



# Standard European Consumer Credit Information

## 1. Identity and contact details of the creditor/credit intermediary

Creditor Address	Multitude Bank p.l.c ST Business Centre, 120, The Strand, Gzira GZR 1027 Malta
E-mail address (*) Web address (*)	asiakaspalvelu@ferratumbank.fi www.ferratumbank.fi
If applicable Credit Intermediary Address	

## 2. Description of the main features of the credit product

The type of credit	Revolving credit facility on a credit card
The total amount of credit <i>This means the ceiling or the total sums made available under the credit agreement</i>	The maximum credit limit is 1,500 EUR. The credit limit may be amended during the term of the card agreement.
The conditions governing the drawdown <i>This means how and when you will obtain the money</i>	You will receive the Ferratum Credit Card in the form of card details stored on the Ferratum Mobile App within 3 days from the conclusion of the card agreement. You must activate the Ferratum Credit Card before you can draw down credit from your Card Account.
The duration of the credit agreement	Indefinite.
Instalments and, where appropriate, the order in which the instalments will be allocated	You will have to pay the following: 20 EUR or 3.0% of the full amount due as registered on the Card Statement (the statement which indicates the transactions recorded on your Card Account for the period covered therein) whichever is the higher every month. If the total amount due is lower than 20 EUR, the Minimum Payment Amount shall be considered to be the total amount due under the card agreement.



	<p>Payments will be allocated in the following manner:</p> <p>In case of partial payments, the order of allotment shall be the following: (1) default interest, (2) non-interest fees and charges, including all costs related to the exchange of currency, (3) the unpaid nominal interest in the following order: interest for all transactions other than purchase transactions and then interest for purchase transactions, (4) the Credit principal and (5) costs of recovery of any amounts due and any other amounts owed by you in terms of the card agreement.</p>
<p>The total amount you will have to pay <i>This means the amount of borrowed capital plus interest and possible costs related to your credit.</i></p>	<p>1,663.12EUR based on an open Credit of 1,500 EUR and a yearly nominal interest rate of 19.50% amounting to 163.12 EUR, and on the following assumptions: The total amount of the Credit is drawn down immediately and in full on purchases credited to the Card Account. The Credit is provided for a period of one year starting from the date of the initial drawdown, and the final payment made clears the balance of capital, interest and other charges, if any; The capital is repaid in equal monthly payments, commencing one month after the date of the initial drawdown. The interest and other fees shall be applied in accordance with the drawdowns and repayments of capital and as provided for in the card agreement.</p> <p>The above assumptions and calculations are being provided only to enable you to compare offers with those of third parties. The total amount payable specified above remains correct only if the assumptions explained above are respected. Therefore, the total amount payable will be different if you draw down a different amount and/or make repayment in a different way. For example, if you pay only the Minimum Payment Amount, the total amount repayable will be higher and total repayment period longer. The total amount payable by you depends on the total amount drawn on the credit and the duration of the repayment period.</p>

### 3. Costs of the credit

<p>The borrowing rate or, if applicable, different borrowing rates which apply to the credit agreement</p>	<p><b>Cash advances:</b> - variable*</p> <p>19.50% per annum (calculated by adding the margin of 15 percentage points to the <b>Reference Interest Rate</b> (reference interest rate as per article 12 of the Finnish Interests Act, currently 3.50%) charged on a daily basis on the balance of the cash advances outstanding from the date the cash advance is taken out until it is repaid.</p> <p><b>Purchases:</b> -variable*</p> <p>0% per annum on purchases credited to the Card Account and repaid by you within 30 days from the date of the Card Statement on which the purchases are first recorded. The balance of amounts</p>
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outstanding at the end of such period shall be charged interest at the variable rate of 19.50% per annum (calculated by adding the margin of 15% to the Reference Interest Rate) until repaid in full.

**Other transactions and amounts charged to your Card Account:**

- variable\*

19.50% per annum (calculated by adding the margin of 15 percentage points to the Reference Interest Rate) charged on a daily basis on the balance of the amount outstanding from the date of utilisation of the Credit to repayment date.

The Borrowing Rate is revised two times per year on each Interest Revision Date, being 1st January and 1st July or on the following banking day, if the aforementioned date is not a banking day according to the changes to the Reference Interest Rate. However, should the nominal interest rate be less than zero due to a negative Reference Interest Rate, the nominal interest rate is always considered to be at least zero. Ferratum may, at its absolute discretion, decide to waive its right to increase the nominal interest for a particular interest period. However, this shall not be construed as a waiver of Ferratum's right to increase the nominal interest rate for subsequent interest periods based on the then applicable Reference Interest Rate.

