

27 April 2022

**Comment on the DFSA's orders related to Danske Bank's debt collection systems**

Danske Bank takes note of the Danish Financial Supervisory Authority's (the Danish FSA) four orders, and we regret the consequences the issues in our debt collection systems have had for our debt collection customers.

*“When we conclude that a debt customer no longer has any debt outstanding to Danske Bank, we will report this to the Danish Tax Administration as quickly as possible. This is something we are already doing and will continue to do on an ongoing basis as we conclude on customers' cases.*

*In March 2022, we informed potentially affected customers that the customer's tax assessment notice from the Danish Tax Administration and the annual update from the bank may be affected by errors in the bank's debt collection systems. This letter has been created in collaboration with the Danish Tax Administration.*

*We will introduce a process that enables us to – upon request – provide estimates of our debt collection customers' current debt. Due to the complexity of the issue, there is, however, a risk that we will not initially be able to accommodate the deadline for delivering a reply to customers within 14 days, if a large number of requests are received within a short period of time. This is also recognised by the Danish FSA.*

*The bank recognises that the Danish FSA is of the impression that the communication has not been sufficiently precise in terms of the distinction between reviewing and recalculating a case on the bank's website. It is, however, our opinion that this distinction has been made clear throughout our communication on the debt collection issue. I would like to reiterate that it is, and has been, our intention to be transparent in our communication, and to avoid any misunderstandings we have already updated the information on the bank's website,” says Peter Rostrup-Nielsen, head of the central unit established in October 2020 to ensure timely, consistent, and proactive management of debt collection problems.*

The Danish FSA's orders are available at [danskebank.com/investor-relations/regulation/the-danish-fsa](https://danskebank.com/investor-relations/regulation/the-danish-fsa).

Danske Bank

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