Jyske Realkredit's General Terms and Conditions Applicable from 1 January 2027

The General Terms and Conditions applicable up to and including 31 December 2026 are available at jyskebank.dk/omjyskebank/aftaler.

The general terms and conditions shall apply to loans and other business relationships with Jyske Realkredit A/S (hereinafter referred to as Jyske Realkredit), unless otherwise expressly agreed in separate agreements or terms and conditions for the individual business relationship.

Loan offer

It will appear from the Mortgage and Loan Agreement with appendices for how long a loan offer is valid.

Until a loan has been disbursed, a loan offer or a loan agreement can lapse according to Jyske Realkredit's stipulations if

- legal proceedings are initiated against the property:
- the value of the property decreases materially
- the property is sold or put up for sale
- the applicant for the loan is in arrears with payments on other loans/credit facilities with Jyske Realkredit and/or Jyske Bank
- the loan applicant is in arrears with payments on senior mortgages on the property. Jyske Realkredit may demand that the applicant for the loan document that there are no arrears
- the loan applicant is registered with the RKI debtor register or other debtor registers
- the loan applicant goes into solvent liquidation, or involuntary insolvency proceedings are initiated against the loan applicant - including debt rescheduling
- the loan applicant dies
- the loan applicant takes up residence outside Denmark or moves his or her most important activities outside Denmark
- the applicant for the loan has submitted false information and/or failed to disclose circumstances of importance to the fixing of the loan limits, the valuation and/or credit rating
- the applicant for the loan is or becomes a politically exposed person, a closely related party to a politically exposed person or a close business partner of a politically exposed person, cf. the Danish Act on Measures to Prevent Money Laundering and Financing of Terrorism
- other prerequisites deemed material by Jyske Realkredit have not been met, including material deterioration of the financial circumstances of the loan applicant.

In respect of corporate customers, a loan offer or a loan agreement may also be cancelled if

- the loan applicant is subject to compulsory dissolution
- if material changes take place in respect of the enterprise's management or ownership or circumstances regulated by the articles of association that in Jyske Realkredit's assessment are of material importance to the loan.
- one or more of the enterprise's beneficial owners is or becomes a politically exposed person, a closely related party to a politically exposed person or a close business partner of a politically exposed person, cf. the Danish Act on Measures to Prevent Money Laundering and Financing of Terrorism.

A loan offer or a loan agreement may also be cancelled if a guarantor or a chargor is subject to one or more of all the above circumstances.

The loan applicant shall also be liable for any costs caused if the loan offer or the loan agreement is cancelled due to the circumstances mentioned.

If an agreement has been concluded on hedging of a loan offered, and the loan offer/loan agreement is cancelled in accordance with the terms and conditions stated, the agreement on hedging shall also be cancelled. Jyske Realkredit may demand that the loan applicant pay all costs relating to the cancellation of an agreement on hedging.

Disbursement of loan

Jyske Realkredit finances its loans by issuing and/or selling bonds on the bond market. Disbursement of loans takes place on the basis of the bond(s) (security code(s)) that are open for loans at the time of disbursement. Unless otherwise agreed separately, Jyske Realkredit will determine which bonds are to be issued and/or sold in connection with the disbursement of the loan. Subject to Jyske Realkredit's decision, disbursement can also take place in another / other security code(s) than the one(s) on which the loan offer is based.

At disbursement, Jyske Realkredit may against the loan proceeds net amounts outstanding on other loans with Jyske Realkredit in the property in question or other properties owned by the borrower. Netting can take place whether or not a third party has any rights in respect of the loan proceeds.

Bond loans can according to agreement be disbursed in connection with delivery and transfer of bonds.
If the loan is disbursed through the transfer of bonds to an account with VP Securities A/S, the borrower must prior to the disbursement pay all costs and accrued coupon interest to Jyske Realkredit unless otherwise agreed.

