

You have authorised one or more individuals to use the GlobalOn-Line Service, that may include to make withdrawals from or access information about accounts in one or several countries (Authority: GlobalOn-Line). This means that you have entered into an agreement with the Bank for the GlobalOn-Line Service, which is subject to the following terms and conditions.

Terms and conditions for GlobalOn-Line

These terms and conditions for GlobalOn-line (the “Service”) are supplemental to the Country specific general terms and conditions for accounts and payment services (as defined below).

1. General about GlobalOn-Line

GlobalOn-Line is an online service which enables the Bank’s corporate customers with operations in one or several countries (below referred to as “Customer(s)”) to use one point of entry for accessing account information and withdrawing funds and making payments from their accounts held by the Bank’s branches in different countries.

Withdrawal of funds and payments from accounts is referred to as “Transactions”, which term also comprises accessing of account information. Payment services available from time to time in GlobalOn-Line are referred to as “Payment Services”. The specific account which is subject to a Transaction is referred to as the “Relevant Account”.

2. Corporate mandates

In order to operate GlobalOn-Line, Customers must notify the Bank in advance of their choice of Relevant Account(s) and Payment Services to be operated by and through GlobalOn-Line. Such notification shall be made by Customers in accordance with the Bank's instructions and by notifying the Bank of which employees or other agents shall be authorised to access account information regarding the Relevant Account and/or to use Payment Services. Such authorisations (“Mandates”) will be entered into the Bank's corporate mandates system. If a Customer have authorised an agent to administer Mandates (such agent is referred to as an “Administrator”), Transactions requested by the Administrator's appointees, shall be considered as requested by the Customer and being subject to the terms and conditions set out herein.

3. Terms and conditions and applicable law for Transactions

Transactions requested by and through GlobalOn-Line are subject to the Bank's Product terms and conditions for Corporate Payment Services GlobalOn-Line, the current version of which is available in GlobalOn-Line (www.handelsbanken.com) and at the Bank's branches (the “Product terms and conditions”), as well as the Bank's general terms and conditions applying to the Relevant Account and the Payment Services operated by and through this Service, which the Customer has received from branch of the Bank when opening the Relevant Account (the “Country specific general terms and conditions for accounts and payment services”). The Product terms and conditions, which for the purpose of Transactions made through this Service, shall be deemed part of the Country specific general terms and conditions for accounts and payment services, may contain instructions about cut-off

times, execution times, payer's right to refund and revocation and fees. The Country specific general terms and conditions for accounts and payment services contain general provisions about the Relevant Account and the Payments Services.

Transactions made by the Customer in GlobalOn-Line shall be subject to the Country specific general terms and conditions for accounts and payment services governing the Relevant Account, including their choice of law and jurisdiction provisions.

4. Logging on and authorisation of transactions

4.1 General information

The Customer gains access to Handelsbanken's online banking service and can approve transactions by using a user name or BankID or any other kind of payment instrument. Under certain circumstances the Customer can also use a credit card issued by the Bank for logging on and approval of orders. Information regarding this can be provided by the Bank's branches and telephone support.

“BankID” includes Mobile BankID, i.e. a BankID solution where the private key is stored and used with the aid of a security program in a mobile unit, e.g. a mobile phone or a tablet device.

When the Customer is a legal entity, access takes place through individuals who represent the Customer in accordance with a mandate issued by a signatory or by a company representative (agent) who is authorised for the administration of mandates service and who has been appointed by an authorised signatory. The Customer/ representative must sign a special receipt prescribed by the Bank and approve the terms and conditions for Handelsbanken's log-on cards, etc., which contains further terms for use of BankID and other payment instruments.

4.2 User name

To gain access to Handelsbanken's online banking service by logging on with a user name, the Customer or an authorised representative of the Customer must choose a user name and a PIN code, using a special activation procedure. When logging on, the Customer or representative then enters the user name and personal code, followed by a single-use code that the Customer or representative has received from the Bank on a separate password card. In addition to their use when logging on, single-use codes are used to confirm the sending of orders to the Bank.

