

Terms and Conditions for Finnair Plus Visa and Finnair Plus Visa Gold Credit Cards

Effective from February 1 , 2010

1 Scope of the Agreement

These Terms and Conditions apply to Finnair Plus Visa and Finnair Plus Visa Gold Credit Cards (hereinafter "Card") and Credit Accounts issued by Sampo Bank plc (hereinafter "the Bank") to its customers. In addition to these Terms and Conditions, the General Terms and Conditions for Private Cards and any services subscribed to by the Cardholder apply.

In the event of inconsistencies between the Terms and Conditions in different languages, the Finnish Terms and Conditions shall take precedence.

The following definitions apply to these Terms and Conditions:

Finnair Plus Visa Credit Card refers to a Bank-issued international payment card that is part of the Visa system. The use of its charge and credit facilities for payment of products and services accumulates Finnair Plus points on the Cardholder's Finnair Plus account.

Finnair Plus program refers to Finnair Plc's customer loyalty program, on the basis of which Finnair Plus points accrue to members.

2 Granting a Credit Account and Credit Card

A Credit Account and Credit Card can be granted upon written application to an applicant who has reached the age of 18, is a resident of Finland, has a regular income, a fixed address, has managed personal finance unimpeachably, has no credit defaults on record, and is a Finnair Plus member (= Principal Card Holder). By signing the application, the Customer confirms that the information pro-

vided in the application is correct and commits to these Terms and Conditions, the General Terms and Conditions for Credit Cards, and the Fee Schedule.

At the Applicant's request, a Parallel Card can be issued to another member of the same household who is at least 16 years of age. The Parallel Card will be linked to the same Credit Account. The Parallel Card entitles the Cardholder to monitor the transactions on the Credit Account. The Principal Cardholder shall be responsible for the use of the Parallel Card and all payments and fees charged for it. Purchases, cash withdrawals and fees according to the Fee Schedule and the Terms and Conditions shall appear on the same invoice for both the Principal Card and the Parallel Card.

The Agreement shall enter into force once it has been approved by the Bank. Upon approval, the Customer shall be issued the Card and PIN. The Bank reserves the right to reject the application without stating the grounds for rejection, except when credit information constitutes the primary grounds for rejection.

3. Accrual of Finnair Plus points

The use of the Card's charge and credit facilities for payment of products and services accumulates Finnair Plus points on the Principal Cardholder's Finnair Plus account at the rate of one (1) Finnair Plus point for each one (1) euro spent. In addition, the Finnair Plus Visa Gold Principal Cardholder shall accrue a separately agreed number of Finnair Plus points annually in conjunction with paying the Card's annual fees. All Cards linked to the same Credit Account accrue points for the Principal

Cardholder's Finnair Plus account. Finnair Plus points accrued through the use of the Card do not count towards the member's qualification for Finnair's Silver, Gold or Platinum tiers.

The Bank has the right to report the amounts of purchases and other transactions made by using the charge and credit facilities of the Card to Finnair Plc to facilitate the calculation of Finnair Plus points. The sum of purchases for each billing period will be reported to Finnair Plc as a total amount at the end of the billing period. The Bank is also entitled to notify Finnair Plc of application approval, the Principal Cardholder's Finnair Plus member number, and the opening and closing of a Credit Account. The Principal Cardholder is entitled to use the points accrued on the Finnair Plus account to claim awards according to the rules of the Finnair Plus program.

Finnair Plus points do not accrue from the following: annual fees and other fees, interest, cash withdrawals, credit card withdrawals or other similar uses. Information on special campaigns, start-up bonuses and other promotions pertaining to the Card and its use shall be provided to the Cardholder separately. In the event that there are start-up bonuses for new cards, they shall only be granted to the Cardholder once for each Card product.

Finnair Plc is responsible for the calculation and recording of points accrued on the Principal Cardholder's account from using the Card. In the event that the Principal Cardholder's member number changes, the new number must be reported to the Bank's customer service officers without delay.

In the event that the Cardholder uses the Card in a manner that is in breach of these Terms and Conditions or the General Terms and Conditions for Credit Cards, the Bank and/or Finnair are entitled to cancel the points accrued through misuse on the Principal Cardholder's Finnair Plus account.

In the event that the Principal Cardholder's Finnair Plus membership expires, purchases of products and services made with the Card no longer accrue points on the Finnair Plus account from the date of expiry onwards. The other facilities of the Card

shall, however, remain in use until the end of the annual fee period.