Payments on the loan

Unless otherwise agreed, an annuity payment consists of interest and/or repayment. Moreover, the mortgage payment may include the administration margin/interest rate premium. Interest is calculated on the outstanding debt. Unless otherwise agreed, the annuity payments shall be repaid on a quarterly basis. Jyske Realkredit determines the place and form of payment. Payment cannot take place in cash. When making a payment to Jyske Realkredit through a transfer from a bank account via netbank etc., the amount must be entered in Jyske Realkredit's account at the latest on the due payment date.

The due date of the payment is determined by Jyske Realkredit and is currently the last banking day in the period to which the payment pertains (payment period). "Banking day" shall mean any day on which both Danish payment transfer systems and Danish financial institutions located in Denmark are open for business Notice of changes to the due payment date shall be given three months prior to changed date on which the annuity payment falls due.

The first annuity payment of the loan shall be calculated as a proportional payment as of the date of disbursement to the end of a payment period.

The last annuity payment corresponds to the amount necessary for redemption of the loan's debt outstanding as well as redemption of the bonds financing the loan. In addition, interest and any administration margin are payable up to the end of the relevant payment period.

In connection with floating rate loans, Jyske Realkredit can at each change to the interest rate recalculate the payment. For loans with principal reduction, this means that the composition of the annuity payment will be changed, including a potential change of the amount of principal payments.

Default interest

In the event of delays in annuity payments, delayed payments of amounts called in, delays in extraordinary repayments and other amounts due, including payments that must take place to Jyske Realkredit due to default of an agreement on hedging, default interest is payable on the amount due.

Default interest is calculated as of the due date and until payment takes place. Default interest will to the extent possible be charged together with the next annuity payment on the loan. Jyske Realkredit may charge default interest on unpaid default interest.

The current default interest rate on delayed annuity payments is stated in Jyske Realkredit's price list.

In the event of delayed payment of other amounts due, default interest is payable according to the stipulations of the Danish Interest Act.

Term of loans

The exact term of loans will not always be the term stated in the Loan Agreement. One reason is that they must expire on certain dates. Loans subject to interest rate adjustment must generally expire on an interest rate reset date, and other loans must usually expire on the last day of a payment period. Hence, the disbursement date of the loan may affect the exact term.

The last annuity payment and hence the specific term of the loan will be stated in documents issued after the disbursement of the loan. The date may be changed in connection with any change of the interest rate reset date or as a result of changes to the floating rate etc. of the loan.

Interest-only option

If an interest-only option is available for a loan type, Jyske Realkredit may grant exemption from repayment for one or more periods subject to the framework and terms and conditions of the legislation.

Bonds

Loans are generally granted on the basis of Jyske Realkredit's issuance and/or sale of bonds. For certain loans, there is no direct relationship between the loan and the issued bonds.

For loans where a relationship between the loan and the issued bonds, the Loan Agreement will state which bonds are expected to be issued in connection with the loan or where information hereof is available. However, Jyske Realkredit reserves the right to use other bonds than the ones stated. In connection with the disbursement, it will be stated which bonds were issued or where to find information in this respect.

Even though no refinancing of a loan takes place, Jyske Realkredit shall be entitled to replace the issued bonds with bonds issued by another capital centre, provided that these bonds entail the exact same terms and conditions and are issued in the same amount.

When a bond loan is disbursed, bonds are issued/sold corresponding to the principal of the loan.

When a cash loan is disbursed, bonds are issued/sold in an amount necessary to disburse the principal of the loan in cash.

Agreements on hedging

An agreement on hedging is an agreement between Jyske Realkredit and the borrower stipulating that a loan is disbursed, refinanced, or redeemed at a certain price or disbursed or interest-rate adjusted at a specific interest rate at a specific date. Subject to Jyske Realkredit's decision, hedging of a loan disbursement can also take place in another / other security code(s) than the one(s) on which the loan offer is based.

A loan settling fee is also payable when a loan is disbursed, refinanced, or redeemed on the basis of an agreement on hedging unless otherwise agreed. In connection with redemption in accordance with an agreement on hedging, also a redemption fee is payable.