4.3 Payment instruments

To gain access to Handelsbanken's online banking service by logging on with payment instruments, the Customer or representative may need to access to the special security software that the Bank provides, which the Customer or representative downloads to his/her computer via the Bank's website. The security software is used for identification when logging on and to create an electronic signature which is used to authorise orders that are sent to the Bank. The correct identity of the Customer or representative is ensured by means of an electronic certificate. A confidential part of the certificate guarantees that it is valid for the Customer or representative. The confidential part of the software is protected by a password which the Customer or representative himself chooses (the "certificate password").

The Customer can choose to supplement this method of logging on using payment instruments with a procedure based on a single-use code which is entered after the standard log-on. Directions for this procedure are given on the Bank's website. The Bank reserves the right to stipulate that the supplementary procedure be mandatory for one or more online services, or that it be replaced by another method of logging-on.

The Bank reserves the right to change the payment instruments to a different payment instrument or other procedure of its choice. Such changeover shall take place in accordance with the Bank's instructions.

4.4 Detailed instructions, etc.

More detailed directions for the activation of user names and codes, how to obtain and use password cards with single-use codes, the security software and certificate, use of credit cards as well as for execution of online banking services, will be provided by the Bank.

Any restrictions that may apply to certain types of services regarding opening hours, maximum amount limits, and the current relevance of the information provided, are set out in the product terms and conditions, user instructions, manuals, etc, which the Bank provides in writing and/or via Handelsbanken's online banking service when the Agreement is signed, or at a later date.

Each method of logging-on gives access to the range of banking services which the Bank provides at any given time for the method in question. More detailed information on the types of services that may be carried out is available on the Bank's website.

The Customer is personally responsible for the equipment and software, including the internet subscription, required to access Handelsbanken's online banking service.

5. Protection of and responsibility for payment instruments and personalised security credentials

Logging-on and authorisation of orders with a user name requires the use of the user name with accompanying PIN code chosen by the Customer or representative, as well as a

single-use code which can be found on the password card provided for the Customer or representative by the Bank in accordance with what is set forth above.

Logging-on and authorisation of orders with payment instruments requires the use of log-on cards or other electronic ID documents or procedures on which the Customer and the Bank have entered into an agreement and/or the Bank's security software, certificate and certificate password in accordance with what is set forth above.

For the remainder of this Section, user names, PIN codes, single-use codes and certificate passwords will be collectively referred to as "PIN codes".

The payment instrument is personal, and can only be used by the person to whom it was issued. The payment instrument must not be given to any other person, regardless of whether this will entail increased risk of unauthorised use. The same applies to a PIN code.

The payment instrument must be kept safe in the same way as cash and other valuables, so that no other person is given the opportunity to use it. In environments with a high risk of theft, special vigilance must be observed, and a strict watch must be kept on the payment instrument. In the event of a burglary in the home or the workplace, it is necessary to check that the payment instrument has not been stolen. The other instructions provided by the Bank together with the payment instrument must be followed.

To protect the electronic identity it is very important that the Customer or representative stores payment instruments securely and keeps PIN codes confidential. The Customer personally undertakes and shall ensure that any representative undertakes

- 1) not to disclose PIN codes to another person,
- 2) if there is an option of choosing a PIN code, not to choose a PIN code which has any connection with the Customer's or the representative's civic registration number, corporate identity number or telephone number, or similar easily accessible information,
- 3) not to write down a PIN code in such a way that others may have access to it,
- 4) if a PIN code is written down, not to state that it is a PIN code or its connection with a payment instrument or service,
- 5) not to store a payment instrument, code card or a written note of a PIN code in such a way that others can gain access to it,
- 6) to immediately report to the Bank if a payment instrument or password card is lost, or if there is a suspicion that another person has gained knowledge of a personal code, or if a personalised security credential has been used without authorisation.

The above provisions also apply where applicable with respect to single-use passwords, passwords and the like.

