

Bondora Terms of Use

In force since 27.10.2025.

The terms of Use are applicable to any and all legal relationship between the User and the Company and other Users.

1. TERMS AND DEFINITIONS

- 1.1. **Borrower** – User who has submitted a Loan Application and/or has entered into a Loan Agreement as a borrower.
- 1.2. **Banking Day** – a business day, i.e. any day, except Saturday, Sunday and a national or a public holiday of the Republic of Finland.
- 1.3. **Fees** – applicable charges for the Users as provided in the Price List made available in the Portal.
- 1.4. **General Conditions** – general conditions of the Loan Agreement made available in the Portal.
- 1.5. **Lender** – Bondora AS Finnish branch, Business ID: 2694508-8. Postal address: Veturitie 24 A 66, 00520 Helsinki, Finland
- 1.6. **Lender's webpage** – www.bondora.fi
- 1.7. **Lender's e-mail address** – asiakaspalvelu@bondora.fi
- 1.8. **Loan Amount** – the amount payable by the Lender to the Borrower under the Loan Agreement, i.e. the principal under the Loan Agreement.
- 1.9. **Loan or Loan Agreement** – a loan agreement concluded through the Portal between the Borrower and the Lender.
- 1.10. **Loan Application** – an application submitted by the User through the Portal together with all information (and documents) presented by the User to the Lender to receive an offer to conclude the Loan Agreement.
- 1.11. **Interest** – the fee rate for using the Loan Amount.
- 1.12. **Maximum Loan Amount** – the principal amount up to which extent the Borrower agrees to enter into the Loan Agreement.
- 1.13. **Portal** – an e-service environment located at www.bondora.fi on the Internet and administered by the Lender, through which the Users can borrow money.
- 1.14. **Reference Number** – a personalized number for each User by which a User can be identified.
- 1.15. **Special Conditions** – special conditions of the Loan Agreement.
- 1.16. **Terms of Use** - these Bondora's Terms of Use.
- 1.17. **User** – a party to the current User Agreement in the capacity of a user.
- 1.18. **User Agreement** – an agreement concluded between the User and the Lender which enables the User to use functionalities of the Portal and under which the Lender is providing services to the User through the Portal.



2. GENERAL PART

- 2.1. The Terms of Use shall determine the main terms and conditions of: 1) the communication between the Lender and the User; and 2) the services provided by the Lender to the User.
- 2.2. These Terms of Use shall form an integral part of all User Agreements and other agreements concluded between the User and the Lender when using the Portal. The Terms of Use shall become applicable when the User Agreement is deemed to have been concluded in accordance with Section 3.4.
- 2.3. In addition to the Terms of Use, the relationship between the Lender and the User shall be regulated by the applicable law and the Loan Agreement(s) concluded between the Lender and the User. If the Terms of Use are in conflict with the Loan Agreement, the Loan Agreement shall have a priority.
- 2.4. Terms of Use, General Terms of the Loan Agreement, Price List and other relevant information and documents shall be made available to the User at any time free of charge on the Lender's webpage and/or in the Portal.

3. BECOMING A USER

- 3.1. Only by becoming a User, a person shall obtain a right to use the User's functionalities of the Portal, including:
 - 3.1.1. a right to submit Loan Applications;
 - 3.1.2. a right to conclude Loan Agreements;
 - 3.1.3. a right to apply for using other services offered by the Lender and to conclude respective agreements;
 - 3.1.4. an opportunity to communicate with the Lender.
- 3.2. In order to become a User of the Portal, a person must:
 - 3.2.1. register his/her e-mail address on the webpage of the Lender;
 - 3.2.2. confirm that he/she accepts the terms and conditions of the Terms of Use;
 - 3.2.3. confirm that he/she accepts that his/her personal data shall be processed by the Lender in accordance with Section 10; and
 - 3.2.4. verify his/her e-mail address by logging in the Portal by using temporary password created by the Portal.
- 3.3. By confirming acceptance with the terms and conditions of the Terms of Use, the User represents and warrants:
 - 3.3.1. he/she is a natural person;
 - 3.3.2. he/she is at least 18 years of age;
 - 3.3.3. he/she has full passive and active legal capacity;



