecution.

17. Special terms and conditions for online shopping with the Visa part of the payment card

17.1 Scope

These special terms and conditions apply to the account holder's use of the Visa part of his/her payment card to buy goods or services online.

17.2 Right to reversal of the debited amount under certain circumstances

If the account holder has used the Visa part of his/her payment card to shop online, he/she is entitled to demand a refund of the entire debited amount from the bank under the following circumstances:

a) If the account holder does not receive the ordered merchandise or service, and this is due to the service provider's inability or unwillingness to deliver it.

If the delivery date for the merchandise or service is not specified, the account holder must wait until 15 calendar days after the transaction date before presenting a claim to the bank.

The account holder is not entitled to present a claim to the bank if the reason why the merchandise has not been delivered is that it is being held back by the customs authorities in the country of the account holder.

Nor is the account holder entitled to present a claim to the bank if the reason why a service has not been provided is that the account holder has failed to cancel a hotel or rental car reservation by the cancellation deadline set by the service provider.

b) If the merchandise is damaged or destroyed when received by the account holder.

The account holder must wait until 15 calendar days after the date when the merchandise was returned to the merchant before presenting a claim to the bank.

c) If the merchandise received by the account holder is different from what he/she originally ordered.

The account holder must wait until 15 calendar days after the date when the merchandise was returned to the merchant before presenting a claim to the bank.

d) If the merchant/service provider does not refund the account holder in accordance with the credit receipt for refunds which has been issued by the merchant/service provider and is consistent with Visa Europe's rules, or if the account holder returns merchandise or cancels a purchase of goods or services in accordance with the terms and conditions set by the merchant/service provider for returns/cancellations and the merchant/service provider does not issue a credit receipt for refunds and thus fails to observe the duty laid down in Visa Europe's rules.

The account holder must wait until 15 calendar days after the refund was confirmed, or 15 calendar days after the merchandise/service was returned/cancelled before presenting a claim to the bank.

Complaints regarding the quality of the article or the service that has been delivered cannot be made to the bank.

17.3 Attempt to reach an agreement with the merchant, documentation, deadline for claims, etc.

Before the account holder can present a claim for a refund to the bank, the account holder must have tried to solve the situation directly with the merchant or service provider.

It is up to the account holder to prove that the conditions for a refund have been met. Before refunding the amount, the bank may require that the account holder makes reasonable efforts to provide the documentation deemed necessary to substantiate this.

Claims against the bank must be presented without undue delay and no later than 60 days after the purchase date. When it comes to claims for refunds in accordance with section 17.2 a), the 60-day deadline applies from the date when the merchandise or service should have been received or the date when the account holder realised that he/she would not receive the merchandise or service.

In any event, claims must be presented no later than 480 days after the purchase date.

Claims presented after the 60-day deadline, but within 120 days, may be covered on the condition that the bank's claim will be covered in accordance with Visa Europe's rules. The bank has a duty to assist the account holder and help ensure that claims presented during this period are also covered.

17.4 Limitation of liability

The bank's liability is limited to the NOK amount debited from the account holder's account in connection with the transaction.

In the event of non-delivery of the merchandise or service, the bank's liability is limited to the portion of the order that has not been received.

When returning merchandise that has been damaged or was not what was ordered, the bank's liability is limited to the unused portion of the merchandise.

17.5 Additional information on the use of the Visa part of the payment card under other circumstances

The account holder may, in accordance with Visa Europe's rules, enjoy certain rights linked to the use of the Visa part of his/her payment card which are more wide-reaching than what follows from this agreement between the account holder and the bank. If incorrect amounts are debited or there are other irregularities in connection with the use of the Visa part of the payment card, the account holder must immediately inform the bank to safeguard his/her interests.

Terms and conditions for both Visa and Mastercard

18.

The cards may be used to pay Card Acceptors for purchases of goods and services and make cash withdrawals where this option is available. In addition, available funds may be transferred from the Mastercard to a current account.

19.