If the Customer or representative chooses to prove his/her identity on a mobile device using fingerprints, such as Touch ID for BankID, the customer/representative undertakes to ensure that he/she is the sole user of the device and that no other person's fingerprints have been registered on the device.

The Customer undertakes to accept liability for any damage which may arise through negligence on the part of the Customer or representative in handling payment instruments, personal codes or other personalised security credentials.

Nothing stated in this section 5 shall be regarded as preventing the customer from utilising payment or account information services provided by a third-party provider which the customer has retained.

6. Security (logging)

For reasons of security and to enable investigations to be carried out, the Bank logs all questions and other transactions that the Customer or representative submits to the Bank via Handelsbanken's online banking service.

7. Applicable law for these Terms and conditions for GlobalOn-Line

These terms and conditions for GlobalOn-Line shall in all other respects, including choice of law and jurisdiction, be subject to the Country specific general terms and conditions for accounts and payment services governing the Relevant Account.

By notifying the Bank in accordance with Section 2 above, the Customer confirms:

- (i) having received and read these Terms and conditions for GlobalOn-Line and the Product terms and conditions;
- (ii) having received from the Bank and having read the Country specific general terms and conditions for accounts and payment services referred to in Section 3 above; and
- (iii) to be bound by the terms and conditions under (i) and (ii) above.

**Product terms and conditions: Corporate Payment Services
GlobalOn-Line****General****1. Scope of terms and conditions**

These product terms and conditions relate to Cross-border payments, Local payments and Intra-Group payments that are carried out in the GlobalOn-Line service, as specified under points A to C below. Further information on GlobalOn-Line is available in Handelsbanken's Online Corporate Banking service. The service is available in Swedish and English.

2. Cut-off times and execution times

Cut-off times and execution times depend on the payment method selected. More detailed information is available in Handelsbanken's Online Corporate Banking service.

3. Payer's right to refund/revocation

A payment registered and signed using the Bank's security solution is considered to be authorised and cannot be reversed. If you make an incorrectly registered and executed

payment, it cannot be reversed. If a payment has been made incorrectly, contact your branch for information about any manual correction of the payment order.

4. Fees

In the GlobalOn-Line price list you will find information about current fees. The price list is available at your Handelsbanken branch.

5. Other terms

In other respects, Handelsbanken's terms and conditions for accounts and payment services provided in the country where the account to be debited is conducted by the Bank shall apply.

A. Cross-border payments

1. General description

With this service you can register cross-border payments via the online services or via file up to twelve months prior to the payment date. We monitor the payment automatically and ensure that it is paid on the date indicated. You can make cross-border payments via GlobalOn-Line from the following countries: Finland, Luxembourg, Norway, the Netherlands, UK, US, Sweden. The service is available 24 hours a day, 7 days a week.

You must authorise the payment before a certain time (cut-off time) for each country and currency in order for the payment to be processed on the correct date. For more information about payment methods and the deadline for final authorisation for the Handelsbanken unit in question, please see Handelsbanken's Online Corporate Banking service.

The amount you pay is debited from the company's account on the date indicated. Depending on which payment method you use, the payment will reach the beneficiary one to three days after the execution date or on the same day. For more information about the payment methods please see Handelsbanken's Online Corporate Banking service.

If the stated date for the payment is a holiday in the debit country, a message is displayed that another date must be registered. If the payment is sent to the Bank via file the payment will be rejected due to incorrect date. You can go in and change the execution date of the payment and authorise it again.

2. How to make a payment

For all countries the following information must be registered in the payment order:

Debit account for the payment, name and address of beneficiary, account number and bank of beneficiary, currency, amount, execution date, payment method, allocation of fees and message to the beneficiary. For Norway and Sweden additional information is required for reporting to the national authorities.

There must be sufficient funds in the account at the latest on the morning of the specified date in order for payment to be executed. When you have registered all your payment orders, click on "Execute" at the bottom of the list. Read the information carefully and authorise the payment. A receipt will appear, stating that the Bank has received the payment orders and they are now awaiting payment as pending orders.

