

1.4.2025

Please note that these changes apply to your company only if you are using the services in question.

## Information on changes effective as of 1 April 2025

Dear corporate customer,

This letter provides information on changes to service charges and terms and conditions for corporate customers.

### What will change on 1 April 2025?

- We will decrease some of our service charges and fees for corporate customers.
- The General Terms and Conditions for Payment Cards will be separated into two documents. There will be separate payment card terms and conditions for consumers and for corporate and institutional customers.
- There will be changes in the General Terms and Conditions of Payment Transfers.
- There will be changes in the General Terms and Conditions for Payment Transaction Services.

See the appendices to this letter for more details on the changes.

An annual notification of the deposit guarantee is also attached. The deposit guarantee has not changed.

### No action is required from you if you accept these changes

If you do not accept the changes, you can notify us of this no later than 31 March 2025 by calling our Customer Service for Corporate Customers at 0100 05151 (local/mobile network rate). This will end your agreement before the changes enter into force. You may also cancel your use of our services any time, as specified in the terms and conditions of agreement.

If it isn't possible to terminate a service by phone, our Customer Service will guide you how to do it.

### How to find the terms and conditions and the list of charges and fees for our services

When you start using our digital services, you can view our Charges and Fees on the op.fi service and on OP's mobile apps. The terms and conditions of services are available at [op.fi/terms-and-conditions](https://op.fi/terms-and-conditions). For further information, call our Customer Service or contact your OP cooperative bank.

Best regards,

OP

## Changes in recommended service charges and fees for corporate customers as of 1 April 2025

We will clarify and update our list of charges and fees for corporate customers. In this appendix, you can see the key changes.

### Decreases in saving and investment service prices

We will offer benefits on saving and investment, which were previously available only to owner-customers, to all our customers. Following the change, our customers will get these services without monthly charge:

- Book-entry account, Saver's service package
- Custody of Finnish securities
- Custody of foreign securities
- Custody pricing based on the value of shares, and custody of bonds and money market instruments.

In addition, the price for the Book-entry account, Investor's service package will decrease to EUR 30.16 + VAT (previously EUR 32.57 + VAT).

### Prices for trading in Swedish shares

We will simplify and clarify our prices for trading in shares by transferring Swedish shares under the item "Other countries". This change will affect the trading prices for Swedish shares.

A brokerage fee of 1.00%, at least EUR 24.00 (previously 1.00%, at least EUR 40.00) will be charged for Swedish shares at branches. In addition, a service fee of EUR 12.00 will be charged at branches (previously EUR 8.00).

In digital channels, the initial fee will remain unchanged (0.20%, at least EUR 9.00). On the next fee levels, the costs will be determined by the purchase level.

## Changes to the General Terms and Conditions for Payment Cards

The General Terms and Conditions for Payment Cards have previously applied to all OP's card customers. Now the General Terms and Conditions for Payment Cards will be separated into two documents:

- General Terms and Conditions for Payment Cards, Consumers
- General Terms and Conditions for Payment Cards, Corporations and Institutions

The terms and conditions will not include any new rights or obligations for the parties. Specifications have been added to the terms and conditions, especially to improve card security and prevent fraud.

### Key changes to the General Terms and Conditions for Payment Cards for Corporations and Institutions

- New terms and conditions for corporate cards, based on previous general terms and conditions for payment cards.
- **References to consumer cards have been removed from these terms and conditions.**
- The document name on the front page has been changed to General Terms and Conditions for Payment Cards, Corporations and Institutions.
- In addition, the information on the safe use of the card has been edited on the front page: Never enter your card details on a website or application if you are not making a payment yourself or adding the card details for a future charge. Enter your card details only on reliable websites or applications that you have downloaded from an app store yourself. Don't confirm a payment transaction if you are not the one making it.
- A mention has been added on the front page that any unauthorised or wrong transactions must be immediately reported to OP. The cardholder or customer can claim compensation for any unauthorised or wrong transactions. The claim must be filed within three months. If the claim is delayed, the customer may lose their right to compensation.
- **Important information.** The definition of a corporate card has been added, and a mention that the service providers are OP Retail Customers plc (later OP) and OP cooperative bank (later the account-holding bank) (section 1).
- **Using the card as a payment card.** Added mention: You can link your card to mobile payment services supported by OP either on OP-mobile or the service provider's app. For information on mobile payment services supported by OP and instructions for adding your card, go to [op.fi/mobile-payment](https://op.fi/mobile-payment). Don't link you card to a service that is not supported by OP (section 6.1).
- **Situations where we can refuse to execute a card transaction.** OP may also refuse to execute a card transaction on the basis of regulation or orders or instructions of the authorities (section 10.2).
- **Notifications sent by OP and the date of receipt of information.** We will use OP's digital services to notify our digital services customers of any changes to this agreement, its terms and conditions and the list of charges and fees, and all other notifications based on this agreement and replies to any complaints (section 13.2).
- **Any wrong transactions must be reported without delay.** Complaints, reminders and claims for compensation must be filed within three months of the incident (sections 11.3, 14.1, 15.1).
- **Glossary:** The definition of a company's card manager has been added.

