

4 October 2023

Comments on the Danish FSA's decision to Danske Bank about credit worthiness assessments according to the Danish Credit Agreements Act

“Danske Bank takes note of the Danish FSA’s decision. When the bank became aware of the Danish FSA’s criticism in the summer of 2023, it changed its internal processes for consumer financing. As a result of this change, the digital and semi-automatic processes forming the basis for the consumer financing assessments so far were replaced by manual processes. The current process thus ensures that the customers’ income and expenses are documented. The bank will continue using this manual process until a new digital process for transaction data has been developed. Danske Bank is confident in the credit worthiness assessments underlying loans and credit facilities already approved, and we are very focused on protecting customers against unnecessary credit risks,” says Mark Majgaard Wraa-Hansen, Head of Personal Banking in Denmark.

The Danish FSA’s decision is available at The Danish FSA’s website.

Danske Bank

Contact: Stefan Singh Kailay, Head of Media Relations, tel. +45 45 14 14 00