

Remediation update

30 JUNE 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.

Flawed data in debt collection systems

- In the debt collection case, we refer to the [press release 30 June 2021](#), for a more comprehensive update.

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

Interest on reminder fees

- In this case, which involves our wrongful charging of interest on reminder fees, we have since the most recent update in May informed an additional almost 208,000 customers in Denmark that they may have paid interest on reminder fees. In total, about 303,000 of the potentially 370,000 affected customers in Denmark have thus been informed about the problem.
- In Denmark, an additional 150,000 customers have received compensation, which means that a total of 200,000 customers have received compensation for having paid interest on reminder fees. 180,000 customers have received less than DKK 10 in compensation, while the remaining 20,000 customers have received an average of DKK 20. The highest amount we have paid in Denmark is DKK 164, but we have not yet reviewed all cases.
- In Norway, we have determined that up to 190,000 customers may potentially be affected by a similar issue regarding interest on reminder fees. We continue to analyse the scope of the issue in Norway and the financial consequences, but the average compensation amount is expected to be higher in Norway.

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

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

- In the case concerning non-forced property sales in which a loss was accepted, we negotiated fees with all estate agents on behalf of our customers - with the exception of *home*. Since the most recent update on the case, we have informed 550 customers that they have not paid too high a fee to *home*. We have also determined that approximately 250 closed cases concerning estates of deceased persons are not affected by the issue. We are still investigating how the remaining approximately 1,200 customers may be affected, and all affected customers will of course receive compensation.

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

Discounts on foreign exchange trades and foreign exchange in connection with international payments

- In October 2020, we estimated that up to 3,000 customers, primarily business customers, were potentially affected by erroneous registration of discounts on foreign exchange trades and foreign exchange in connection with international payments. We have now completed our analysis, and the number of potentially affected customers has increased to around 3,800. We estimate that about 1,100 of these customers have not received the correct discounts in the period from 2009 to 2021 due to erroneous registrations. The process of determining the correct amount for these customers is ongoing, and we will reimburse the excess amount paid by the customers to them as soon as possible. The risk of the remaining customers being affected is considered minimal, as there are no indications of erroneous registrations for these customers. All customers will receive new discount agreements in order to document the discounts to which they are entitled.

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