Agreements on hedging may be concluded orally. The agreement will be confirmed in writing by Jyske Realkredit after the agreement has been concluded.

Once an agreement on hedging has been concluded, the loan can only be disbursed, refinanced, or redeemed in accordance with the agreement.

Jyske Realkredit may refuse to enter into an agreement on hedging or make the agreement conditional on the payment of a deposit or provision of other security.

If a customer defaults on an agreement on hedging, the customer must pay a fee for the termination of the agreement.
If the customer defaults on an agreement on the hedging of a disbursement, the borrower shall also be under the obligation to pay to Jyske Realkredit an amount corresponding to Jyske Realkredit's loss. The loss is calculated on the basis of the changes in prices that have taken place between the time the agreement was concluded and until the default plus a fee and a loan settling fee in relation to both the sale and the purchase of the relevant bonds. If the calculated amount is not paid by the payment deadline, default interest will be charged as from the date of disbursement agreed according to the provisions of the Danish Interest Act. If Jyske Realkredit has made a gain, this will not be paid to the borrower.

If an agreement on the hedging of redemption has been concluded, and this agreement is defaulted on, the borrower will not be discharged from his obligations to redeem the loan. Moreover, default interest on the redemption amount calculated in connection with the conclusion of the agreement will be charged according to the provisions of the Danish Interest Act as from the date when the loan should have been redeemed and until payment takes place.

If Jyske Realkredit accepts that the loan cannot be redeemed, the loan may remain on the property against the borrower's payment to Jyske Realkredit of an amount corresponding to Jyske Realkredit's loss. The loss is calculated on the basis of the changes in prices that have taken place between the time the agreement was concluded and until the default plus a fee and a loan settling fee in relation to both the purchase and sale of the relevant bonds. If the calculated amount is not paid by the payment deadline stated, default interest will be charged as from the date of redemption agreed according to the provisions of the Danish Interest Act. If Jyske Realkredit has made a gain, this will not be paid to the borrower.

Similarly, the default rules shall apply if an agreement on hedging is to be changed to another amount than the one agreed.

Borrower's termination and redemption of the loan

The Loan Agreement/the terms and conditions of the loan type determine how and on which terms and conditions the loan can be redeemed or reduced extraordinarily.

If a loan is redeemed on the basis of termination at a previously determined price, the notice of termination must be given in writing and with a term of notice as set out in the loan agreement/ the terms and conditions of loan types for the relevant loan type. A termination is binding on the part of the borrower. Once notice has been given to terminate the loan, it cannot be redeemed by transfer of bonds.

Jyske Realkredit may demand that security deemed sufficient by Jyske Realkredit is provided for payment of amounts for which notice of termination have been given.

By paying extraordinary repayment amounts, the principal, the debt outstanding and future annuity payments will be reduced proportionally. However, Jyske Realkredit may carry out a technical recalculation of the mortgage payment (as a percentage of the reduced principal) and in respect of cash loans also the interest rate.

Calculation of terms and conditions and amounts in connection with extraordinary repayment will be carried out by Jyske Realkredit. Calculation and implementation of redemption will be subject to payment of a fee.

Special terms and conditions for loans in excess of DKK 3 million granted on the basis of callable bonds

For loans with an original principal in excess of DKK 3 million, which is disbursed at a bond price above 100 (before a price margin), certain restrictions apply to the possibilities of redemption and reduction over the first 12 months after the disbursement of the loan. If the loan is disbursed on the basis of a fixed-price agreement, the 12-month deadline is calculated from the conclusion of the fixed-price agreement. The restrictions only apply to loans that are based on callable bonds.

Such a loan in excess of DKK 3 million cannot be terminated for redemption (through cash payment of the outstanding bond debt at the price of 100 or another redemption price determined in advance) until a payment date 12 months or later after the disbursement date. Redemption against payment of the early repayment adjustment can at the earliest take place when
according to the ordinary rules for redemption the early repayment adjustment is paid at a date that falls more than 12 months later than the disbursement date.

