

General terms and conditions for Investment Savings Accounts

1. Definitions

“Other Personal Account”: Such custody account and/or personal account that is not an Investment Savings Account and that the Customer, or Handelsbanken (the Bank) on behalf of the Customer, has opened at the Bank or that the Customer has opened at another institution.

“The Agreement”: The agreement on an Investment Savings Account executed by the parties including general terms and conditions that apply at any time for Investment Savings Accounts, custody agreements and general terms and conditions for Custody Agreements, general terms and conditions for private accounts and payment services, and terms and conditions for transfers.

“Banking day”: A day on which banks and other financial institutions are open in such locations and for such transactions as are required to carry out assignments under the Agreement, usually a weekday.

“Substantial Ownership Interest”: Holdings of financial instruments issued by a company and by virtue of which the holder of the instruments directly or indirectly owns or holds interests in the company corresponding to at least ten (10) per cent of votes for all shares or equity in the company. Direct or indirect holdings of Related parties must also be included in the calculation.

“EEA”: European Economic Area.

“Financial Instruments”: Such instruments as referred to in the Swedish Securities Market Act.

“Fund units”: Units in a securities fund or special fund as referred to in the Swedish Investment Funds Act and the Swedish Alternative Investment Fund Managers Act.

“Approved Investment Assets”: Such Investment Assets approved by the Bank which are permitted to be held in an Investment Savings Account in accordance with the Swedish Investment Savings Account Act and the Agreement from time to time.

“Multilateral Trading Facility (MTF)”: Markets in the EEA as referred to in the Swedish Securities Market Act.

“Investment Firm”: Such companies, institutions and businesses that are permitted under the Investment Savings Account Act to enter into agreements on Investment Savings Accounts.

“Investment Savings Account”: Such accounts that meet the criteria set forth in the Investment Savings Account Act.

“Investment Assets”: Such assets that are permitted under the Investment Savings Account Act to be held in an Investment Savings Account, i.e., such Financial instruments that are (i) admitted to trading on a Regulated Market or an equivalent market outside the EEA, (ii) traded on a Multilateral Trading Facility (MTF) or (iii) constitute Fund Units. Substantial Ownership Interests and Qualified shares are not Investment Assets.

“Ineligible Assets”: Financial Instruments that are not Investment Assets.

“Qualified shares”: Such shares and other Financial Instruments in, or regarding, a close company that is subject to special taxation rules under the Swedish Income Tax Act.

“Related party”: Such person covered by the definition of related party under the Income Tax Act.

“Regulated market”: Such market as referred to in the Swedish Securities Market Act. Custody of assets in the Investment Savings Account

1.1. The Customer is only permitted to hold Approved Investment Assets and cash in the Investment Savings Account, unless otherwise stated in the Agreement.

1.2. A list of the Financial Instruments that constitute Approved Investment Assets is provided in the Bank's Advance Information about Investment Savings Accounts.

1.3. The Bank must publish a list of Approved Investment Assets on its website that are in effect from time to time. The Bank must also provide a current list of Approved Investment Assets directly to the Customer upon the Customer's request.

1.4. It is the responsibility of the Customer to remain informed at all times as to which assets are permitted to be held in the Investment Savings Account. The Customer must be informed of any changes entailing restrictions to what constitutes Approved Investment Assets in accordance with 16.1. If the Bank, for reasons outside the Bank's control, makes a decision to remove an Approved Investment Asset from the list of Approved Investment Assets, a shorter period than stated in 17.1 may need to be applied.

1.5. A Financial Instrument is held in the Investment Savings Account when the Bank has listed it in the account.

2. Transfer of Financial Instruments to the Investment Savings Account

2.1. Transfer from personal account

2.1.1. The Customer may only transfer Approved Investment Assets that the Customer personally owns to the Investment Savings Account. Such transfers are permitted from an Other Personal Account or from another personal Investment Savings Account. If the transfer is from an Other Personal Account, it is considered to be taxable as a divestiture.

2.1.2. The Customer may not transfer either Investment Assets that are not approved by the Bank or

Ineligible Assets to the Investment Savings Account.