## Changes to the General Terms and Conditions of Payment Transfers

The SEPA Instant Payments Regulation, which applies to all payment service providers, entered into force in April 2024, and its gradual implementation will begin in 2025. The aim of the Regulation is to increase the proportion of real-time payments in all payments. Regulations that require changes in the General Terms and Conditions of Payment Transfers and changes in payments will enter into force in October 2025.

### Key changes caused by the Instant Payments Regulation in the General Terms and Conditions of Payment Transfers

- **In section 3, Consent to give information for the Verification of Payee service,** new clauses have been added to make sure that the bank has the opportunity to offer the Verification of Payee service to customers. The service, which is required by the Instant Payments Regulation, enables the payer to make sure that the payee is correct. The Instant Payments Regulation requires such service for certain euro-denominated payments. The service can be extended to cover other payments, too.
- **A new section 4, Verification of Payee service, has been added to the terms and conditions.** It presents the Verification of Payee service mentioned in section 3.
- **The description of the execution time for payment order in section 11.9 Euro payments transmitted within the SEPA** has been updated to comply with the requirements of the Instant Payments Regulation.
- **A new section 12, Confirmation of payment credited to the payee's account, has been added to the terms and conditions.** It describes communications regarding instant payments required by the Instant Payments Regulation. This section also defines the procedure for situations in which the bank returns a payment to the payer's account without a justified reason.

### Other changes to the General Terms and Conditions of Payment Transfers

- Minor unnecessary sections have been removed from the terms and conditions, some clauses have been further specified, individual paragraphs have been transferred, and new clauses have been added.
- **A new section 9, Stopping a payment, and fraud prevention, has been added.** The purpose of this section is to make sure that the bank has sufficient means for fraud prevention. The bank has the right to stop a payment for investigation and, if necessary, also contact the payee if the bank suspects fraud.

## Changes to the Terms and Conditions for Payment Transaction Services

The SEPA Instant Payments Regulation, which applies to all payment service providers, entered into force in April 2024, and its gradual implementation will begin in 2025. Regulations that require changes in C2B payments and, thus, in the General Terms and Conditions for Payment Transaction Services for Corporate Customers, will enter into force in October 2025.

### Key changes to the General Terms and Conditions for Payment Transaction Services

- **A new section 6, Verification of Payee service and confirmation of payment credited to the payee's account in C2B payments, has been added to the terms and conditions.** The section includes a description of how the Verification of Payee service is provided when payment orders are issued in a C2B payload by using the Web Services channel or file transfer. This section also provides information on the division of responsibilities and the customer's option of not using the Verification of Payee service.
- Section 6 also explains how a confirmation of payment credited to the payee's account will be delivered to the customer.

## Information about deposit guarantee

There have been no changes in the deposit guarantee, and no action is needed on your part in this respect.

- Deposits with OP Financial Group fall within the scope of the Finnish deposit guarantee up to EUR 100,000. OP Financial Group member cooperative banks are considered a single bank in respect of the deposit guarantee.
- For basic information on deposit guarantee, visit [op.fi/terms-and-conditions](https://op.fi/terms-and-conditions), under Basic information on deposit guarantee. More information is also available at [rvv.fi/en/FAQ](https://rvv.fi/en/FAQ).

This information is based on the Decree by the Ministry of Finance on the obligation of deposit banks to issue information about the deposit guarantee (Vma 820/2015).