If the property is sold after the disbursement date, the restriction will cease so that the loan can be redeemed according to the normal rules. It must be possible to document the sale through a signed purchase agreement, of which a copy must be submitted together with the notice to terminate the loan or to redeem the loan with an early repayment adjustment. If the property is sold before the disbursement date, the restriction as to the possibility of redemption shall also apply to a buyer who wishes to assume the mortgage.

In the event of the borrower is subject to foreclosure, if the borrower has proceedings for reconstruction initiated and if the borrower is declared bankrupt, goes into liquidation, is subject to compulsory arrangement or dies, these events shall be considered equal to a sale after the disbursement date, and the possibility of redemption shall cease accordingly.

If the loan is disbursed through the transfer of bonds to an account with VP Securities A/S, the restriction shall apply if two business days before the disbursement the average price of the bonds in question exceeds 100. If no official price is available on the day in question, a price estimated by Jyske Realkredit shall be applied.

The restriction shall not apply to reduction or redemption taking place on demand from Jyske Realkredit. If a reduction of the loan takes place on demand from Jyske Realkredit, the restriction shall still apply for voluntary redemptions or reductions of the remaining part of the loan.

A loan subject to the above restriction can, however, at any time and without these restrictions applying be redeemed by transfer of the relevant bonds to Jyske Realkredit's account with VP Securities A/S.

Sale and assumption of debt

If the mortgaged property or parts of it is sold or in other ways the ownership changes, the entire loan shall fall due for full redemption. The new owner can submit an application to Jyske Realkredit to assume the debt. The previous owner shall not be discharged from the liability towards Jyske Realkredit before Jyske Realkredit has granted final debt assumption to the new owner. The terms and conditions as well as fee for the assumption of debt shall be determined by Jyske Realkredit.

Prices

Administration margin, interest rate premium, interest rate, etc.

In addition to repayments and interest, Jyske Realkredit may charge an administration margin, an interest rate premium, a price margin, default interest as well as other types of remuneration.

The rates applicable at the time of the preparation of a loan offer will be stated in the Mortgage and Loan Agreement or Jyske Realkredit's price list.

The rates - including the minimum administration margin rate and the calculation of the administration margin and interest rate on the loan without information about underlying bonds - and the calculation principles applied can be changed for both groups of loans and individual loans:
In existing ongoing customer relationships, Jyske Realkredit may change the rates to the detriment of the borrower by giving at least one month's notice. However, the notice period is at least three months for cooperative housing societies and six months for consumers.

The change must be based on market-related, business-related, cost-related, competitive, regulatory or risk- or earnings-related conditions. This is a non-exhaustive list of examples of such conditions:

a. Amendments of acts and regulations, statutory changes or regulatory requirements
b. Changes to Jyske Realkredit's access to the money or bond markets or changes to the general interest-rate level
c. Offset increasing costs due to losses or provisions, taxes and duties
d. Need to maintain or strengthen the capital base or financial resources

e. Changes to the general competitive situation in the market for financing
f. Changed customer behaviour, e.g. that the demand for a given service declines
g. Need to change the composition of the loan portfolio, e.g. by changing the proportion of instalment-free loans or floating-rate loans
h. Need to secure more expedient utilisation of resources or capacity
i. For loans without information about underlying bonds - if the pricing of the provision of capital is associated with extraordinary uncertainty, because the money or bond markets - not only for a few banking days - to a material extent work in an unusual way.

Changes may also be justified in the individual circumstances of the borrower, e.g. if:

a. The borrower defaults on or has defaulted on his liabilities according to the terms and conditions of the agreement
b. There are changes to the borrower's individual circumstances which formed the basis when determining the terms and conditions applicable to the borrower, e.g. the borrower's or the guarantor's finances, the borrower's ownership or managerial circumstances, composition, scope or profitability of the borrower's commitment with Jyske Realkredit
c. There are changes to the stability of value, the negotiability or the nature in general of the mortgaged property.

The change may take place without notice if the change is justified by external circumstances beyond the control of Jyske Realkredit.