2.2. Transfer from other party

2.2.1. Approved Investment Assets from another party may be transferred to the Investment Savings Account only if the assets are transferred to the account in conjunction with the Customer's acquisition of the assets and the acquisition has taken place:

1. on a Regulated Market or other equivalent market outside the EEA or on a Multilateral Trading Facility (MTF),
2. in such a way that new Fund units are issued,
3. from the issuer of the assets if the acquisition was based on assets that were held in the account at the time of acquisition,
4. from the Bank,
5. from the transferee company if the assets related to compensation to the shareholders at the time of the merger or demerger of a limited liability company and if the assets were acquired because of shares held in the account at the time of acquisition,
6. from the acquiring company if the acquisition was part of a share-for-share exchange process and if the assets were acquired on the basis of shares that were held in the account at the time of acquisition,

7. from another party if the assets were held in that person's Investment Savings Account, e.g. at the time of purchase; bequest, gift, or division of joint property, or
8. through distributions on assets that were held in the Investment Savings Account at the time of acquisition.
- 2.2.2. Investment Assets that are not approved by the Bank may be transferred to the Investment Savings Account by another party only if the assets are transferred to the account in conjunction with the Customer's acquisition of the assets and the acquisition has taken place:
1. from the transferee company if the assets related to compensation to the shareholders at the time of the merger or demerger of a limited liability company and if the assets were acquired because of shares held in the account at the time of acquisition,
 2. from the acquiring company if the acquisition was part of a share-for-share exchange process and if the assets were acquired on the basis of shares that were held in the account at the time of acquisition,
 3. through distributions on assets that were held in the Investment Savings Account at the time of acquisition.
- 2.2.3. Ineligible Assets may be transferred to the Investment Savings Account by another party only if the assets are transferred to the account in conjunction with the Customer's acquisition of the assets and the acquisition has taken place:
1. from the issuer if the assets, not later than the thirtieth (30th) day after the date issued are considered admitted to trading on a Regulated Market or an equivalent market outside the EEA or on a Multilateral Trading Facility (MTF),
 2. from the issuer of the assets if the acquisition related to subscription rights, bonus share rights, call options or similar Financial Instruments and if the acquisition was based on assets held in the account at the time of acquisition,
 3. from the transferee company if the assets related to compensation to the shareholders at the time of the merger or demerger of a limited liability company and if the assets were acquired because of shares held in the account at the time of acquisition,
 4. from the acquiring company if the acquisition was part of a share-for-share exchange process and if the assets were acquired on the basis of shares that were held in the account at the time of acquisition,
 5. through distributions on assets that were held in the Investment Savings Account at the time of acquisition.
- 2.2.4. Such financial instruments are referred to in 2.2.1 and
- 2.2.3 cannot, however, be transferred to the Investment Savings Account if the acquisition was based on Substantial Ownership Interests, Qualified shares or such Ineligible Assets that were held in the Investment Savings Account at the time of acquisition pursuant to section 4.3.3.
- 2.2.5. Substantial Ownership Interests or Qualified shares cannot be transferred to the Investment Savings Account pursuant to section 2.2.3 (1).
- ### 3. Transfer of financial Instruments from the Investment Savings Account
- 3.1. Transfer to personal account
- 3.1.1. The Customer is permitted to transfer Investment Assets from the Investment Savings Account to another personal Investment Savings Account only if the assets are permitted to be held in the receiving account.
 - 3.1.2. The Customer cannot transfer Investment Assets from the Investment Savings Account to an Other Personal Account.
 - 3.1.3. The Customer is permitted to transfer Ineligible Assets from the Investment Savings Account to an Other Personal Account.
- 3.2. Transfer to another party
- 3.2.1. A customer is permitted to transfer Investment Assets and Ineligible Assets from the Investment Savings Account to another party only if the Customer disposed of the assets through sale, exchange or similar:
 1. on a Regulated Market or other equivalent market outside the EEA or on a Multilateral Trading Facility (MTF),
 2. in such a manner that Fund Units are redeemed,
 3. to the issuer of the assets,
 4. to the Bank,
 5. to the bidder if the takeover was part of a public takeover offer
 6. to the acquiring company if the transfer of ownership was part of a share-for-share exchange process, or
 7. to the majority shareholder in a company if the transfer of ownership was part of a process of redemption of minority shares in the same company.
 - 3.2.2. The Customer is also permitted to transfer Investment Assets that the Customer has disposed of through sale, exchange or similar from the Investment Savings Account to another party if the assets are transferred upon transfer of ownership directly to that person's Investment Savings Account and if the assets are permitted to be held in the receiving account.
 - 3.2.3. The Customer is permitted to transfer Investment Assets that the Customer has disposed of through bequest, will, gift, division of joint property or similar from the Investment Savings Account to another party only if the transfer is made directly to that party's Investment Savings Account and if the assets are permitted to be held in the receiving account.
 - 3.2.4. The Customer is permitted to transfer Ineligible Assets that the Customer has disposed of through bequest, will, gift, division of joint property or comparable from the Investment Savings Account to another party only if the transfer is made directly to an account that is not an Investment Savings Account.

