

STANDARD EUROPEAN CONSUMER CREDIT INFORMATION (SECCI)

1 Identity and contact details of the creditor/credit intermediary

Creditor Address	OP Retail Customers plc (hereinafter OP) Gebhardinaukio 1, 00510 Helsinki
Credit intermediary Address	OP COOPERATIVE BANK

2 Main features of the credit product

Type of credit	Revolving credit, OP Duo credit card
Total amount of credit This means the ceiling or the total sums made available under the credit agreement.	The amount of credit is 2,000 euros.
Conditions governing drawdown This means how and when the money will be obtained.	Credit may not be drawn down unless the debtor has signed a credit agreement and any other conditions for full or partial drawdown have been fulfilled. Credit can be drawn down, for example, using a credit card or at www.op.fi , provided that all drawdown conditions have been fulfilled.
Duration of the credit agreement	The agreement is effective until further notice. and terminates whenever either party cancels it.
Instalments	You will have to pay the following: The credit is paid back in monthly instalments of 180.00euros, comprising loan capital, interest payment and account service fee.
Total amount you will have to pay This means the amount of borrowed capital plus interest and possible costs related to the credit.	The estimated total amount payable is 2,197.41 euros, interest accounting for 110.91euros and charges 93.61 euros.

3 Costs of the credit

The borrowing rate(s) which apply/applies to the credit agreement	The borrowing rate is a 3-month (365) Euribor + a margin of 8.95 percentage points. When calculating the credit interest rate, the reference interest rate must always be at least 0. The total borrowing rate is 12,045% as of 3 April 2023.
Annual percentage rate of charge (APR) This is the total cost expressed as an annual percentage of the total amount of credit. The APR is provided here to help you compare different offers.	The APR is 20.20%. The APR has been calculated on the credit agreement date on the assumption that the credit is in use in its entirety, the credit interest rate and charges and fees remain unchanged throughout the credit period and the credit will be repaid in 12 monthly equal instalments. This calculation also takes account of typical charges related to the establishment and drawdown of credit and to the repayment of the credit under the agreement. The calculation does not take account of a service charge for sending any paper bill.
Is it compulsory, in order to obtain the credit or obtain it on the terms and condition marketed, to take out – an insurance policy securing the credit – another ancillary service contract? If the costs of these services are not known by the creditor, they are not included in the APR.	No

Related costs

Amount of costs for using a specific payment instrument (such as a credit card).	Use of the credit card is currently subject to the following charges: – Monthly charge 4.00 euros Using the credit facility at ATMs or on the op.fi service is subject to a charge based on the list of service charges and fees.
Any other costs deriving from the credit agreement	Other charges deriving from the credit agreement: – Monthly account service charge of 3.50 euros, if the bill includes interest-bearing credit – Paper bill surcharge of 3.00 euros per bill, if there is an outstanding balance on the credit card If the debtor and OP agree on any changes to the credit agreement or on other services, OP has the right to charge for them according to the list of service charges and fees. The full list of service charges and fees is available at www.op.fi and from OP cooperative bank branches
Conditions under which the above costs of the credit agreement may be changed	OP has the right to change its charges and fees. OP will notify the cardholder in permanent form of any changes to charges and fees. Such a change will take effect from the date notified by OP, but no earlier than two months of the date of sending such notification to the cardholder.
Costs in the case of late payments Missing payments could have severe consequences for you (such as forced sale of property) and make obtaining credit more difficult.	In the case of late payment, you will be charged penalty interest according to the Interest Act, plus 5.00 euros for a reminder letter. You must pay any reasonable expenses incurred due to the collection of any overdue amounts as laid down in the Act on the Collection of Debts.

4 Other important legal aspects

Right of withdrawal You have the right to withdraw from the credit agreement within 14 days of the date when you received in permanent form a copy of the credit agreement and its terms and conditions.	Yes.
Early repayment: You have the right to repay the credit early at any time, in full or in part.	
Consultation of a database The creditor must inform you immediately and without charge of the result of a consultation of a database if a credit application is rejected on the basis of such a consultation. This will not apply if the provision of such information is prohibited by European Community law or is contrary to objectives of public policy or public security.	
Right to a draft credit agreement You have the right, upon request, to obtain a copy of the draft credit agreement free of charge. This provision will not apply if the creditor is at the time of the request unwilling to proceed to the conclusion of the credit card agreement with you.	

5 Additional information in the case of distance marketing of financial services

a) concerning the creditor	
Registration	OP Retail Customers plc is entered in the Trade Register maintained by the Finnish Patent and Registration Office. Business ID 0751699-0.
Supervisory authority	Finnish Financial Supervisory Authority www.finanssivalvonta.fi

b) concerning the credit agreement	
Exercise of the right of withdrawal	<p>With regard to distance selling, the consumer has the right of withdrawal.</p> <p>Such a right can be exercised up to 14 days from the date when the distance selling agreement was signed or when the consumer has, or can be reasonably considered to have, received prior information and the terms and conditions of the agreement.</p> <p>Consumers wishing to exercise their right of withdrawal must inform the service provider thereof at the abovementioned address of the service provider. In the notification, the customer must specify the agreement from which they wish to withdraw. Upon the conclusion of the agreement, in its terms and conditions the service provider will state the charges and fees (or the basis of their determination) which the consumer shall pay upon exercising the right of withdrawal. The customer must also refund to the service provider, within 30 days of the notice of withdrawal, any payments received from the service provider under the agreement.</p>
The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement	<p>Prior information is provided in accordance with Finnish legislation. The laws of Finland apply to distance selling contracts.</p>
Clause stipulating the governing law applicable to the credit agreement and/or the competent court	<p>The debtor may bring an action against OP concerning disputes that may arise from this credit agreement in the district court of the jurisdiction of which the bank is domiciled or its management is mainly based, or in the district court of the Finnish municipality which has jurisdiction over where the debtor resides or has a permanent residence.</p> <p>If the debtor is not a resident of Finland, any disputes will be submitted to the district court of the jurisdiction of which OP is domiciled or its management is mainly based.</p> <p>The laws of Finland shall apply to this credit agreement.</p>
Language regime	<p>Information and the terms and conditions of the agreement will be supplied in Finnish, Swedish or English. With your consent, we intend to communicate in Finnish, Swedish or English during the duration of the credit agreement</p>
c) concerning redress	
Existence of and access to out-of-court complaint and redress mechanism	<p>The debtor shall always primarily contact the creditor in questions arising from the credit agreement and its terms and conditions. If the debtor still disagrees on the decision made by the creditor, they can submit the matter in writing to OP's Customer Ombudsman (op.fi/asiakasasiamies). The Customer Ombudsman is a fast and free-of-charge complaint-handling body, and its handling is independent of the previous decision.</p> <p>The debtor may also submit any dispute that may arise from the terms and conditions of the credit agreement and the credit agreement to the Finnish Financial Ombudsman Bureau (www.fine.fi) or the Banking Complaints Board within the Bureau or the Consumer Disputes Board (KRIL) (www.kuluttajariita.fi).</p>