Prearranged changes in interest rates, interest rate ceilings or interest rate floors, when in accordance with the agreement such changes can only be implemented at intervals of three years, can be changed without notice.

Changes to the default interest rate or the calculation method may take place without notice.

Fees and loan settling fee

Jyske Realkredit charges fees for services, etc., such as processing of a loan application, changes to a fixed-rate period, changes to the contractual relationship. Jyske Realkredit will charge a price deduction/addition, a loan settling fee etc. when loans are raised, refinanced and redeemed.

A fee, etc. will be calculated as a fixed amount, a percentage or an hourly rate or a combination of these. Certain fees are stipulated by law.

The rates applicable at the time of the preparation of a loan agreement will be stated in the Mortgage and Loan Agreement or Jyske Realkredit's price list.

The rates applicable at later points in time during the term of the loan will be stated in the price list applicable at that time.

Fees for services that are not linked to regular, timely repayment of the loan over the term of the loan can be introduced or changed without notice.

Other fees or other charges that in future are to apply to existing agreements can be introduced or later on regulated with at least one month's notice. However, the notice period is at least three months for cooperative housing societies and six months for consumers.

Such a change must be based on market-related, business-related, cost-related, competitive, regulatory or risk- or earnings-related conditions. This is a non-exhaustive list of examples of such conditions:

a. Amendments of acts and regulations, statutory changes or regulatory requirements
b. Changes to Jyske Realkredit's access to the money or bond markets or changes to the general interest-rate level
c. Offset increasing costs due to losses or provisions, taxes and duties
d. Need to maintain or strengthen the capital base or financial resources
e. Changes to the general competitive situation in the market for financing
f. Need to secure more expedient utilisation of resources or capacity
g. Need to change the composition of the loan portfolio, e.g. by changing the proportion of instalment-free loans or floating-rate loans

Changes to fees and introduction of new fees may take place without notice if the change/introduction is justified by external circumstances beyond the control of Jyske Realkredit.

Announcement of changes

All changes that must be notified to the borrower in accordance with the above provisions on prices, fees and settlement commission may be made either by letter, on another durable medium, via notification to e-boks or another commonly used digital communication solution, see the section on Electronic mail.

Reference rates (benchmarks and replacement benchmarks)

Borrowers who have entered into agreement on loans where a reference rate (a benchmark) is used, such as the reference rate CIBOR, can read about Jyske Realkredit's fallback plans at jyskebank.dk

Discontinuation of reference rates (hereinafter benchmarks)

An agreed benchmark rate shall be deemed to have ceased or to have been materially changed if one or more of the following circumstances apply:

- The supervisory authority of the benchmark administrator announces that the relevant benchmark will no longer be published; that it is not, or will no longer be, representative and will not become representative again; that its use is no longer permitted; or that, for other reasons, it may no longer be used.
- The administrator, or its insolvency practitioner, announces that the benchmark will no longer be published or may no longer be used.
- The benchmark is not published without prior notice from the administrator, insolvency practitioner or supervisory authority. In such case, Jyske Realkredit determines the date from which the benchmark is deemed to have permanently been discontinued. The decision is made based on the prevailing circumstances and the statements issued by the relevant authorities. Until permanent cessation has been established, the last available updated rate of the relevant benchmark may be applied.

Timing of application of replacement benchmark

The replacement benchmark shall apply from the time at which, pursuant to the agreement and Jyske Realkredit's general terms and conditions, the next resetting of the originally agreed benchmark would have taken place following the determination that the benchmark has been discontinued.
The original benchmark is not adjusted during the period for which the interest rate has already been fixed. As a general rule, the change takes effect at the next scheduled interest rate reset.

Principles for determination of replacement benchmark

If a replacement benchmark has not been established by law, Jyske Realkredit may determine the replacement benchmark to be applied. Jyske Realkredit will seek to select a replacement benchmark that, to the greatest extent possible, reflects the same market as the original benchmark and is consistent with market practice.