In order to send files to the Bank, go to the Send file menu and upload the file. When the file has been sent go to the file management service in Handelsbanken online services to authorise it. Via file the payments can be sent in general file formats.

Amount limit: This is regulated in the mandate for payments made via the internet and by file.

B. Local payments

1. General description

With this service you can register local payments via the online services or via file up to twelve months prior to the payment date. We monitor the payment automatically and ensure that it is paid on the date indicated. You can make local payments via GlobalOn-Line in the following countries: Finland, Luxembourg, Netherlands, Norway, UK, US, Sweden. The service is available 24 hours a day, 7 days a week.

You must authorise the payment before a certain cut-off time for each country in order for the payment to be processed on the correct date. For more information about payment methods and the deadline for final authorisation for the Handelsbanken unit in question please see Handelsbanken's Online Corporate Banking service.

The amount you pay is debited from the company's account on the date indicated. Depending on which payment method you use, the payment will reach the beneficiary the same day or up to two days after the execution date. For more information about the payment methods please see Handelsbanken's Online Corporate Banking service.

If the stated date for the payment is a holiday in the debit country, an error message is displayed that another date must be registered. If the payment is sent to the Bank via file, the payment will be rejected due to incorrect date. You can go in and change the execution date of the payment and authorise it again.

2. How to make a payment

The following information must be registered in the payment order in all countries where the service is available: Debit account for the payment, name and address of beneficiary, account number/giro of beneficiary, amount, payment date and payment reference depending on the payment type. Additional information may be required for some countries, depending on the payment type.

There must be sufficient funds in the account at the latest on the morning of the specified date in order for payment to be executed. When you have registered all your payment orders, click "Execute" at the bottom of the list. Read the information carefully and authorise the payment. A receipt will appear, stating that the Bank has received the payment orders and they are now awaiting payment as pending orders.

In order to send files to the Bank, go to the Send file menu and upload the file and when the file has been sent go to the file management service in Handelsbanken online services to authorise it. Via file the payments can be sent in general file formats and in some countries also in the local file format of the country in question.

Amount limit: This is regulated in the mandate for payments made via the internet and file.

C. Intra-group transfers

1. General description

With this service you can register intra-group payments via the online services or via file up to 30 days prior to the transfer date. We monitor the payment automatically and ensure that it is paid on the date indicated. You can make intra-group transfers via GlobalOn-Line from the following countries: Finland, Luxembourg, Norway, the Netherlands, UK, US, Sweden. The service is available 24 hours a day, 7 days a week.

You must authorise the transfer before a certain cut-off time for each country in order for the transfer to be processed on the correct date. For more information about the deadline for final authorisation for the Handelsbanken unit in question, please see Handelsbanken's Online Corporate Banking service.

The amount you transfer is debited from your account on the date indicated. Depending on whether the transfer is between Handelsbanken accounts or to another bank, the transfer will reach the beneficiary same day to three days after the execution date.

If the stated date for the transfer is a holiday in the debit country, an error message is displayed that another date must be registered. If the transfer is sent to the Bank via file, the transfer will be rejected due to incorrect date. You can go in and change the execution date of the transfer and authorise it again.

2. How to make a payment

The following information must be registered in the payment order in all countries where the service is available: Debit account for the payment, name and address of beneficiary, account number/giro of beneficiary, amount, payment date and payment reference depending on the payment type. Additional information may be required for some countries, depending on the payment type.

There must be sufficient funds in the account at the latest on the morning of the specified date in order for payment to be executed. When you have registered all your payment orders, click "Execute" at the bottom of the list. Read the information carefully and authorise the payment. A receipt will appear, stating that the Bank has received the payment orders and they are now awaiting payment as pending orders.

In order to send files to the Bank, go to the Send file menu and upload the file and when the file has been sent go to the file management service in Handelsbanken online services to authorise it. Via file the payments can be sent in general file formats and in some countries also in the local file format of the country in question.

Amount limit: This is regulated in the mandate for payments made via the internet and file.