4 Use of the Card

By signing a payment form or by using the Card together with the PIN or identifier, the Cardholder approves the transaction and is liable to pay any purchases, cash withdrawals or other charges payable to the Bank in full. The Cardholder shall be responsible for ensuring that the granted credit limit is not exceeded. The Bank reserves the right to cancel the credit facility immediately if the granted credit limit is exceeded. The Card may not be used if there are overdue payments on the Credit Account.

The Card is personal and it must be kept securely, separate from the associated PIN. The Cardholder and Account Holder obligations in the event of loss of the Card are specified in Section 4.3 of the General Terms and Conditions for Credit Cards.

The Card can be used as a means of payment in those service outlets in Finland and abroad that accept payments by Visa Credit Card. The Card can be used domestically at ATMs to withdraw cash from the Credit Account and to make other withdrawals and charges as specified by the Bank. The Card can be used abroad to withdraw cash from the Credit Account at ATMs in the Visa system and at those service points that accept payment by Visa Credit Card.

The Bank shall make payments on behalf of the Cardholder for any claims of vendors or other service providers created when the Cardholder uses the Card and approves the transaction by signing or by entering the PIN. The Bank reserves the right to set a confirmation limit and maximum limit for the use of the Card. The Bank reserves the right to decline approval for any payment or cash withdrawal transaction.

In the event that there are two or more Cardholders, each may use the Card alone. If any of the Cardholders wishes to prevent the use of the Card, this must be reported to the Bank, in which case the Bank will be entitled to prevent the use of the Card.

5 Credit limit

The Customer shall indicate the desired credit limit in the Application. The granted credit limit is shown on the monthly invoice. The granted credit limit is specific to the Credit Account. One Credit Account may be linked to one or more cards. The Bank reserves the right to change a credit limit that the Applicant applies for.

6 Interest on Credit

6.1 Interest on Credit with variable interest

Purchases, cash withdrawals, account transfers and other charges are interest-free until the due date. After the due date, the borrower pays interest on the unpaid balance according to the Credit Agreement. Balance not paid on the due date shall be considered credit with interest.

The interest on the credit is the reference rate specified in the Credit Agreement plus a margin. The reference rate is revised at three-month intervals, calculated as the value of the three-month euribor interest (reference rate) on the first day of March, June, September and December plus a 8.5 % margin. If the first day of the month is not a banking day, the reference rate shall be the rate on the first banking day following the first day of the month. In the event that there is fluctuation in the reference rate on the date of revision, the interest on the credit shall be adjusted accordingly. Interest shall accrue on the period between the end of the interest-free period and the date of payment. Interest is calculated according to real interest-accruing days using 365 as the divisor.

The interest on the Credit Account according to the effective reference rate for 1 September 2007 is 13.31 %. With a credit limit of 2,000 euros, the actual annual interest on the credit for a Finnair Plus Visa Card is 15.20 %. With a credit limit of 5,000 euros, the actual annual interest on the credit for a Finnair Plus Visa Gold Card is 15.20 %. The actual annual interest is calculated with the assumption that the interest rate and other credit fees are consistent throughout the credit period

The Principal Card Holder shall be notified of the interest rate for the relevant period on the monthly invoice.

If the quotation of the reference rate is discontinued or suspended, the determination of the reference rate applied to the credit will be based on regulations on a new reference rate or orders of the authorities. If regulations or orders on a new reference rate are not given, and the credit provider and the account holder cannot agree on a new reference rate to be applied to the credit, the credit provider will define a new reference rate after hearing credit supervision authorities.

6.2 Penalty interest

If the Account Holder fails to pay the minimum payment by the due date, penalty interest will be applied on the delayed amount for the period between the due date and the date of payment. Penalty interest rate is 7 percentage points higher than the reference rate of interest referred to in section 12 of the Interest Act (633/1982) valid at the time. However, the penalty interest rate is always at least equal to the interest charged on the credit at the time. If the entire credit is becoming due for payment, the interest charged at the time shall mean that interest which would have been charged on the credit if the latter had not fallen due for payment. Interest for overdue payment equaling the interest charged for the credit at any time may be charged for a maximum period of 180 days from the date the entire credit has become due for payment, however not longer than until the court of law has issued its verdict regarding the credit.

7 Invoicing and payment of the credit

Purchases, cash withdrawals, account transfers, credit, interest on credit, penalty interest and other charges specified in these Terms and Conditions and in the Fee Schedule shall be invoiced in euro in a monthly invoice sent to the Principal card Holder.