4. Temporary custody of certain types of Financial Instruments

4.1. General information

- 4.1.1. That set forth in sections 4.2 and 4.3 constitutes an exhaustive list of the situations when Investment Assets that are not approved by the Bank and certain types of Ineligible Assets may be temporarily held in the Investment Savings Account.
- 4.1.2. If assets such as those referred to in section 4.2.1., 4.3.2 and 4.3.3 become Approved Investment Assets within the time frame specified below, they may be held in the Investment Savings Account.
- 4.1.3. Section 4.4 describes the time periods and the manner in which Investment assets not approved by the Investment firm and/or Ineligible Assets are to be transferred from the Investment Savings Account.

4.2. Investment Assets that are not approved by the Bank

- 4.2.1. Investment Assets that are not approved by the Bank may be held in the Investment Savings Account up to and including the thirtieth (30) day following the last day of the quarter when the assets were classified as such assets or, respectively, were posted to the account.

4.3. Certain types of Ineligible Assets

- 4.3.1. Substantial Ownership Interests or Qualified shares which were not such assets when they were transferred to the Investment Savings Account or which were transferred to the account in the manner set forth in 2.2.3 subsections 2–5, may be held in the Investment Savings Account up to and including the thirtieth (30) day following the day when the assets were first classified as such assets or were posted to the account.
Even if the assets are classified as other assets within the specified time frame, they must be removed from the Investment Savings Account no later than this day.
- 4.3.2. Ineligible Assets other than Substantial Ownership Interests or Qualified shares and which were Investment Assets when they were transferred to the Investment Savings Account or which were transferred to the account based on the Customer's existing holdings of Financial Instruments in the manner referred to in 2.2.3 subsections 2–5, may be held in the Investment Savings Account up to and including the sixtieth (60) day after the last day of the quarter in which the assets were classified as such assets or were posted to the account.
- 4.3.3. Ineligible Assets other than Substantial Ownership Interests or Qualified shares which, when they were transferred to the Investment Savings Account were intended to be admitted for trading in the manner set forth in 2.2.3 subsection 1, may be held in the Investment Savings Account up to and including the sixtieth (60) day after the day on which they were issued.

4.4. Handling of Investment Assets that are not approved by the Bank and of Ineligible Assets

- 4.4.1. The Customer must, within the time frames set forth in sections 4.2 and 4.3 above or as otherwise notified by the Bank, transfer Investment Assets that are not approved by the Bank and/or Ineligible Assets from the Investment Savings Account. Such a transfer must be carried out in accordance with the provisions of the Agreement on transferring financial instruments from the Investment Savings Account.

- 4.4.2. If, within the time frame specified in 4.2.1, the Customer has not disposed of the Investment Assets that are not approved by the Bank and that are temporarily held in the Investment Savings Account, or has not instructed the Bank regarding which other personal Investment Savings Account such assets are to be transferred, the Bank may dispose of all or part of the Customer's holding of the assets on the Customer's behalf, at the time and in the manner determined by the Bank.

- 4.4.3. If, within not more than seven (7) days before the time frame specified in 4.3.1 - 4.3.3 or as notified otherwise by the Bank, the Customer has not disposed of the Ineligible Assets that are temporarily held in the Investment Savings Account, or has not instructed the Bank as to which Other Personal Account such assets are to be transferred, the Bank may at its discretion choose to (i) transfer the assets to an Other Personal Account with the Bank or (ii) sell all or part of the Customer's holding of the assets on the Customer's behalf, at the time and in the manner determined by the Bank.

4.5. Obligation to provide information

- 4.5.1. If the Customer becomes aware that (i)-(i) Investment Assets that are not approved by the Bank or (ii) Ineligible Assets are held in the Investment Savings Account, the Customer must inform the Bank to this effect as soon as possible.
- 4.5.2. Within five (5) days of the date that the Bank becomes aware that Ineligible Assets are held in the Investment Savings Account, the Bank must inform the Customer to this effect and of the date by which the Assets must be removed from the Investment Savings Account.

- 4.6. Upon application of 4.5.2 the Bank will be considered to have become aware that Ineligible Assets are held in the Investment Savings Account when twenty-five (25) days have elapsed since the last day of the quarter when the Ineligible Assets were first held in the Investment Savings Account in the capacity of Ineligible Assets. However, this does not apply to Substantial Ownership Interests or Qualified Shares or such Ineligible Assets held in the account pursuant to 4.3.3.