The cards are issued in the Cardholder's name and may only be used by the Cardholder him/herself.

20.

The cards are the property of the Company and shall be returned upon the request of the Company, Card Acceptor or someone duly authorised by the Company.

21.

The cards shall be stored in same secure manner as other valuables. The PIN code is strictly personal and must not be revealed to anyone, not even the police or the Company or the police. The account holder should make sure no one else can see the code when it is entered. The code should be memorised. If it is noted down this should be done in such a manner that no one but the Cardholder can discern the purpose of the digits. Any such note must not be stored together with or close to the card. The account holder shall promptly notify the Company or the Company's appointed agent if he/she discovers or suspects that the card has gone astray or that an unauthorised third party has learned the personal code. The account holder must use the reporting options the card issuer has placed at his/her disposal and help ensure that the card is blocked as soon as possible.

When such report has been received, the Company will block use of the card. The Company shall confirm to the account holder that the report has been received, and ensure that the account holder is able to document having reported the matter for 18 months after such report was made. The bank will not charge a fee for reports of the loss of a payment instrument, personal security device or code.

22.

Irrespective of whether the Company has been notified by the account holder in accordance with section 21 above, the Company shall be entitled to block cards if it has just cause related to the security of

the cards or due to suspicions of unauthorised or fraudulent use. The Company shall notify the account holder of the blocking of the card(s) and state the reason(s) for this. Such notice shall be given before the card is blocked or, if this is not possible, right after it has been blocked. If such notice would be detrimental for well-founded security reasons or would be in violation of any law or regulations issued with authority in law, the Company may omit it.

23.

The account holder is entitled to demand a refund of the entire amount of a payment transaction initiated by or via the beneficiary if the account holder can prove that:

a) he/she did not approve the exact amount of the payment transaction, and

b) the amount exceeded what the account holder could reasonably have expected based on previous use patterns, the terms and conditions of the relevant agreement and other circumstances.

Such right to a refund shall not apply, however, if the account holder gave his/her consent directly to the Company and, if relevant, was notified of the future payment transaction at least four weeks before the due date.

The account holder must present any claim for a refund no later than eight weeks after the debit date. Within ten days of receiving such claim, the Company shall either refund the entire transaction amount or reject the claim and inform the account holder of the reason for such rejection and of his/her right to bring the matter before the Norwegian Financial Services Complaints Board.

24.

The Company shall be liable for unauthorised withdrawals or payments unless something to the contrary follows from the provisions set out below. A payment transaction shall be deemed unauthorised if the account holder did not approve it before or after the transaction was executed.

If the payment card is lost or stolen, the account holder shall be liable for up to NOK 1200 of any unauthorised card transactions where the personal code or other security device was used. The same applies to transactions made possible by unauthorised possession of the payment card if the account holder has failed to protect the PIN code or other security device and this was used.

The account holder shall be liable for up to NOK 12 000 of any unauthorised card transactions that were made possible because the account holder failed in the performance of one or more of his/her obligations in accordance with clause 21 of this agreement due to gross negligence. If such unauthorised used as made possible because the account holder wilfully neglected to perform his/her obligations according to clause 21 of this agreement, the account holder shall bear the entire loss. The same shall apply if the loss is due to dishonest conduct on the part of the account holder.

The account holder shall not be liable for losses incurred as a result of the loss, theft or unauthorised possession of the payment card after the account holder has notified the Company in accordance with clause 21, unless the account holder acted with intent to defraud. The account holder shall also not be liable if the Company has not provided any means for the account holder to report the loss, theft etc. pursuant to section 34, second paragraph, second sentence of the Norwegian Financial Contracts Act.

The provisions in clause 24 do not apply to unapproved contactless payment transactions. The company shall be liable for such payment transactions.

The account holder's liability pursuant to this clause may be reduced in accordance with the rules in article 36 of the Norwegian Financial Contracts Act.

25.