Notwithstanding the above, the Borrowing Rate may not be higher than 20% per annum or such other applicable mandatory nominal interest rate ceiling prescribed by law.

Ferratum shall notify you of the new Borrowing Rate, on the invoice following that of the change in the Reference Interest Rate and the new Borrowing Rate shall apply as from the relative Interest Revision Date.

If article 12 of the Finnish Interests Act is replaced by another article or act of parliament, then the Reference Interest Rate under this Card Agreement shall be considered to refer to such new article or act of parliament. If, however, the quotation of the Reference Interest Rate is discontinued or interrupted or if the grounds for determining the Reference Interest Rate or the process of determining the Reference Interest Rate are changed in such a fundamental way that the Reference Interest Rate cannot be considered the same Reference Interest Rate, the Reference Interest Rate to be applied will be based on EURIBOR (3 months) and if that rate is discontinued or interrupted, any other rate that will replace the interest rate applied by the European Central Bank (or other authority replacing the same) to its most recent main refinancing operations carried out before the first calendar day of each half-year rounded up to the nearest half percentage point. If such rate is not available, the arithmetic mean of the rates (rounded upwards to four decimal places) applied by banks with recognized international standing to leading banks in the European Interbank Market on the 1st of January and the 1st of July shall apply (provided



	that these shall be subject to any ceiling applicable under mandatory laws in force). Ferratum shall notify you of a change from the current Reference Interest Rate to another reference interest rate in accordance with the above at least two (2) months before the change becomes effective, if this is possible. Nominal interest is calculated according to actual interest days using 360 as divisor.
Annual Percentage Rate of Charge (APR) <i>This is the total cost expressed as an annual percentage of the total amount of credit. The APR is there to help you compare different offers.</i>	21.34% based on an open Credit of EUR and a yearly nominal interest rate of 19.50% amounting to 163.12 EUR, and on the following assumptions: The total amount of the Credit is drawn down immediately and in full on purchases credited to the Card Account. The Credit is provided for a period of one year starting from the date of the initial drawdown, and the final payment made clears the balance of capital, interest and other charges, if any; The capital is repaid in equal monthly payments, commencing one month after the date of the initial drawdown. The interest and other fees shall be applied in accordance with the drawdowns and repayments of capital and as provided for in the card agreement.
Is it compulsory, in order to obtain the credit or to obtain it on the terms and conditions marketed, to take out - an insurance policy securing the credit, or - another ancillary service contract If the costs of these services are not known by the creditor they are not included in the APR.	No  Yes. You need to have a SweepBank Current Account. There is no charges for the service.
Related Costs	None
Maintaining one or more accounts is required for recording both payments transactions and drawdowns.	You are required to have a Ferratum Card Account for recording transactions made from your Ferratum Credit Card. The Ferratum Card Account does not have an IBAN and is used for the purposes of recording the transactions made via your Ferratum Credit Card.
If applicable  Amount of costs for using a specific means of payment (e.g. credit card)	Cash advance fee: ATM Withdrawal fee – 2,00% of value of transaction Withdrawal to account fee – 2,00% of value of transaction
If applicable  Any other costs deriving from the credit agreement	The full list of Prices and Services is available at <a href="http://www.ferratumbank.fi">www.ferratumbank.fi</a> and from Ferratum Mobile App



<p>Conditions under which the above mentioned costs related to the credit agreement can be changed</p>	<p>The card agreement, including the fees, may be amended at the Creditor's discretion. However, such amendments only apply to the existing card agreement if the amendment is due to a legal amendment, decision made by the authorities or other well-founded reason based on economic or business requirements and or/changes of the technical environment and /or changes in the product or service parameters. The procedure for amendments of the card agreement shall be the following: You will be notified of the amendments through the message centre on your Ferratum Mobile App or by means of an email. The said updates will, in the absence of exceptional circumstances, be provided to you no later than two (2) months before their proposed date of application, unless the changes are favourable to you or unless the changes are required due to a change in relevant legislation or regulations and the Creditor is prevented from giving you two months' notice. In those circumstances, you will be provided as much prior notice as possible. If the fee increases are due to legislative amendments or decisions made by the authorities, the new prices may also apply to credit drawn down previously. Changes in exchange rates may be applied immediately and without notice, provided that such changes are based on changes to the applicable reference exchange rate. Unless you reject such changes before the proposed date of entry into force of the changes by exercising the rights to termination, you are considered to have accepted them.</p>
<p>Costs in the case of late payments Missing Payment could have severe consequences for you (e.g. forced sale) and make obtaining credit more difficult</p>	<p>You will be charged</p> <p>Until 180 days from maturity date, or the date of a court judgment, if passed within such period, the default interest shall be the higher of: (a) the reference rate of the Bank of Finland with the addition of 7 percentage points per year currently 11.5% and (b) the nominal interest rate stipulated above.</p> <p>After the above date, the default interest rate shall be the reference rate of the Bank of Finland with the addition of 7 percentage points per year currently 11.5%.</p> <p>The reference rate is settled by the Bank of Finland and any changes to such reference rate shall consequently result in changes to the default interest payable under the card agreement. The Creditor shall inform you of the changes to the default interest rate indicating the date from which the new default interest applies.</p> <p>If the payment is delayed by 14 days or more, the Creditor shall have the right to send you a past due notice. The Creditor shall have</p>



