

## Committed loan offer for housing

### 1. Introduction

A committed loan offer for housing from Svenska Handelsbanken AB (publ), corporate identity no. 502007-7862 (“Handelsbanken”) is a preliminary decision regarding the amount you (the “applicant”) are able to borrow from Handelsbanken in order to purchase housing, on the condition that all qualifying criteria for the validity of the committed loan offer are met.

The committed loan offer does not constitute a guarantee that Handelsbanken will grant the applicant a mortgage loan to finance the property.

### 2. Transferability

The committed loan offer is personal and non-transferable.

### 3. Committed loan offer amount

The amount committed is stated in the committed loan offer. If the committed loan offer covers multiple applicants, the committed loan offer amount represents the total amount for all applicants.

### 4. Credit assessment

#### 4.1 Preliminary credit assessment

Upon receipt of an application for a committed loan offer for housing, Handelsbanken carries out a preliminary credit assessment, evaluating your repayment capacity and creditworthiness. The assessment is undertaken according to the assessment criteria and regulations applicable within Handelsbanken at the time. The credit assessment is based on the information you provide regarding your personal and financial circumstances, and uses certain standard methods to calculate expected costs. For example, the application is, at this time, not linked to a particular property, and the living costs used in the credit assessment are calculated according to a standard model. When carrying out the preliminary credit assessment, Handelsbanken obtains credit information about the applicant. This credit information is valid for a period of one month.

#### 4.2 Final credit assessment

When you have found a property and apply for a mortgage loan according to the committed loan offer, Handelsbanken carries out a final credit assessment. The assessment is undertaken according to the assessment criteria and regulations applicable within Handelsbanken at the time. This credit assessment entails Handelsbanken evaluating whether the qualifying criteria for a mortgage loan according to the committed loan offer are still met. This involves a new assessment of your repayment capacity and creditworthiness, for which Handelsbanken may be required to obtain new credit information and/or request additional documents (e.g. certification from your employer confirming your stated income and employment status, or the housing co-operative association's annual accounts).

### 5. Validity of the committed loan offer

#### 5.1 Validity period

The committed loan offer is valid until the date specified in the committed loan offer.

#### 5.2 Incorrect or incomplete information

In its preliminary credit assessment, Handelsbanken accepts the information you have provided as correct and complete. Should it be shown that the information is not correct and complete, Handelsbanken reserves the right to re-assess the committed loan offer, or to withdraw the committed loan offer altogether.

### 6. Qualifying criteria for a mortgage loan according to a committed loan offer

#### 6.1 Customer due diligence (KYC)

In order to grant a mortgage loan, Handelsbanken must obtain sufficient knowledge about you, and perform a sanction control. If you fail to provide Handelsbanken with the information or additional documents requested in conjunction with the customer due diligence process, the committed loan offer is no longer valid.

#### 6.2 Changes to repayment capacity and creditworthiness, etc.

If your financial or personal circumstances change during the validity period of the committed loan offer, and Handelsbanken assesses that such a change adversely affects your repayment capacity or creditworthiness, Handelsbanken reserves the right to reduce the committed loan offer amount, or to withdraw the committed loan offer altogether.

#### 6.3 Approval of property

In order for Handelsbanken to be able to grant you a mortgage loan, Handelsbanken must approve of the property as collateral for the mortgage loan in the final credit assessment. The assessment is undertaken according to the credit and valuation regulations applicable within Handelsbanken at the time of the assessment.

You must, therefore, check that the property is eligible as collateral at Handelsbanken before signing the purchase agreement. Handelsbanken may decide not to approve the property and, consequently, not grant the mortgage loan.

If the price you intend to pay for the property is not consistent with Handelsbanken's valuation, Handelsbanken reserves the right to reduce the committed loan offer amount, or to withdraw the committed loan offer altogether.

#### 6.4 Sale of existing housing

In certain cases, the sale of existing housing is a condition for Handelsbanken's committed loan offer. This may mean that Handelsbanken imposes the requirement that a binding sales agreement for the existing housing be presented to Handelsbanken. If you will be required to pay the costs of two properties for any period, Handelsbanken must take into account your capacity to bear such costs in its final credit assessment.

### 7. Limitation of Handelsbanken's responsibility

Handelsbanken shall not be held liable for any damage resulting from a legal enactment, intervention of a public authority, act of war, strike, blockade, boycott, lockout or any other similar circumstance, whether in Sweden or abroad. The reservation in respect of strikes, blockades,

boycotts and lockouts applies even if the Bank itself is subjected to such measures or takes such measures. Any damage which occurs in other circumstances shall not be reimbursed by Handelsbanken, provided that Handelsbanken has exercised due care. Handelsbanken accepts no liability for indirect damage, unless such damage was caused by gross negligence on the part of Handelsbanken.

## 8. Processing of your personal data

### 8.1 Responsibility for personal data

Handelsbanken is the personal data controller and is responsible for the processing of personal data attributable to an application for a committed loan offer for housing, and the related credit assessment.

### 8.2 Why do we process your personal data?

Handelsbanken processes personal data in order to enable the undertaking of credit assessments, and for the administration of committed loan offers and applications for credit. This processing is required to be able to offer you a committed loan offer. In some cases, we may process personal data in order to improve our products and our quality, by carrying out customer surveys and market research.

### 8.3 Profiling and automated decisions

Handelsbanken may, in some cases, use profiling in the automated decision-making process for applications for a committed loan offer for housing. Among other things, this means that personal data submitted in conjunction with an application for a committed loan offer is used together with information obtained from an external credit information company to assess whether the application can be granted. You are always entitled to contest automated decisions and request a reassessment of your application at your bank branch. Automated credit assessments facilitate increased speed, objectivity and correctness in our offering of services.

### 8.4 Further information

Further information about the lender's processing of personal data and the consumer rights associated with this processing is available at [www.handelsbanken.se/personuppgifter](http://www.handelsbanken.se/personuppgifter), or from any branch.

## 9. Supervisory authority

The following public authorities are supervisory authorities for the lender's operations:

- The Swedish Financial Supervisory Authority, Box 7821, 103 97 Stockholm, Sweden, [www.fi.se](http://www.fi.se).
- The Swedish Consumer Agency, Box 48, 651 02 Karlstad, Sweden, [www.konsumentverket.se](http://www.konsumentverket.se).
- The Swedish Authority for Privacy Protection, Box 8114, 104 20 Stockholm, Sweden, [www.imy.se](http://www.imy.se).

## 10. Customer complaints and dispute settlement

Any dissatisfaction regarding the processing of a committed loan offer should initially be directed to your branch. Handelsbanken's customer complaints department can also be contacted at the following address: Handelsbanken, Klagomålsansvarig, 106 70 Stockholm, Sweden, or by telephone on +46 (0) 8 701 10 00.

You can also obtain answers to questions and information on banking services and complaints from the Swedish Consumers' Banking and Finance Bureau (Konsumenternas Bank- och Finansbyrå) or, where available, the consumer affairs service in your municipality.

You also have the option of contacting the Swedish National Board for Consumer Disputes (ARN), which is a board for alternative resolution of disputes, [www.arn.se](http://www.arn.se). Complaints to the Board must be filed in writing. National Board for Consumer Disputes, P.O. Box 174, 101 23 Stockholm, Sweden.

A dispute between you and Handelsbanken regarding the management of your committed loan offer is to be resolved in a Swedish court with the application of Swedish law. Handelsbanken is entitled, however, to pursue a claim in a country other than Sweden if you are domiciled there or have assets in that country.