5. Cash

- 5.1. The Customer is permitted to deposit cash into and withdraw cash from the Investment Savings Account.
- 5.2. A party other than the Customer is permitted to deposit cash into the Investment Savings Account.

6. Interest, dividends and other returns

- 6.1. Interest, dividends and other returns attributable to the assets held from time to time in the Investment Savings Account must be transferred directly to the Investment Savings Account. However, section 8.3 shall apply for payment attributable to the disposal of Financial Instruments.
- 6.2. The Customer is responsible for ensuring that interest, interest, dividends and other returns attributable to Substantial Ownership Interests, Qualified shares or such Ineligible Assets as are held in the Investment Savings Account pursuant to 4.3.3 are not transferred to the Investment Savings Account. If the Customer has not provided any other instructions, the Bank may at its discretion transfer such interest, dividends and other return to an Other Personal Account with the Bank.

7. Undertakings regarding Financial Instruments held in the account

- 7.1. The Bank's undertakings regarding the assets held in the Investment Savings Account are as set forth in the Bank's

provisions for Custody Agreements and general terms and conditions of custody agreements in effect from time to time.

- 7.2. However, the Bank reserves the right not to perform such undertakings if this should contravene the provisions of the Agreement or the Investment Savings Account Act.

8. Trading in financial instruments

8.1. General information

- 8.1.1. For purchases and sales of assets on the Investment Savings Account, in addition to what is stated below, the Bank's guidelines for order execution and order processing applicable at any time and the terms and conditions applicable at any time to trading in specific financial instruments are to apply.
- 8.1.2. Upon request of the customer, the Bank will provide the customer with the applicable guidelines and terms and conditions referred to in 8.1.1.
- 8.1.3. The Bank reserves the right not to execute buy or sell instructions on behalf of the Customer regarding Financial Instruments in cases where the Financial Instruments are not Investment Assets approved by the Bank or by the receiving Institution, and in cases where the instructions would otherwise be in conflict with the Agreement or the Swedish Investment Savings Act.
- 8.1.4. Short selling of financial instruments is not permitted within the Investment Savings Account.

8.2. Acquisition of Financial Instruments

- 8.2.1. The Customer must personally and in advance ascertain that the Financial Instruments that the Bank is instructed to acquire on the Customer's behalf are Approved Investment Assets.
- 8.2.2. When the Customer acquires Financial Instruments for the Investment Savings Account, payment must be made using assets held in the Investment Savings Account.
- 8.2.3. When the Customer acquires Financial Instruments for the Investment Savings Account, payment may be made in the form of Financial Instruments held in the Investment Savings Account (exchange) only if such transfer is carried out in accordance with section 3.2.

8.3. Payment on disposal of Financial Instruments

- 8.3.1. When the Customer disposes of Financial Instruments as set forth in 3.2.1 subsections 1-7, payment received in the form of cash must be transferred directly to the Investment Savings Account.
- 8.3.2. When the Customer disposes of Investment Assets as set forth in 3.2.2, payment received in the form of cash must be transferred directly to the Investment Savings Account.
- 8.3.3. When the Customer disposes of Financial Instruments as set forth in 3.2.1 and 3.2.2, payment received in the form of cash must be transferred directly to the Investment Savings Account.
- 8.3.4. When the Customer disposes of Financial Instruments, payment received in the form of Ineligible Assets will be transferred to the Investment Savings Account only if (i) the transfer of assets to the Investment Savings Account is effected in accordance with 2.2.3 - 2.2.5 and if (ii) the Customer has not instructed a different custody account to which such payment should instead be transferred.

- 8.3.5. The Customer is responsible for ensuring that payment in conjunction with the disposal of Substantial Ownership Interests, Qualified shares or such Ineligible Assets as are temporarily held in the Investment Savings Account pursuant to 4.3.3 are not transferred to the Investment Savings Account. Such payment, in the form of cash or Financial Instruments, must instead be transferred to another custody account as instructed by the Customer. If the Customer has not provided any such instructions, the Bank may at its discretion transfer such payment to an Other Personal Account with the Bank.

