



Transfer of agreements related to Danske Bank A/S to AS LHV Pank

FREQUENTLY ASKED QUESTIONS

GENERAL

What should customers do?

- The transfer of the credit unit (portfolio) has been made as comfortable as possible for the customers. LHV Pank has opened personal accounts for all customers, where they must pay their credit related payments starting from 3 October 2020. Credit agreements (loan, guarantee/guarantee limit, leasing and the collaterals of these agreements) have automatically been transferred to LHV Pank. Generally, customers do not have to do anything in relation to the transfer of credit agreements and collaterals or pay any expenses related thereto, but we do advise you to read the insurance contract and contact LHV Pank, if you deem that changing the beneficiary would require any additional steps to be taken.

What will happen to the credit servicing accounts in Danske Bank?

- Balances in the credit servicing accounts in Danske Bank have been transferred to their new personal accounts in LHV Pank as a 'prepayment'. Funds paid into the credit servicing accounts in Danske Bank will automatically be transferred to the respective accounts in LHV Pank until 30 October 2020. After this date, all payments to credit servicing accounts in Danske Bank will be returned to the payer and the payer has to make a new payment to the account in the LHV Pank.

AGREEMENTS

Will there be any changes to the current credit agreements? Will customers have to enter into new agreements?

- Terms and conditions of the agreements do not change as a result of the transfer, except for the change in the credit servicing account announced to all customers individually on 3 October 2020. Instead of the credit servicing account in Danske Bank, customers must start transferring credit payments to their personal accounts in LHV.
- Until you enter into a current account agreement with LHV, you can use the personal account only for the performance of payment obligations arising from the transferred agreement[s]. If you already have a current account in LHV, the account no. indicated below is the one of your personal account, and you can use it for further payments of your credit.

- It is not necessary to enter into a new credit agreement with LHV in relation to this transfer. However, as of 3rd October 2020 general terms and conditions, as well as pricelist of LHV apply.

Do clients have to open accounts in LHV?

- Customers do not have to open accounts for credit servicing in LHV Pank themselves, as such accounts have been opened automatically. All customers can find information on their personal account numbers in LHV Pank, in the communication that was sent to them on 3 October 2020. Please contact LHV Pank if you have any further questions.

Do all amendments to credit agreements have to be discussed with LHV Pank in the future?

- All agreement amendment requests must be referred to LHV Pank after the transfer.

Do customers have to pay any fees for transfer of their credits to LHV Pank?

- Customers will not have to pay any fees in relation to the transfer of the credits.

Where will customers see the data related to their credit agreements (amount of monthly payment, loan balance, notices on changes in interest rates) in the future?

- Please contact LHV Pank for further information, as the agreements have been transferred to LHV Pank. The basic data about the loan and leasing you can see in the internet bank or mobile app of the LHV Pank.

When will Danske eBank be closed?

- Danske eBank will remain open with limited functionality until 3 November 2020. After this date, the electronic services contract is deemed terminated by Danske Bank. We advise customers to save the necessary credit servicing account statements before Danske eBank is closed.

Will collateral owners also be informed of the change?

- Notice of the transfer has been sent to borrowers, surety providers/guarantors and other collateral providers known to the Danske Bank.

What will happen to credit agreement collaterals?

- All existing collaterals to loan, guarantee/guarantee limit and leasing contracts and all collateral contracts have been or will be transferred to LHV Pank soon; these contracts will remain in force under their existing terms and conditions and secure the obligations arising from the agreements.
- Customers not have to do anything in relation to the transfer of collateral or pay any expenses related thereto.

Will the mortgages securing the credits be reregistered in the name of LHV Pank? Do customers have to do anything or pay any fees?

- Yes, mortgages will be reregistered in the name of LHV Pank, but customers will not have to pay any fees for this. The relevant contractual arrangements will be made between LHV Pank and Danske Bank on 5 October, and the making of relevant registry entries may take three months as stated in Estonian legislation. If customers want to conclude transactions with their property during this period, they should contact LHV Pank.

What will happen to leased assets (vehicles, other assets)?