In determining the replacement benchmark, the following factors will be taken into account:

- Recommendations from authorities and any working groups appointed by authorities, trade associations or the benchmark-administrator.
- Recommendations and analyses from industry bodies, including the International Swaps and Derivatives Association (ISDA) and the Loan Market Association (LMA).
- Recommendations and decisions of leading participants in the market infrastructure, including clearing houses, trading venues and brokers

Publication of replacement benchmarks

Jyske Realkredit will at all times publish at its website: jyskebank.dk the benchmarks Jyske Realkredit considers to be the most appropriate replacements for the benchmark-rates used:
Market conditions are subject to continuous change, and Jyske Realkredit may therefore at any time revise its assessment of which replacement benchmark is most appropriate.

Handling of interest rate difference (‘spread’)

Differences between the original benchmark and the replacement benchmark – for example differences in market conditions or calculation methodologies – may result in changes to the economic value of the payments under a loan. Such differences are handled in a manner consistent with market practice, typically by calculating the median difference between historical values of the original benchmark and the replacement benchmark.

The calculated difference (‘spread’) will be applied as an addition to or a deduction from the replacement benchmark.

If the interest rate is determined on the basis of the coupon on the bond(s) underlying the loan, the interest rate will be set based on the replacement benchmark adjusted by the calculated spread from the time of the transition to the replacement benchmark until the refinancing of the bonds. Following refinancing, the interest rate will be determined on the basis of the coupon on the new bonds.

If the interest rate is determined as the original benchmark plus a contribution/interest-rate premium, the interest rate will be set based on the replacement benchmark, adjusted by the calculated spread from the time of the transition to the replacement benchmark and onwards.

General conditions

As long as there is a business relationship with Jyske Realkredit, Jyske Realkredit may demand that financial statements are submitted for the borrower as well as guarantors, stakeholders or others who are financially involved, or in connection with personal customers, documentation for the borrower's financial circumstances.

If the interest rate that according to the contractual basis is to be applied to a loan is or becomes lower than zero (negative), the negative interest amount will be applied to repayments on the loan according to the terms and conditions of the agreement. Negative interest amounts in addition to this will be applied to additional repayments on the loan. However, in connection with loans raised after 12 September 2015, it may when raising the loan be agreed that the part of a negative interest amount exceeding the agreed repayments can be applied to the payment of other payments liable under the loan or be paid to the borrower. Likewise, in connection with the raising of the loan, it may be agreed that the interest rate on the loan cannot fall below zero.

Jyske Realkredit may obtain information about the mortgaged property from the Central Register of Buildings and Dwellings (Bygnings- og Boligregistret (BBR)), as long as Jyske Realkredit has a mortgage on the property. Jyske Realkredit shall at any time be entitled to demand documentation that payments on senior loans have been made. Jyske Realkredit can demand to have the right to obtain information about this through other credit institutions which also entails the use of such institutions' information systems.

Jyske Realkredit reserves the right to record telephone conversations with the borrower.

In all situations where according to the agreement Jyske Realkredit or the borrower must give information with a certain notice, Jyske Realkredit may change the length of the period of notice by giving a three months' notice.

Jyske Realkredit shall be entitled to inspect the mortgaged property both externally and internally, also after the disbursement of the loan.

Where, after the disbursement of the loan, Jyske Realkredit establishes that the valuation was too high, Jyske Realkredit may demand that the loan be reduced so security is provided within the loan-to-value limit according to law. In that case, Jyske Realkredit will without cost for the borrower grant the borrower a loan on the same terms and conditions, yet this loan will not be based on the issue of bonds. The borrower shall be under the obligation to cooperate in this respect.

Separation of loans and mortgage deeds into several mortgages can only take place subject to approval by Jyske Realkredit.

Prior to the disbursement of a loan, Jyske Realkredit may demand that the borrower provides identification in a way deemed necessary by Jyske Realkredit to meet the requirements of the Danish Act on Measures to Prevent Money Laundering and Financing of Terrorism.