9. Pledges

- 9.1. For pledges, in addition to that set forth below, the provisions of the Custody Agreement and the General Terms and Conditions for Custody Agreements apply insofar as they do not contravene the provisions of the Investment Savings Account Act.
- 9.2. The Customer pledges to the Bank, as collateral for all of the Customer's present and future obligations to the Bank in connection with this Agreement or otherwise arising in connection with the Customer's transactions with Financial Instruments (i) all Financial Instruments posted in the ISA custody account from time to time; (ii) all cash deposited in the ISA account from time to time and (iii) all of the Customer's Financial Instruments which are otherwise transferred or handed over to or acquired through the Bank to be posted/deposited in the ISA custody account.
- 9.3. The Customer is not permitted to pledge Financial Instruments held in the ISA custody account as collateral for such obligations that the Customer has towards a party other than the Bank.
- 9.4. If the Customer does not meet their obligations to the Bank under the Agreement or otherwise arising in connection with the Customer's transactions with Financial Instruments, the Bank may utilise the pledge as the Bank deems appropriate. In this respect, the Bank shall proceed with care and, if possible, and if in the opinion of the Bank it can be accomplished without prejudice to the Bank, notify the Customer to this effect in advance. The Bank can decide in what order the collateral provided shall be utilised.

10. Assignment of the Investment Savings Account

- 10.1. The Investment Savings Account cannot be assigned.

11. Transfers involving Investment Savings Accounts with different Investment Firms

- 11.1. In connection with transfers of Investment Assets between Investment Savings Accounts with different Investment Firms, the Customer is responsible for ascertaining in advance that the receiving Investment Firm can accept the assets concerned.
- 11.2. The Customer's transfer of Investment Assets to another Investment Firm will be considered to have been completed when the assets have been posted to the Investment Savings Account with the receiving Investment Firm.
- 11.3. In connection with transfers to the Investment Savings Account from another Investment Firm, the Bank is entitled to refuse to accept assets that are not Approved Investment Assets for custody in the Investment Savings Account.

12. The Bank's request for the information required to achieve adequate customer due diligence

- 12.1. The Bank is entitled to request that the customer provide the information and data which, in the Bank's assessment, are necessary to achieve adequate customer due diligence pursuant to the Swedish Act (2017:630) on Money Laundering and Terrorist Financing (Prevention). The information must be provided within the time frame determined by the Bank.

13. Termination of the Investment Savings Account

- 13.1. The Customer may terminate the Agreement with immediate effect. The Bank may terminate the Agreement sixty (60) days after the Bank has sent written notice of termination to the Customer. Notice of termination shall be given in the manner described in section 16.
- 13.2. The Bank has the right to immediately terminate the Customer's use of the account, payment service or other service if
1. The Customer has failed to observe the terms and conditions or other instructions or agreements that may apply for the Investment Savings Account, form of savings or service,
 2. there is reasonable cause to assume that the Customer will not fulfil their payment obligations towards the Bank,
 3. The Customer has been dishonest towards the Bank,
 4. there is suspicion of money laundering or that there is a risk that by providing the account the Bank encourages such crime in some way,
 5. in the assessment of the Bank, there is suspicion that the Investment Savings Account or certain form of savings or service is being used or will be used for or in connection with criminal activity, or in other respects in breach of current legislation, or in a manner which may cause damage to the Bank or another party.
 6. The Bank, in its assessment, does not have adequate customer due diligence pursuant to the Swedish Act (2017:630) on Money Laundering and Terrorist Financing (Prevention).
- If, in the Bank's assessment, it is practically possible and appropriate, the Customer is to be informed in advance of the Bank's decision to suspend the Customer's access to the Investment Savings Account, the form of savings or service. In other cases, the Customer is to be informed after the event.
- 13.3. However, the Agreement will not expire before the Investment Savings Account is closed in accordance with 13.4.
- 13.4. As a rule, the Investment Savings Account must be closed when the Agreement expires in accordance with 13.1. If at the time the Agreement is terminated Financial Instruments and/or cash are held in the Investment Savings Account or if Financial Instruments have been acquired for custody in the Investment Savings Account but have not yet been posted to the account, the Investment Savings Account must instead be closed as soon as all assets have been removed from the Investment Savings Account. In these situations, the Customer must as soon as possible (i) issue instructions as to another personal Investment Savings Account to which Investment Assets are to be transferred, (ii) issue instructions as to an Other Personal Account to which Ineligible Assets are to be transferred and/or (iii) dispose of the assets in accordance with 3.2.
- 13.5. If the Customer not later than sixty (60) days after termination in accordance with 13.1 has neither issued instructions as to which other custody account the Investment Assets and/or Ineligible Assets are to be transferred, nor disposed of the assets, the Bank may, at its discretion and on behalf of the customer, at the time and in the manner the Bank determines, (i) sell the assets and thereafter transfer all cash from the Investment Savings Account to an Other Personal Account or other custody account with the Bank and/or (ii) transfer Ineligible Assets

to an Other Personal Account or another custody account with the Bank.