- LHV Pank is now the lessor and the owner of the object of lease. The change of ownership of the leased asset(s) will be entered in the relevant register (e.g. the traffic register of the Estonian Road Administration) and the registration certificate(s) will also be replaced. Customers will not incur any expenses in relation to this.
The new registration certificate(s) will be delivered to the main user of the leased asset by regular post at the address known to the Road Administration (taken before postage from the Business register, to our knowledge).

What kind of information can clients request from Danske Bank after 3 October 2020?

- Customers must contact LHV Pank in case of questions on all credits transferred to LHV Pank.
- Danske Bank transferred only valid credit agreements to LHV Pank. The data on expired credits is available in Danske eBank until 3 November 2020 and without any other agreement stating otherwise Danske Bank will unilaterally waive from expired mortgages or delete expired commercial pledges.
- Danske Bank contacts are available on the website www.danskebank.lt/en/contact

Do customers have to send effective insurance policies to LHV Pank?

- The insurance policy of the collateral or the object of the lease agreement will remain valid until the policy expiry date. Danske Bank will inform the insurers of the new beneficiary. We do advise you to read the insurance contract and contact LHV Pank, if you deem that changing the beneficiary would require any additional steps to be taken.
- In the future, LHV Pank must be indicated as the beneficiary when a new insurance policy is taken out.

PERSONAL DATA PROCESSING

What kind of data has Danske shared about customers with LHV Pank?

- The credit portfolio of Danske Bank was transferred to LHV Pank in a form of a business transfer. As a result, LHV Pank takes over Danske Bank's role as the creditor in credit agreements and the creditor in credit, leasing, collateral and other agreements. In the course of the transfer, all of the information and data that are related to such agreements and the parties thereto and that are necessary for LHV Pank as a creditor to fulfil its obligations as well as other legal obligations (e.g. prevention of money laundering and terrorist financing), were transferred.

How old are the data that were shared?

- The age of the data shared depended on the business relationship transferred. As the entire valid business relationship was transferred, the transfer included all of the information and documents related to customer, credit and collateral agreements necessary for LHV Pank to fulfil its legal obligations.

Do customers have the right to refuse to share their data?

- Customers cannot refuse to share or hand over data in the course of the transfer of business. With the transfer of business, the transferee received all of the assets, agreements and rights and obligations related to the business. Data related to the business was also transferred. The transfer of business and its continued management would not be possible without transferring the data. Business transfer is a permissible and lawful operation, in the course of which data will be transferred to LHV Pank as the transferee of the business, on the basis of the legitimate interests of LHV Pank as the data controller and on compelling legitimate grounds. Such data processing

and disclosure to the transferee of the business corresponds to the provisions of Danske Bank's personal data processing policy (could be found in the Danske Bank Privacy Notice) and general data protection requirements.

Will Danske Bank share customer data even if their loan ended before the transaction?

- If a credit was repaid before the transfer took effect, the credit and the related documentation will not be transferred. However, in relation to preparation for the transaction, LHV Bank may obtain customer data before the transfer comes into force. These data cannot be used for purposes other than preparing the transaction, and LHV Bank is obliged to delete the data received.

Who will be able to access customers' personal data in the future? Who is responsible for processing such data?

- Once the business is transferred, LHV Bank will be responsible for the further processing of the personal data transferred. LHV Bank will notify customers regarding how exactly their personal data will be processed.
- Customers can also obtain information on how LHV Bank processes personal data from the LHV Bank website or by contacting LHV Bank. Customers will find the contact details of LHV Bank on its website www.lhv.ee.
- Danske Bank will continue to process data collected until the date of business transfer in order to fulfil its legal obligations and to preserve data. Danske Bank processes customers' personal data in accordance with applicable data protection requirements and continues to guarantee all of the rights of the data. If customers require more information on personal data processing and related rights, they can refer to the bank's personal data processing policy (Danske Bank Privacy Notice can be found on Danske Bank website) or contact the Danske Bank or the Danske's data protection officer [Data Protection Function, Holmens Kanal 2-12, 1092 Copenhagen K, Denmark, e-mail: DPOfunction@danskebank.com].