Electronic mail

The borrower will generally receive mail from Jyske Realkredit - including agreements and terms of conditions and amendments pertaining to these - electronically in the online and mobile banking Inbox.

Jyske Realkredit may also send you agreements for your electronic signature and other mails via a provider of mail and signature solutions, e.g. e-Boks.

Mails are considered as having been delivered at the time when they are available in the borrower’s online and mobile banking or e-Boks.

Mails received via the online and mobile banking services may be deleted during your customer relationship if the mail is no longer relevant, for instance due to the expiry of an agreement or change to a customer relationship.

The borrower may, subject to a fee, opt to receive certain types of mail that are submitted electronically, for instance annual statements, on paper or by means of another electronic mail solution.

If Jyske Realkredit has been informed about the borrower’s contact details, e.g. mobile number and/or email address, it is the borrower’s own responsibility always to keep such details updated at Jyske Realkredit. Separate messages sent from Jyske Realkredit to one of the media of which Jyske Realkredit has been notified are considered notified to the recipient no matter whether he or she has updated the details or not.

Although it is not under an obligation to do so, Jyske Realkredit may nevertheless decide to give separate notification when electronic mails are sent out.

Jyske Realkredit's liability in damages

Jyske Realkredit shall be held liable in damages in the event that due to errors or omissions Jyske Realkredit meets agreed obligations too late or in a defective manner. However, even in areas where stricter liability applies, Jyske Realkredit shall not be held liable in damages for any loss incurred as a result of:

a. breakdown of/non-access to IT systems or corruption of data in these systems as a result of any of the events mentioned below, regardless of whether Jyske Realkredit or an external supplier operates the systems;
b. interruption of power supply or telecommunication channels, statutory intervention or administrative acts, natural disasters, war, rebellion, civil commotion, sabotage, terrorism or vandalism including computer viruses and hacking.
c. strikes, lockouts, boycotts or blockades, regardless of whether the conflict is aimed at or initiated by Jyske Realkredit itself or its organisation, and regardless of the cause of the conflict. This also applies when the conflict affects only part of the functions of Jyske Realkredit;
d. other circumstances beyond the control of Jyske Realkredit.

Jyske Realkredit shall not be exempt from liability where

a. at the time of entering into the agreement, Jyske Realkredit ought to have foreseen the circumstances that caused the loss or ought to have prevented or remedied them;
b. under Danish law, Jyske Realkredit is, in any case, liable for the cause of the loss.

Jurisdiction and governing law

Any dispute between the borrower and Jyske Realkredit shall be settled according to Danish law and venue being the District Court in the judicial district in which Jyske Realkredit has its registered office, unless otherwise stated by statutory provisions.

About the Terms and Conditions

Jyske Realkredit’s general terms and conditions shall apply to all agreements between the borrower and Jyske Realkredit.

Jyske Realkredit may change its general terms and conditions without notice provided that the changes are to the advantage of the borrower. Otherwise, changes may take place at three months' notice.

The changed general terms and conditions shall then apply also to already existing customer relationships. The General Terms and Conditions may be downloaded from jyskebank.dk/omjyskebank/aftaler. The borrower may also contact Jyske Realkredit/Jyske Bank.

In case of disagreement with Jyske Realkredit

If the borrower is dissatisfied with Jyske Realkredit, the institution should be contacted.

If, after having discussed the problem, the borrower does still not agree with us, a complaint may be filed with the complaints officer at Jyske Bank A/S, Legal Department, Vestergade 8-16, DK-8600 Silkeborg.

Subsequently, you may file a complaint with the Danish Financial Complaint Board (Det finansielle ankenævn), Finanssektorens Hus, Amaliegade 7, DK-1256 Copenhagen K, tel. 3543 6333, www.fanke.dk.

Complaints concerning the Jyske Realkredit's compliance with financial legislation may be filed with the Danish FSA.

Supervisory Authority

Jyske Realkredit is subject to the ongoing supervision by the Danish FSA, Strandgade 29, DK-1401 Copenhagen K.