If the account holder does not accept responsibility for a debited amount, in accordance with the liability rules set out above, the Company shall refund the amount and compensate the account holder for any lost interest income counting from the debit date,

provided that the account holder presents the claim without undue delay after having discovered the contested transaction, and no later than 13 months after it was debited from the account. The Company shall not be obligated to refund the amount if the account holder has accepted responsibility for the transaction in writing, or the Company brings an action against the account holder or presents the matter to the Norwegian Financial Services Complaints Board within four weeks after receiving the account holder's written complaint. If the court or the Norwegian Financial Services Complaints Board rejects the case, a new four-week time limit shall commence starting as of the day when the bank learned that the case had been rejected.

The refund obligation in the preceding paragraph does not apply to the account holder's own excess of NOK 1200, unless the card was used without a personal code or other similar security procedure, or to make a contactless payment.

The refund obligation also does not apply to erroneous registration by the Card Acceptor that the account holder should have discovered when he/she used the card to pay for the item or service. In such cases, the account holder should complain to the seller (Card Acceptor). The Company does not accept responsibility for the quality, condition or delivery of purchased goods and services, except where something to the contrary is stipulated in or follows from legislation.

If the account holder suspects that the contested debit of his/her account was related to a criminal offence, the bank may demand that the account holder reports the matter to the police.

The account holder shall give the Company a written account of the circumstances surrounding any loss situation.

26.

The Company shall be liable for losses incurred by the account holder as a result of the latter's account having been erroneously debited due to technical failures, accounting errors or similar events, including errors of this nature that originated on the Card Acceptor's end. If the account holder asserts that there was a technical failure in the card system, it is up to the Company to prove that the system was functioning properly at the time. The Company cannot be held responsible if the payment card cannot be used due to a breakdown of the card system, or if the ATM is out of cash, or other similar circumstances.

27.

The Cardholder agrees that Card Acceptors may contact the Company to check whether there are sufficient funds to cover a payment. If any of the cards are reported as blocked (cancelled) the Cardholder must surrender the card(s) in question to the Card Acceptor. Transactions the Cardholder has approved by means of a signature or PIN code cannot be stopped or recalled. If the Cardholder allows the Card Acceptor to make an impression of or read a card electronically before the payment date, the individual Card Acceptor may reserve an amount on the account holder's account. This will reduce the available balance on the Cardholder's account correspondingly until the amount is debited. The reservation period is normally 3-5 days. If the Cardholder decides to settle the account by other means rather than using the card, the reserved amount may tie up the account holder's available balance for up to 10 days.

28.

When the payment card is used for payments in another currency than the currency of the account, the transaction amount on the sales invoice or withdrawal receipt will be converted from the local currency to Norwegian kroner on the same date as the amount is settled between the foreign bank and the account holder's bank. The conversion date depends on how quickly the merchant in the relevant country, or the merchant's bank, sends the card transaction for settlement. When converting the amount, the market rate for currency purchases/sales is used. In addition, a currency conversion fee is charged.

29.

Any receipts the account holder gets for use of the payment card should be kept so they can be checked against the statement. If the information provided by the Company does not agree with the

account holder's own records, the account holder must notify the Company as soon as possible and no later than 13 months after the item was debited.

30.

The Company is entitled to change these terms and conditions at any time. Any changes shall enter into effect two months after written notice has been sent to the Cardholder. The Cardholder shall be deemed to have accepted the change if he/she continues to use the card and has not informed the Company otherwise prior to the date when the change enters into effect. If the Cardholder does not accept the changes, this shall be regarded as cancellation of card agreement.

31.

The account/Cardholder is required to immediately inform the Company of any change of his/her name, address, marital status or other matters that could be assumed to be of importance to the Company. The Cardholder shall be required to return the card(s) to the Company if, due to his/her financial situation, he/she will not be able to service his/her credit card debt.

32.

A new card will be sent to the account holder prior to the expiration date unless the agreement has been cancelled by the account holder or the Company. The expiration date is printed on the cards.

33.