	<p>the right to send another past due notice if you still have not settled the amounts due 14 days after the first past due notice has been sent by the Creditor. The Creditor shall charge an administrative fee of five (5) EUR for each past due notice, which fee shall fall due and be payable within two (2) working days from when the Creditor sends you such a past due notice.</p> <p>Missing payments could also result in:</p> <ul style="list-style-type: none"> <li>- payment of additional charges or penalties;</li> <li>- negative affect on your credit rating, making it more difficult or expensive for you to obtaining credit in future;</li> <li>- legal action being taken against you.</li> </ul> <p>Furthermore, you will not be allowed to make further drawdowns while you are in default and your card agreement may be terminated.</p>
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#### 4. Other important legal aspects

<p>Right of Withdrawal</p> <p><i>You have the right to withdraw from the credit agreement within a period of 14 running days.</i></p>	<p>Yes</p>
<p>Early Repayment</p> <p><i>You have the right to repay the credit early at any time in full or partially.</i></p>	<p>Yes</p>
<p>Consultation of a database</p> <p><i>The creditor must inform you immediately and without charge of the result of a consultation of a database, if a credit application is rejected on the basis of such a consultation. This does not apply if the provision of such information is prohibited by European Community law or is contrary to objectives of public policy or public security.</i></p>	<p>The Creditor consults internal and/or external databases for the purposes of assessing creditworthiness.</p>
<p>Right to a draft agreement</p> <p><i>You have the right, upon request, to obtain a copy of the draft credit agreement free of charge. This provision does not apply if the creditor is at the time of the request</i></p>	<p>Yes, you are entitled to a draft agreement, unless your credit application has been rejected.</p>



<i>unwilling to proceed to the conclusion of the credit agreement with you.</i>	
The period of time during which the creditor is bound by the pre-contractual information	This information is valid from your date of application for a Ferratum Credit Card until 30 days later.

## 5. Additional information in the case of distance marketing of financial services

(a) concerning the creditor	
Registration	Malta Business Register, C 56251
The supervisory authority	Malta Financial Services Authority Triq I-Imdina, Zone 1, Centra Business District Birkirkara CBD 1010, Malta
(b) concerning the credit agreement	
Exercise of the right of withdrawal	<p>You have the right to withdraw from the card agreement without indicating any reason within 14 days from the date of conclusion of the card agreement or when you receive the contractual terms and conditions and information mandatorily required in a durable medium in accordance with Chapter 7, section 17 of the Finnish Consumer Protection Act, if this is later. The right to withdraw can be exercised by simple notice identifying you and expressing your intent to withdraw. The notice must be made in writing or in other durable medium and provide at least the following information (a) your name and personal identity code, (b) notice of withdrawal, (c) place and date of drawing up the notice and (d) your signature. Any notice must be delivered to the address provided in the card agreement or on Creditor's website or in the Ferratum Mobile Application. If you do not exercise the right to withdraw, you shall be bound by the terms and conditions of the card agreement. If you exercise your right of withdrawal, the card agreement would be considered not to have been concluded.</p> <p>Upon withdrawal, you shall settle the credit principal amount together with the interest due thereon calculated at the daily interest rate indicated in your card agreement from the day that you have received the credit amount to the repayment date (date when the Creditor received full repayment) without undue delay, but not later than thirty</p>