14. Discontinuation of the Investment Savings Account pursuant to law

- 14.1. If the account is discontinued as an Investment Savings Account pursuant to section 28 of the Swedish Investment Savings Account Act, the assets held in the account will no longer be taxed at a standard tax rate. The Bank must, within five (5) days of being informed to this effect, inform the Customer that the Investment Savings Account has been closed and that the Customer must as soon as possible transfer all assets held in the Investment Savings Account to another custody account or dispose of the assets.
- 14.2. If not later than fourteen (14) days after the Bank informed the Customer of the closing of the Investment Savings Account as described in 13.1, the Customer has neither provided instructions regarding another custody account to which the assets are to be transferred, nor disposed of the assets, the Bank may transfer the assets to an Other Personal Account or another custody account at the Bank and thereafter close the Investment Savings Account. The Agreement will expire when the account has been closed.

15. Taxes, charges and other costs

- 15.1. Tax on the Investment Savings Account
- 15.1.1. For persons resident in Sweden for tax purposes, assets posted in the Investment Savings Account are subject to a standard tax rate. Tax is paid on a calculated standard annual return (standard income). If you are resident abroad for tax purposes or save in foreign financial instruments, you may be subject to other taxes and charges, for example, Swedish withholding tax on dividends and foreign withholding tax.
 - 15.1.2. Each year, the Bank will provide information to the Swedish Tax Agency, but the Bank is not obliged to withhold tax on the standard income that is reported.
 - 15.1.3. The Customer is responsible for taxes and other charges that must be paid according to Swedish or foreign law with respect to assets posted to the Investment Savings Account.
 - 15.1.4. Ineligible Assets held in an Investment Savings Account other than such Ineligible Assets as are held in the Investment Savings Account pursuant to section 17 of the Investment Savings Account Act will not be included in the calculated standard income, but will instead be subject to conventional taxation.
- 15.2. Tax domicile
- 15.2.1. The Customer is permitted to hold an Investment Savings Account regardless of whether the Customer is subject to limited or unlimited taxation.
 - 15.2.2. It is the Customer's responsibility to remain aware from time to time of the customer's tax domicile.
 - 15.2.3. The Customer agrees to promptly inform the Bank in writing of any changes in the Customer's tax domicile, such as relocating abroad.
- 15.3. Charges, etc.
- 15.3.1. Information about the Bank's charges for the Investment Savings Account and for services associated with the Investment Savings Account

are provided in the Bank's Advance Information about the Investment Savings Account.

- 15.3.2. The Bank is entitled to make withdrawals for charges and expenses for administration of the Investment Savings Account, as well as for forms of savings within the framework of the Investment Savings Account, including what is applicable to saving in fund units in accordance with applicable fund rules and for specially agreed services between the Bank and the Customer. The size of the charges is based on the terms and conditions that the Bank generally applies from time to time for the Investment Savings Account and the forms of savings with associated accounts and services.
- 15.3.3. Information about charges applicable to the Investment Savings Account from time to time is published on the Bank's website. The Bank must also provide information about current charges directly to the Customer upon Customer request.
- 15.3.4. Where, in the Bank's assessment, there is a risk that the Customer's funds on their account may fall below calculated but not yet paid tax or charges, the Bank is entitled to use appropriate means to sell assets on the Investment Savings Account to the extent that the aforementioned risk is no longer deemed to exist. The Bank may also refrain from executing a reinvestment or other utilisation of the assets on the Investment Savings Account, as ordered by the Customer, to the extent that doing so would entail that the aforementioned would arise or increase, in the estimation of the Bank. The Bank shall proceed with care and, where possible, and if in the opinion of the Bank it can be accomplished without disadvantage to the Bank, notify the customer of such measures and/or omissions in advance, in the manner described above.
- 15.4. Other expenses
- 15.4.1 The Customer must pay the costs that arise in connection with divestment, transfer or opening of another custody account in accordance with the Agreement.

16. Notices

Notices from the Bank

- 16.1. The Bank sends a notice to the Customer by registered post or normal post to the address at which the Customer is officially registered (or equivalent), or, if this is not possible, to the address stated in the Custody Agreement. The Customer and the Bank may also agree for notices to be sent to a different address.

The Bank is also entitled to notify the Customer via Handelsbanken Online Banking, on the Bank's website www.handelsbanken.se, or by email to the Customer at the e-mail address stated in the Custody Agreement or other email address, or via other electronic means of communication that the Customer has notified to the Bank, where the Bank deems such means of communication to be appropriate.

