

Remediation update

6 APRIL 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.

Interest on reminder fees

- As we have previously communicated, in connection with the analysis of the debt collection case, we have found instances of wrongful charging of interest on reminder fees. In March, we began sending information to customers who have potentially paid interest on reminder fees. On the basis of our latest analyses, we expect about half of the 400,000 potentially affected customers to have paid less than DKK 10 in interest on reminder fees. We are still in the process of analysing the issue and have also identified cases with significantly larger amounts. Customers who have paid interest on reminder fees will of course be reimbursed and will receive compensation for the time that the money should have been at their disposal.

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

Non-forced property sales made via *home* in which a loss is accepted

- In the case concerning non-forced property sales in which a loss is accepted, a further 250 customers who may potentially have paid too high a fee to *home* were contacted in March. We have therefore provided information to about 1,450 of the about 2,000 customers who may be affected by the fact that from 2013 to 2019, it was the practice at Danske Bank not to negotiate fees with *home*.

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