<p>The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit contract</p>	<p>(30) calendar days after the date of dispatch of the withdrawal notice. If you fail to act in accordance with the provisions set out herein, the withdrawal will lapse. However, you may refrain from fulfilling your payment obligation until the Creditor fulfils its own corresponding obligations.</p> <p>Finnish law</p>
<p>Clause stipulating the governing law applicable to the credit agreement and/or the competent court</p>	<p>(1) The Agreement shall be governed by Finnish Law.</p> <p>(2) You may only bring proceedings against Ferratum in the Member State of the European Union where you are domiciled or in Malta. Ferratum may bring proceedings against you in the Member State of the European Union where you are domiciled. Both parties may bring a counter-claim in the court where the original claim is pending.</p>
<p>If applicable Language regime</p>	<p>Information and contractual terms will be supplied in Finnish and/or English. With your consent, we intend to communicate in Finnish or Finnish and English during the duration of the card agreement.</p>
<p>(c) concerning redress</p>	
<p>Existence of and access to out-of-court complaint and redress mechanism</p>	<p>In case you have any complaints, you are entitled to file them directly with Ferratum, using the contact data provided above or on its website. Complaints shall be settled by negotiations. You can file the complaint in writing (including email), specifying therein: (a) your name, surname, address of the place of residence and contact information; (b) date of submission of the complaint letter and (c) the nature of the conflict, your claim and substantiation thereof. You shall enclose copies of documents certifying the transaction as well as other documents substantiating the complaint (if possible). An electronically submitted complaint shall not require a signature. Ferratum shall acknowledge receipt of the complaint within two (2) working days and provide a reply (either by email or post) to you within 15 business days from the day of receipt of the submission specifying that if you are not happy with the answer provided, you may submit a complaint to any of the following entities:</p> <p>(1) the Consumer Disputes Board (<a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>) (as per the procedure found at <a href="https://www.kuluttajariita.fi/en/index/valituksenteko.html">https://www.kuluttajariita.fi/en/index/valituksenteko.html</a> / <a href="https://www.kuluttajariita.fi/fi/index/valituksenteko.html">https://www.kuluttajariita.fi/fi/index/valituksenteko.html</a>)</p>





(2) the Consumer Ombudsman as per the procedure found at <https://www.kkv.fi/en/consumer-advice> or <https://www.kkv.fi/kuluttajaneuvonta>,

(3) the Finnish Competition and Consumer Authority (www.kkv.fi) as per the procedure found at <https://www.kkv.fi/en/consumer-advice> or <https://www.kkv.fi/kuluttajaneuvonta>,

(4) the European Consumer Centre Finland (www.ecc.fi) as per the procedure found at <https://www.ecc.fi/en/about-us/advice-in-problem-situations/> / <https://www.ecc.fi/Tietoa-meista/valituksen-tekeminen/> or

(5) in writing, to the Office of the Arbiter for Financial Services, at: The Office of the Arbiter for Financial Services, First Floor, Pjazza San Kalcidonju Floriana FRN 1530, Malta or [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt), or

(6) The ODR web platform, available at: <https://ec.europa.eu/consumers/odr/main>.

Any of these entities may request that you first direct your complaints to the Creditor before filing a complaint with them. In case of a complaint filed with the Arbiter for Financial Services, you will be required to provide information listed above and the remedy that you are seeking. You will also be requested to provide the letter of complaint submitted to Ferratum allowing 15 working days for Ferratum to reply, the reply submitted by Ferratum, relevant documentation relating to the product you are complaining about and other documentation in support of the complaint. You will need to pay 25 EUR for the procedure. In the case of the Consumer Disputes Board, the proceedings are free of charge. The process takes place in writing, and it is not necessary to have a legal representative. The complaint is sent to the Consumer Disputes Board via the electronic service at <https://asiointi.kuluttajariita.fi/kuluttaja/#/fi/kirjaudu/luo-tunnus>. The Customer creates a username for the electronic service and selects the appropriate form for the subject matter of the dispute. Any documents will be attached as PDF files to the complaint. With regards to the Consumer Ombudsman, the quickest way to contact an advisor is by telephone: +358 29 505 3050. The consumer advice may also be contacted electronically with the online contact form at <https://asiointi.kkv.fi/fi>. In case a complaint is filed with the European Consumer Centre Finland, the Customer can email to ECC at [ECCNET-FI@ec.europa.eu](mailto:ECCNET-FI@ec.europa.eu) or call on +358 29 505 3090 from Monday to Thursday between 9:00 am and 12:00 am. The consumer advice of the Finnish Competition and Consumer Authority provides free guidance and mediation in disputes. The European Consumer Centre also does not charge consumers for processing complaints. It is not



	<p>necessary to have a legal representative. Furthermore, as the Consumer Disputes Board may decline to consider the matter if the Customer has not contacted the company concerned and the Consumer Ombudsman/ECC first, he or she should be advised to contact the Consumer Advisory Service or ECC before contacting the Consumer Disputes Board. The Consumer Disputes Board may make resolution even if the seller/service provider does not respond to the complaint in time or at all.</p>
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