Notices sent by the Bank by registered letter or normal post shall be deemed to have been received by the Customer no later than five Banking days after despatch if the letter has been sent to the address provided by the Customer.

Notices sent via Handelsbanken Online Banking, e-mail or by other electronic communication shall be deemed to have

been received by the Customer at the same time as transmission, if sent to the number or electronic address provided by the Customer. If the Customer receives such a notice at a time that is outside the Bank's normal office hours, the Customer shall be deemed to have received the notice at the start of the following Banking day.

- 16.2. The Bank must be immediately notified of any change of name or address.

Notices to the Bank

- 16.3. The Customer can provide a notice to the Bank by visiting any of the Bank's branches, by calling Handelsbanken Direkt, or by sending a letter. Notices from the Customer to the Bank shall be sent to the branch specified in the Custody Agreement, unless the Bank has requested that the reply be sent to a different address. The Customer may only send notices to the Bank by e-mail by special agreement with the Bank.

Notices from the Customer shall be regarded as having been received by the Bank on the Banking day that they arrive at the aforementioned branch or address. In other cases too, the Bank shall be deemed to have received the notice from the Customer if the Customer can show that the notice was sent in a fit-for-purpose manner. In such cases, the Bank shall be deemed to have received the notice on the Banking day that the Customer can show that the Bank should have received it.

For notices concerning complaints and rescission due to orders on commission that a consumer has placed in their capacity as a retail customer according to the Bank's categorisation pursuant to the Swedish Securities Market Act (2007:528), the notice can be invoked if the Customer can show that it was sent in a fit-for-purpose manner, even if it was delayed, distorted or did not arrive.

However, if the Customer has reason to believe that the Bank did not receive the notice, or the notice was distorted, the Customer must resend the notice to the Bank.

17. Amendments to these general terms and conditions and fees

- 17.1. Amendments to the Agreement regarding Investment Savings Accounts, its general terms and conditions or the Bank's fees for the Investment Savings Account shall become binding on the Customer commencing two months after the Customer is deemed to have received notification of the amendment. If the Customer does not approve the amendments, the Customer has the right to immediately cancel the agreement for the Investment Savings Account before the day on which the amendments come into effect. If the agreement is not terminated the Customer is considered to have approved the amendments.
- 17.2. The Customer always has the right to request to receive, free of charge, the most recent version of these general terms and conditions
- 17.3. Amendments to other general terms and conditions and fees apply as specifically stipulated for these terms and conditions and fees.

18. Limitation of liability

- 18.1. The Bank shall not be held liable for any loss resulting from a Swedish or foreign legal enactment, the intervention of a Swedish or foreign public authority, an act of war, a natural disaster, breakdowns or other disruptions in computer systems or telecommunications used during execution of a certain service or other unusual or unpredictable circumstance over which the Bank has no influence and the

