

Remediation update

2 MARCH 2021
MONTHLY PROGRESS OVERVIEW – REMEDIATION OF LEGACY ISSUES

This update provides an overview of the most significant developments during the past month on legacy issues overseen by Danske Bank's central remediation office.

For information about the status of the remediation of all legacy issues handled by the remediation office, please visit www.danskebank.com/remediationupdate.

Fees for business customers

- As at 2 March 2021, we have sent letters to the approximately 2,300 customers that, for a period of time, may have paid a credit renewal fee that we had no basis for charging, as communicated back in February 2021. This was due to a system error in 2015, when we automated a fee system for business customers. All affected customers will of course receive compensation.

Want to know more? [Get an overview of the issue.](#)

Flawed data in debt collection systems

- On 10 February 2021, we responded to the Danish Consumer Ombudsman's request for information about Danske Bank's handling and remediation of affected customers within the flawed debt collection systems and the use of external debt collection agencies. [Read the full response](#) (available in Danish only).
- Following the order issued by the Danish FSA in November 2020, KPMG and Poul Schmith have now started the impartial investigation of the measures taken by Danske Bank to correct the errors in the bank's debt collection process and IT system.

Want to know more? [Get an overview of the issue.](#)

Discrepancy between investment profile and agreement

- As communicated in October 2020, around 600 customers have discrepancies between their investment profiles and investment agreements due to registration errors. We are in the process of holding meetings with the affected customers to ensure alignment between their investment agreements and profiles – and to determine if they have suffered any loss due to the registration error. As at 1 March 2021, we have held meetings with around 400 customers and confirmed that 250 are entitled to compensation.

Want to know more? [Get an overview of the issue.](#)