When a card is used, transaction information required by the Company for accounting purposes will be registered. This will include the card number, account number, type of transaction (withdrawal/payment), the total transaction amount, the date and the type of card that was used. Transaction data related to the account holder's use of the cards may be used by the Company, within the confines of the statutory rules for handling personal data, for purposes such as correcting errors, bookkeeping, following up unauthorised use and credit assessments.

The DNB group transfers information about the Cardholder's account to subsidiaries and other business partners in a secure manner that ensures confidentiality. From time to time the DNB group may analyse certain information about the Cardholder's use of cards and other services offered by the DNB group to identify the Cardholder's patterns of use. This information may be shared on a confidential basis with entities in the DNB group and the Group's business partners for use in communication with the Cardholder, and, if applicable, as a basis for sending special offers to the Cardholder. The Cardholder shall be entitled to refuse to allow personal data to be used in this manner.

a) The Company reserves the right to take part in gatherings to exchange credit information

b) The Cardholder agrees that the DNB group may give Norges Bank and other Norwegian authorities information they request about card use.

c) If a card issued to the Cardholder also bears the name or logo of another party, the Cardholder authorises the Company to exchange information with the party in question about the Cardholder's card account and transactions.

d) The Cardholder agrees to observe the prevailing currency control regulations at all times (see section 28). Any disputes that arise in connection with the provisions set out herein shall be decided in accordance with Norwegian law.

34.

Controller: Group Chief Executive in DNB Bank ASA. Personal information about the Cardholder that is registered by the Company shall be used in accordance with the provisions of the Norwegian Personal Data Act. The purposes for which personal information may be used, in addition to what is specified in section 33 above, are customer administration, invoicing and performing banking and financial services, and insurance agreements between the Company and the Cardholder.

Personal data may be given to public authorities and others permitted by law to have personal data delivered to data processors (e.g. computer

processing centres etc.) that handle personal data on behalf of the controller in the Company, or to the registered individual him/herself upon request. The registered individual may ask to be told how a controller uses personal information (according to section 18 of the Personal Data Act. The controller shall, on his own initiative, or as instructed by the registered individual, correct any erroneous personal data (according to section 27 of the Personal Data Act) and may not store personal data longer than is required for the purpose at hand (according to section 28 of the Personal Data Act). If the company gathers personal data from anyone other than the registered individual, the Company shall, of its own accord, tell the registered individual what information was gathered and provide information as set out above (according to section 20 of the Personal Data Act).

35. Entry into the agreement and information

These contractual terms and conditions are supplemented by the Company's General Terms and Conditions for Deposits and Payment Services for consumers. In the event of any contradiction, the contractual terms and conditions for Visa and Mastercard shall take precedence over the General Terms and Conditions for Deposits and Payment Services for consumers. By signing the Account Agreement or these contractual terms and conditions the account/Cardholder confirms having received information, in writing, about:

- a) the areas of application for the payment card
- b) the situations where cards or card numbers can be used without a PIN code or signature, and claims that can be debited from the account holder's account as a result of such use
- c) how the Cardholder should prove his/her identity in connection with use of the payment card
- d) safekeeping of the payment card, personal code or other similar security device
- e) prices and terms
- f) limits on withdrawals and payments using the card
- g) the procedure for reporting the loss of a payment card and/or personal code
- h) the extent to which Card Acceptors are allowed to reserve amounts on the Cardholder's account in connection with orders for goods or services
- i) the account holder's liability and risk in connection with a third party's unauthorised use of the card.

36.

The Customer shall be entitled to cancel this agreement subject to one month's written notice. The Company may cancel the agreement subject to at least two month's written notice if it has just cause for this. In both cases any outstanding balance, plus interest and charges must be paid by the end of the notice period. If either of the parties materially fails in the performance of obligations under this agreement, the other party shall be entitled to terminate the agreement with immediate effect, in which case any outstanding balance, plus interest and charges shall immediately fall due for payment. The Company must state its reason for cancelling/terminating the agreement.