The invoice shall indicate the total sum of credit being used. When the Customer clears the used credit balance in full by the due date, all subsequent purchases shall be interest-free. The invoice shall also indicate the minimum instalment, which is

based on a percentage of the credit balance agreed by the Bank and Cardholder. The minimum instalment includes repayment of debt capital, interest and any fees applicable. However, the minimum instalment is always at least equal to the total of possible interest charges and fees.

The minimum instalments due and the amount on the invoice that exceeds the agreed credit limit must be paid in addition to the agreed minimum instalment. The Principal Card Holder and the Bank may agree to adjust the minimum instalment.

In the event that the Cardholder does not make payment of the instalment by the due date or other agreed date, the Bank and/or Finnair are entitled to cancel the Finnair Plus points accrued on the Principal Cardholder's Finnair Plus account from the unpaid purchases.

The due date of the invoice is the due date specified in the Credit Agreement. On the due date, the Card Holder must make a payment amounting to at least the minimum instalment. If the due date is not a banking day, the due date shall fall on the next banking day. Banking day refers to a day when banks in Finland are generally open. Payments are valid only when made to the account of the Bank. Any complaints concerning invoices must be made in writing within a reasonable time, generally within seven (7) days of receiving the invoice. To make a written complaint, the Cardholder must keep the receipt of the transaction.

The Cardholder is entitled to pay monthly instalments in excess of those specified in the Agreement, or settle the entire debt balance, without incurring any expenses for early repayment.

The Customer is entitled to two months free from amortisation in a calendar year. These months cannot be consecutive months, and they must be specifically agreed with the Bank at the time specified by the Bank. The interest for a month of grace is included in the following minimum monthly instalment.

The Bank shall send the monthly invoice and other notifications pertaining to the credit to the Princi-

pal Card Holder to the address provided to the Bank or taken from the Population Register. Once the monthly invoice or other notification has been mailed to the Principal Card Holder to the address as specified above, the notification is considered served no later than seven days from the sending date.

8 Special grounds for calling in the credit

If the Cardholder's use of the Card does not conform to these Terms and Conditions and the breach of contract is deemed to be material, the Bank has the right to terminate the Credit Agreement with immediate effect.

If the payment of credit or minimum instalment is delayed by more than one month and remains unpaid, the Bank is entitled to declare the entire balance due. Undue debt may also be declared due in the event that the Cardholder has given the Bank misleading or false information which may have affected the decision to grant the credit feature, or its terms, or if the Cardholder is in other substantial breach of the Agreement or declared bankrupt.

If the delay in payment is caused by the Cardholder's illness, unemployment or other comparable reason beyond the Cardholder's control, the Bank shall take these circumstances into consideration in making the decision to declare credit due and/or terminate the Agreement. The Cardholder must notify the bank in writing of any such circumstances in order for the Bank to take them into consideration.

Such declarations of dues shall take effect within four (4) weeks of notifying the Cardholder, or in the event that the Cardholder has already been reminded of the delay or other breach of Agreement, two (2) weeks of notifying the Cardholder. If the Cardholder settles the balance of delayed payment within the time specified above or rectifies the condition that was in breach of contract, the calling in of the credit will be cancelled. Penalty interest as specified in Section 5.2 shall be charged on overdue payments.

Even in the event that the Bank has not decided to call in the credit immediately upon becoming aware

of the circumstances giving it the right to do so, the Bank shall retain the right to exercise this option at any time.

The Bank reserves the right to transfer unpaid debt for collection by a third party. The Customer shall be liable for all unpaid debt and the expenses incurred in the debt collection process.

The Bank is entitled to notify the credit information register of defaults in payment and the registrar to record them if a due payment has been delayed for over 60 days from the original due date and at the same time at least three weeks have passed since the Cardholder was sent a reminder stating the possible entry of the payment default in the credit information register, or if the recording of such defaults in the register is otherwise permitted by law or a decision of the privacy protection authority.

