

# STANDARD EUROPEAN CONSUMER CREDIT INFORMATION

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

Creditor	Klarna Bank AB (publ)
Address	Sveavägen 46 111 34 Stockholm Sweden
Telephone number	+34 911 39 12 31
E-mail address	servicio@klarna.es
Web address	<a href="http://www.klarna.es">www.klarna.es</a>
(If applicable) Credit intermediary	N/A
Address	N/A

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

The type of credit	Single credit linked to specific products or services
The total amount of credit	[XX]€
<i>This means the ceiling or the total sums made available under the credit agreement.</i>	
The conditions governing the drawdown	You do not receive the credit amount directly paid out to you. Instead, we make the credit amount available to you by paying the relevant

*This means how and when you will obtain the money.*

price of the purchase on your behalf directly to the supplier. By this means, the price owed to the supplier is converted into a credit amount owed to us and paid by you in installments.

The duration of the credit agreement

[XX] months (from the supplier accepting the order or you applying for the credit).

Installments and, where appropriate, the order in which installments will be allocated

You shall repay the total amount payable in [XX] monthly installments of [XX]€. The last monthly installment is of [XX]€.

The total amount you will have to pay

*This means the amount of borrowed capital plus interest and possible costs related to your credit.*

[XX]€

The credit is granted in the form of a deferred payment for a good or service or is linked to the supply of specific goods or the provision of a service

[Name of purchased goods and/or services]  
[Amount the customer would have to pay if the customer were to pay the full purchase price at once, thus not in installments]€

Name of good/service

Price

### 3. Costs of the credit

The borrowing rate or, if applicable, different borrowing rates which apply to the credit agreement

[XX]% fixed interest rate per annum for the duration of the Agreement.

Annual Percentage Rate of Charge (APR)

[XX]%

*This is the total cost expressed as an annual percentage of the total amount of credit.*

In calculating the APR it has been assumed that:

*The APR is there to help you compare different offers.*

- The credit agreement remains in force;
- you and we fulfill our respective obligations under the credit agreement; and

- no variation will occur under the credit 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 No

• another ancillary service contract, No

*If the costs of these services are not known by the creditor they are not included in the APR.*

0€

Related costs

There are no other credit costs payable under the credit agreement.

Costs in the case of late payments

*Missing payments could have severe consequences for you (e.g. forced sale) and make obtaining credit more difficult.*

If you fail to make a payment by the end of the courtesy slack period you will be in default, and in addition to other rights we have, we may charge you a late fee amounting to the following: i) two (2) EUR per installment if the installment is below 49.99 EUR, ii) five (5) EUR per installment if the installment is between 50-99.99 EUR, iii) eight (8) EUR per installment if the installment is between 100-149.99, iv) ten (10) EUR per installment if the installment is between 150- 199.99 EUR, v) fifteen (15) EUR per installment if the installment is of 200 EUR or above, or the maximum amount permitted by applicable law if lower. If your balance remains overdue after several payment reminders, we may serve a default notice on you, requiring that you bring the payments up to date. If you then fail to do so, we may, in line with Chapter 7, Section 33 of the Consumer Protection Act, by giving you written notice, terminate the Agreement and/or require that you make immediate repayment of the outstanding

amounts. We may also hand over the claim to a third-party debt collection agency, where additional debt collection costs may arise.

If you fail to make your payments you may be unable to use the service in the future. We may continue to attempt to collect overdue and currently due payments on subsequent due dates.

## 4. Other important legal aspects

### Right of withdrawal

Yes.

*You have the right to withdraw from the credit agreement within a period of 14 calendar days.*

### Early repayment

You have the right to repay the credit early at any time either partially or in full.

*You have the right to repay the credit early at any time in full or partially.*

### Consultation of a database

We will inform you immediately and without charge of the result of a consultation of a database, if an installment purchase transaction 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.

*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.*

### Right to a draft credit agreement

You have the right, upon request, to obtain a copy of the draft credit agreement free of charge, unless we are unwilling at the time of the request to proceed to the conclusion of the credit agreement.

*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 unwilling to*

*proceed to the conclusion of the credit agreement with you.*

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

(a) concerning the creditor

Representative of the creditor in your Member State of residence

Klarna Spain SL

Address

Eloy Gonzalo 27  
28010, Madrid  
Spain

Registration

Klarna Bank AB (publ) is registered in the Swedish companies register under the registration number 556737-043.

The supervisory authority

Klarna is a provider of financial services, mainly providing online payment solutions, and as such authorized by the Swedish supervisory authority Finansinspektionen, P.O. Box 7821, 10397 Stockholm, registration number 41538.

(b) concerning the credit agreement

Exercise of the right of withdrawal

To exercise your right of withdrawal you must give notice of your intention to withdraw from the credit agreement before the end of 14 days

beginning with the day after the day on which you receive a copy of the credit agreement. In case you have not received the information pursuant to Article 102 and subsequent of the Spanish Consumer Protection Act and article 29 of Spanish Law 16/2011, of June 24, 2011, on consumer credit contracts,, the 14-day period will begin upon receipt of such information. You must give notice of withdrawal in a durable medium, i.e., by post to Klarna Spain SL, Eloy Gonzalo 27, Madrid, Spain, or by email to [servicio@klarna.es](mailto:servicio@klarna.es). The withdrawal notice should identify the borrower's name and personal ID number as well as the date when the credit agreement was concluded. You must repay the amount of credit provided under the credit agreement, together with any interest accrued from the date the credit was provided to the date you repay it without delay and no later than 30 calendar days after giving notice of withdrawal under the risk that the withdrawal shall otherwise lapse.

The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit contract

The Spanish law.

Clause stipulating the governing law applicable to the credit agreement and/or the competent court

The credit agreement is governed by the laws of Spain (without regard to its choice of law provisions).

Disagreements regarding the interpretation or application of the credit agreement are primarily aimed at being resolved amicably through negotiations. If no settlement can be reached, the dispute will be solved in the District Court of Madrid as a first instance. However, the borrower may always file an action before the district court of its domicile.

Language regime

Information and contractual terms will be supplied in Spanish. With your consent, we

intend to communicate in Spanish or English during the duration of the credit agreement.

(c) concerning redress

Existence of and access to out-of-court complaint and redress mechanism

If you have a complaint towards Klarna, you can submit your complaint through Klarna's website ([www.klarna.es](http://www.klarna.es)), by email to [servicio@klarna.es](mailto:servicio@klarna.es) or give us a call under +34 911 39 12 31. The complaint can also be submitted with the keyword "Complaint" to the Spanish subsidiary of the creditor by post: Klarna Spain SL, Eloy Gonzalo 27, Madrid, Spain.

If Klarna is unable to resolve a complaint, You may refer Your complaint to the Swedish National Board for Consumer Disputes (ARN) at Allmänna reklamationsnämnden, Post box 174, 101 23 Stockholm, Sweden. Klarna will participate in such proceedings and is obliged to do so under applicable law. Information on access requirements can be found on ARN's website: <http://www.arn.se>. You can submit your dispute in any official language of the European Union via the ODR-platform provided by the European Commission. The dispute will then be forwarded to ARN. You can find the ODR platform here: <https://ec.europa.eu/consumers/odr/>, search for FIN-NET.

You may also turn to the Spanish Ombudsman (<https://www.defensordelpueblo.es/>), which provides independent advice and guidance for customers free of charge.

