

## STANDARD EUROPEAN CONSUMER CREDIT INFORMATION

### 1 Identity and contact details of the creditor/credit intermediary

Creditor	OP Retail Customers plc
Address	Gebhardinaukio 1, 00510 Helsinki

### 2 Main features of the credit product

Type of credit	OP Tailored Consumer Credit is a one-off credit.
Total amount of credit This means the ceiling or the total sums made available under the credit agreement.	The amount of credit is 10 000,00 euros.
Conditions governing the drawdown This means how and when you will obtain the money.	The credit may not be drawn down unless the borrower has signed a credit agreement, and any other conditions for full or partial drawdown have been fulfilled.  The credit will be drawn down to the customer's account when the conditions for drawdown have been fulfilled.
Duration of the credit agreement	The credit term is 5 yrs.  This is an estimated duration. Changes in the borrowing rate and repayment plan may change the credit term.
Instalments	You will have to pay the following:  The credit is paid back in monthly instalments of 265 euros. The monthly instalment comprises a repayment of the credit principal, interest and a credit servicing fee. The credit comprises 57 instalments if no changes occur in the interest rate or repayment plan during the credit term.
Total amount you will have to pay This means the amount of borrowed capital plus interest and possible costs related to your credit.	The total amount payable for the credit at the time of preparing the document is 14 996,38 euros, which includes an interest of 4 648,38 euros and costs of 348,00 euros.

### 3 Costs of the credit

Borrowing rate(s)	Credit interest rate is Euribor 3M (365) + interest margin 12,95 percentage points.  The total borrowing rate 12.09.2023 is 16,75%.
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 annual percentage rate of charge for the credit is 18,55%.  The annual percentage rate of charge has been calculated on the credit agreement date on the assumption that the entire credit is drawn down at the same time, the credit interest rate and charges and fees remain unchanged throughout the credit period and the credit will be repaid in monthly instalments as specified in the agreement. This calculation takes account of charges related to credit

	servicing and the repayment of credit as specified in the agreement.
<p>Is it compulsory, in order to obtain the credit or obtain it on the terms and conditions marketed, to take out</p> <ul style="list-style-type: none"> <li>– an insurance policy securing the credit, or</li> <li>– another ancillary service contract?</li> </ul> <p>If the costs of these services are not known by the creditor, they are not included in the APR.</p>	No.

### Related costs

Maintaining one or more accounts is required for recording both payment transactions and drawdowns	Credit will be drawn down to the account specified in the agreement.
Any other costs deriving from the credit agreement	<p>The credit is currently subject to the following charges:</p> <p>Credit servicing fee 6,00 euros/month.</p> <p>If the borrower and the credit institution agree on any changes to the credit agreement or on other services, the credit institution has the right to charge for them according to the list of charges and fees.</p> <p>The full list of charges and fees is available at <a href="http://www.op.fi">www.op.fi</a> and at OP cooperative bank branches.</p>
Conditions under which the abovementioned costs related to the credit agreement can be changed	<p>The credit agreement specifies the charges and fees related to the credit.</p> <p>The credit institution may raise charges and fees for the credit under the credit agreement if the costs of the related actions have increased due to legislation, a decision or regulation issued by the relevant authority or due to an increase in the credit institution's system, workforce or other costs. A raise in a charge or fee cannot exceed the increase in costs attributed to this credit. It is, however, sufficient that the raise approximately corresponds to increases in actual costs.</p> <p>The credit institution will notify the borrower of any changes to charges and fees specified in the credit agreement and their effect on the number and amounts of instalments, in accordance with clause 6.2 (OP's notifications and date of receipt of information) of the terms and conditions of credit. Such a change will take effect from the date notified by the credit institution, but no earlier than one month of the date of sending such notification to the borrower.</p>

<p>Costs in the case of late payments</p> <p>Missing payments could have severe consequences for you (such as forced sale of property) and could make obtaining credit more difficult.</p>	<p>In the case of late payment, you will be charged penalty interest according to the Interest Act, plus 5.00 euros for each letter sent to the parties to the credit.</p> <p>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.</p>
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#### 4 Other important legal aspects

<p>Right of withdrawal</p> <p>You have the right to withdraw from the credit agreement within a period of 14 calendar days.</p>	<p>Yes.</p>
<p>Early repayment:</p> <p>You have the right to repay the credit early at any time, in full or in part.</p>	
<p>Consultation of a database</p> <p>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.</p>	
<p>Right to a draft credit agreement</p> <p>You have the right, upon request, to obtain a copy of the draft credit agreement free of charge. This provision does not apply if the creditor is, at the time of the request, unwilling to proceed to the conclusion of the credit agreement with you.</p>	

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

<p>a) concerning the creditor</p>	
<p>Registration</p>	<p>OP Retail Customers plc is entered in the Trade Register maintained by the Finnish Patent and Registration Office.</p> <p>Business ID 751699-0.</p>
<p>Supervisory authority</p>	<p>Finnish Financial Supervisory Authority (FIN-FSA)</p> <p><a href="http://www.finanssivalvonta.fi/en">www.finanssivalvonta.fi/en</a></p>
<p>b) concerning the credit agreement</p>	
<p>Exercise of the right of withdrawal</p>	<p>With regard to distance selling, the consumer has the right of withdrawal. 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. 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 conclusion of the agreement, the service provider will state in the terms and conditions of agreement the charges and fees (or the basis of their determination) which the consumer must pay when exercising their 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</p>

	under the agreement, or otherwise the withdrawal will become void.
The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement.	Prior information is provided in accordance with Finnish legislation. The laws of Finland apply to distance selling contracts.
Clause stipulating the governing law applicable to the credit agreement and/or the competent court	<p>The credit institution or the borrower may bring legal action against each other regarding disputes that may arise from this agreement, in the district court of the Finnish municipality in the jurisdiction of which the borrower resides or has a permanent place of residence. If the borrower no longer resides or has no permanent residence in Finland when bringing legal action, action may be brought in the district court of the Finnish municipality in the jurisdiction of which the borrower resides or has a permanent residence when establishing the agreement. If the borrower did not reside or had no permanent residence in Finland when the agreement was established, an action will be brought in the court of first instance in the locality of the EU member state in the jurisdiction of which the borrower resides or has a permanent residence. If the customer is not a resident of an EU member state, disputes will be submitted to the Helsinki District Court. In addition, the borrower has the right to bring legal action against the credit institution in the district court of the credit institution's domicile.</p> <p>The laws of Finland apply to this debt relationship.</p>
Language regime	Information and the terms and conditions of the agreement will be supplied in Finnish or Swedish. With your consent, we intend to communicate in Finnish or Swedish during the duration of the credit agreement.
c) concerning redress	
Existence of and access to out-of-court complaint and redress mechanism	<p>The borrower must always primarily contact the creditor in questions arising from the credit agreement and its terms and conditions. If the borrower still disagrees on the decision made by the creditor, the borrower can submit the matter in writing to the Customer Ombudsman of OP Financial Group (<a href="http://op.fi/customer-ombudsman">op.fi/customer-ombudsman</a>). 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 borrower may submit any disputes arising from the general terms and conditions of credit and the credit agreement to the Finnish Financial Ombudsman Bureau (<a href="http://www.fine.fi">www.fine.fi</a>) or the Banking Complaints Board within the Bureau or to the Consumer Disputes Board (<a href="http://www.kuluttajariita.fi/en">www.kuluttajariita.fi/en</a>).</p>