9 Charges and fees

The Customer is charged fees and charges as follows:

- The annual service fee for a Finnair Plus Visa Card is 60 euros and the annual service fee for a parallel card is 15 euros.
- The annual service fee for a Finnair Plus Visa Gold Card is 150 euros and the annual service fee for a parallel card is 30 euros.
- Account transfers through the Bank's online banking service and cash withdrawals in euros within the EU are subject to a commission of 2 % of the amount.
- On other cash withdrawals, a commission of 2,5 % and a fee of 2 euros is charged.
- Change of repayment schedule is subject to a fee of 5 euros.
- Reminder of delayed payment is subject to a fee of 5 euros.
- Resending an invoice is subject to a fee of 5 euros.
- Change of credit limit requested by the Customer is subject to a fee of 10 euros.
- Overdraft of credit limit is subject to a fee of 10 euros.
- Reissuing the Card at the Customer's request and changing the PIN is subject to a fee of 10 euros.
- Providing a certificate of interest at the Customer's request is subject to a fee of 5 euros,

reproducing copies of statements is subject to a fee of 2 euros.

- The finder's fee paid to a person returning a lost card is 10 euros, charged to the Customer.
- The confiscation fee of 150 euros paid to a vendor for confiscating a Card that has been used contrary to the Terms and Conditions and other related fees will be charged to the Customer.
- Copies of statements on domestic transactions are subject to a fee of 2 euros, copies of statements on transactions made abroad are subject to a fee of 5 euros. In addition to the above, foreign banks are entitled to charge their own service fees for withdrawals.
- If the Bank needs to acquire the Customer's changed contact information, a fee of 5 euros shall be charged in the next monthly invoice.
- The cost of written investigations is 1.50 euros per copy and 15 euros per hour in the case of Credit Account investigations, except in the event that the investigation is deemed to be the result of an error on the Bank's part.

10 Terms and Conditions for payment by direct debit

By agreeing to use a direct debit arrangement for the Credit Card invoices, the Customer gives the Bank the right to charge the minimum monthly instalment on the Account on the due date. The Customer is responsible for making sure that the account has a sufficient balance for the direct debit on the day prior to the due date. In the event that the Customer receives the invoice and does not approve the charges, he/she must notify the Bank or his/her local branch a minimum of five (5) banking days prior to the due date. The Customer may cancel the direct debit arrangement by notifying his/her local branch. In this case, the following invoice will not be subject to direct debit.

11 Amendment rights

The Bank reserves the right to adjust the fees and provisions pertaining to this Credit Card Agreement and the Credit Account no sooner than on 1 April 2011 and thereafter at intervals of three years. The Customer must be informed of any changes at least six (6) months before the change

becomes effective. In the event that the Bank does not exercise its right to adjust the fees on the date specified above, the Bank retains the right to exercise its right to adjust the fees later and at intervals of three years after the date of adjustment. The Customer must be informed of any changes at least six (6) months before the change becomes effective.

The Bank reserves the right to amend the Terms and Conditions pertaining to the Credit Card and Credit Account by notifying the Cardholder in writing of the amendment at least two months in advance. The Bank reserves the right to amend the General Terms and Conditions for Cards and the Fee Schedule subject to the Terms of the Agreement.

12 Transferring the Agreement

The Bank reserves the right to transfer this Agreement to a third party without needing consent from the customer.

13 Termination and revocation of the Card Agreement

The Principal Cardholder has the right to terminate the Agreement with immediate effect. In the event of termination, the right to use a Parallel Card is also terminated. The Parallel Cardholder has the right to terminate the Agreement on their part with immediate effect. The Bank reserves the right to terminate the Agreement with one (1) month notice. After termination, the remaining credit must be repaid in full according to the Terms and Conditions of the Credit Account. Upon termination or revocation of the Agreement, the right to use the Card ceases and the Customer shall return the Card, cut into multiple pieces, to the Bank.

The Bank reserves the right to terminate the Customer's unused credit limit with immediate effect in the event that the Bank has solvency problems or is forced to do so due to the actions of the authorities.

The Bank reserves the right to revoke the Card and Credit Account Agreement in the event that the Cardholder is in material breach of the Agreement,

or if the Bank has substantial reason to suspect that the customer has misused the Card in any way. Revocation results in immediate termination of the Agreement.

14 Term of the Agreement

The Agreement is in force until further notice.

15 Applicable law and settling disputes

This Credit Agreement is governed by Finnish law.

If disputes cannot be settled through negotiations, the Customer may bring up the matter with the Consumer Disputes Board. If legal action is taken, the Customer has the right to institute proceedings in the court of first instance of his/her domicile or in the court of first instance of the Bank's domicile. In the event that the Cardholder is not domiciled in Finland, disputes shall be settled in the District Court of Helsinki.