- consequences of which would have been impossible for the Bank to avert, despite all efforts.
- 18.2. Under no circumstances shall the Bank be held liable for any loss resulting from strikes, blockades, boycotts, lockouts or similar circumstances, even if the Bank itself is subjected to such measures or takes such measures.
- 18.3. Any damage that occurs in other circumstances shall not be compensated by the Bank, provided the Bank has exercised normal care. The Bank is not liable for indirect damage unless such damage was caused by gross negligence on the part of the Bank. Nor does the limitation apply in the case of orders submitted by a consumer if the indirect damage has been caused by the Bank's negligence.
- 18.4. The Bank is not liable for damage caused by Swedish or foreign exchanges or execution venues, custody account institutions, central securities depositories, clearing organisations, or other parties which provide corresponding services or other parties commissioned with due care by the Bank or assigned by the Customer. The same applies to damage caused by the above-mentioned organisations or other parties commissioned by the Bank becoming insolvent. The Bank shall not be liable for damage incurred by the Customer or a third party as a result of restrictions on the right of disposal which may be imposed upon the Bank regarding Financial Instruments.
- 18.5. Where, as a result of a circumstance as specified above, an impediment exists for the Bank to either wholly or partially perform a purchase or sales order in respect of financial instruments, action can be delayed until such time as the impediment no longer exists. Where the Bank as a result of such circumstance is prevented from making or receiving payment/delivery, the Bank and the Customer respectively shall not be obliged to pay interest.
- 18.6. The above shall apply unless otherwise prescribed in the Swedish Financial Instruments Accounts Act or the Swedish Investment Savings Account Act.
- 19. Information in accordance with the Swedish Act on Distance Contracts and Off-Premises Contracts**
- 19.1. According to the Act on Distance Contracts and Off-Premises Contracts, consumers have the right to withdraw from certain agreements relating to financial services with the Bank (right of withdrawal) if the agreement has been entered into without two parties meeting, or if it has been entered into outside of off the Bank's premises. The right of withdrawal from for agreements entered into outside of off the Bank's premises only applies if the total price the consumer must pay according to the agreement exceeds SEK 400. A distance agreement refers to an agreement where the Bank and the customer do not meet in person, such as when an agreement regarding a financial service is entered into online or by phone.
- 19.2. If the consumer exercises his/her its rights of withdrawal, the Bank shall be entitled to compensation in respect of the agreed service for the time the consumer made use of the service and for any costs incurred up to the point in time the right of withdrawal was exercised.
- 19.3. Anyone wishing to use their legal right of withdrawal can do so by sending a notice to the Bank within 14 days of the date the agreement was entered into with the Bank or when the exact content of the agreement was made known/became available to the consumer. Customers with access to Online and Mobile Banking services can exercise their right of withdrawal by sending a message in the Inbox in the Online and Mobile Banking service. Customers can also exercise their right of withdrawal by calling personal service by phone on number, 0771-77 88 99, or by contacting their branch office.
- 19.4. The right of withdrawal applies only to the initial agreement, and not to the transactions, services or equivalent performed by the Bank at the request of the consumer during the period in which the right of withdrawal applies.
- 19.5. No right of withdrawal applies to transactions in financial instruments. If a consumer otherwise exercises its right of withdrawal, these terms continue to apply to any transactions the consumer has carried out and to any orders regarding transactions in financial instrument it has given the Bank.
- 19.6. Transfers of Financial Instruments or cash into the Investment Savings Account, may result in taxes being levied on the Customer even if the Customer withdraw from the entire Investment Savings Account Agreement or parts thereof.
- 20. Jurisdiction and disputes**
- 20.1. This agreement shall be interpreted and applied according to Swedish law. Any disputes between the Customer and the Bank due to this agreement shall be determined by a Swedish court of law.

Information

Processing of personal data

Controller, etc.

The Bank is responsible (in its capacity as a Controller) for the processing of the personal data that you provide in conjunction with entering into this service, or that is otherwise registered in conjunction with this service.

The information below that pertains to you also applies to your guarantor, pledger, representative, trustee, or guardian.

Purpose and legal basis

Fulfilling the terms and conditions of our agreement

The basic purpose of the Bank's processing of personal data in conjunction with this service, and the legal basis for it, is to collect and check the personal data prior to making a decision on providing a service for you, and to fulfilling the terms and conditions of our agreement.

Complying with laws and other regulations

The data is also processed so that the Bank can fulfil its legal obligations or decisions by authorities. An example of such processing is the Bank's processing of personal data to be compliant with the Swedish Bookkeeping Act and the Swedish Act on Anti-Money Laundering, as well as the reporting requirements of authorities such as the Swedish Tax Agency, the Swedish Police and the Swedish Enforcement Authority.

Supporting documentation for analysis and marketing, etc.

The personal data is processed for marketing and customer research, which comprises background material for marketing, methods and business development, and risk management. Risk management also involves processing information about the borrower and credits to assess the quality of credits for capital adequacy purposes. Personal data may also be processed for use as background material for financial advisory services.

Personal data may be used for direct marketing, unless you have requested that this be blocked (a "block on direct advertising").

Insofar as the Bank's actions are not conducted with the aim of fulfilling contractual terms and conditions, or required by law or the authorities, the legal basis for processing is generally that it is a legitimate interest for the Bank pursuant to the prevailing legislation.

How long do we save personal data?

We save personal data as long as necessary in order to fulfil our contractual terms and conditions for the service, and otherwise as required by law or decisions by authorities.

Your rights

Among other things, you are entitled to receive information about the personal data about yourself that is being processed by the Bank, and to request the correction of erroneous or incomplete information.

More information

Comprehensive information about the Bank's processing of personal data and your rights in conjunction with this processing is available at www.handelsbanken.se.

If you have any questions

If you have any questions or comments on how the Bank processes your personal data, you are welcome to contact your branch office, or the Bank's Data Protection Officer at dpo@handelsbanken.se, or write to the following address:

Handelsbanken,
Data Protection Officer,
SE-106 70 Stockholm,
Sweden

You are also always entitled to contact the Bank's Complaints Manager or the Swedish Data Inspection Board with any complaints concerning the processing of personal data.