

Remediation update

23 FEBRUARY 2022

PROGRESS OVERVIEW – REMEDIATION OF LEGACY ISSUES

This update provides an overview of the most significant recent developments 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

- As communicated in 2021, we identified a potential issue when re-establishing guarantors in the debt collection system. This issue also occurs in a limited number of cases in which Vækstfonden is a guarantor and have issued guaranties for companies that subsequently suffered for instance bankruptcy. This has potentially led to insufficient debt collection on behalf of Vækstfonden. Our early estimate is that this issue affects approximately 100 cases. Vækstfonden has been notified of the issue and will be indemnified by the bank for the potential loss suffered in these cases.
- We continue the clean-up of our debt collection systems and in connection with this work, we can conclude that a previously identified additional issue related to the limitation period for a specific type of interest is a non-issue, as it does not have any impact on our customers. At the same time, we have identified two further potential additional issues. We have identified that different ways of calculating interests might have led to under- or overcollection when transferring debt into our debt collection system, and we have identified a potential issue concerning the lack of closing accounts timely when debts have been paid off by customers later than 2019. We are still in the process of analysing these potential additional issues, and we will inform potentially affected customers as soon as possible.
- For information about the status on the debt collection issue in other markets, we refer to our press release of 23 February 2022.

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

Interest on reminder fees

- In the issue, which involves our wrongful charging of interest on reminder fees, 385,000 out of 550,000 affected customers in Denmark have received compensation. 265,000 of these customers have received less than DKK 10, while the remaining 120,000 customers have received DKK 47 on average. The highest amount that we have paid in Denmark so far is DKK 4,000.
- We have initiated the disbursement of compensation for the same issue in Norway. 25,000 out of 184,000 potentially affected customers have received compensation and we expect that compensation for the vast majority of affected customers will be completed in the late spring of 2022.

The customers compensated so far have received a compensation amount of NOK 190 on average. This average is expected to increase as we compensate more complex cases.

- As previously communicated, the issues regarding the wrongful charging of interest on reminder fees also apply to Asset Finance Denmark (Nordania Leasing) and Asset Finance Norway. In Denmark, we have compensated the majority of all affected customers, with the exception of cases related to bankruptcy, closed businesses, estates and debt reliefs.

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

Non-forced property sales made via home

- For information about the status on compensation to the customers affected by non-forced property sales made via home we refer to our press release of 23 February 2022.

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