- 3.3.4. he/she is a citizen of the European Union or Switzerland;
 - 3.3.5. he/she is a permanent resident of the European Union or Switzerland;
 - 3.3.6. he/she is not a Politically Exposed Person;
 - 3.3.7. he/she is not a subject to an International Financial Sanction;
 - 3.3.8. he/she is not under the influence of a relevant mistake, an unlawful threat or violence or other condition which may have unpropitiously influenced his/her judgement.
- 3.4. A User Agreement shall be deemed to have been concluded between the Lender and the User on the terms and conditions set forth herein immediately after fulfilment of all conditions provided in Section 3.2 and shall be valid for an unlimited period or until terminated in accordance with Section 12.
- 3.5. The User shall not receive a notification confirming that the User Agreement has been concluded between the parties, but instead, shall gain an access to the User functionalities of the Portal. The User Agreement, including the Terms of Use, shall be sent to User's e-mail address without delay and shall be made available to the User at any time free of charge in the Portal.

4. USER IDENTIFICATION

- 4.1. For logging in the Portal, the User has to enter his/her Portal user name and password.
- 4.2. Before conclusion of the first Loan Agreement, the User shall identify himself/herself by:
- 4.2.1. making a bank transfer from a bank account opened on his/her name in a credit institution which has its place of business in a contracting state of the European Economic Area either directly from such bank account or by using any of the alternatives accepted by the Lender;
 - 4.2.2. submitting any and all documents requested by the Lender for the purposes of identifying the User and for complying with applicable money laundering and terrorist financing prevention regulations.
- 4.3. If identification in accordance with Section 4.2 is not required by the applicable law, the User shall be identified before any action or transaction which has legal consequences (e.g. before conclusion of a Loan Agreement or submitting withdrawal application) by using one of the following identification methods chosen by the User:
- 4.3.1. unique user name and password of the Portal chosen by the User;
 - 4.3.2. mobile approval by using unique PIN-code sent to the User's mobile number; or
 - 4.3.3. approval by any other means which are compliant with the applicable legislation and considered sufficient by the Lender.



- 4.4. Upon identifying a User, the Lender shall not be limited by Sections 4.1 to 4.3 and shall have the right at any time to unilaterally alter the identification process, including use other legally permitted methods for identification.
- 4.5. Information, received through the identification process, such as name, personal ID code, bank account number, residential address etc. will be collected at the end of the registration process and stored as personal data.
- 4.6. Any person logging in the Portal with User's tools (e.g. user name and password) are deemed to be the User, unless the User has informed the Lender that a third person has gained access to the tools.

5. GENERAL OBLIGATIONS OF USER

- 5.1. The User shall:
 - 5.1.1. not use the Portal for illegal transactions or operations, including for fraud, money laundering, terrorist financing etc.;
 - 5.1.2. submit to the Lender true, accurate and not misleading information and shall not withhold from the Lender any information which might be relevant to the Lender;
 - 5.1.3. inform the Lender immediately but not later than within five (5) Banking Days about any and all changes in the information and/or documents he/she has submitted to the Lender;
 - 5.1.4. inform the Lender immediately but not later than within five (5) Banking Days about any circumstances which affect or may affect User's ability to fulfil his/her obligations arising from any agreements concluded between the Lender and the User, above all, from the Loan Agreements;
 - 5.1.5. keep the data and tools required for logging in the Portal, including ID-card, passwords and usernames in such a manner that third parties do not gain possession of such data or tools;
 - 5.1.6. inform the Lender immediately, but not later than within five (5) days if third party has gained possession of the data or tools specified in Section 5.1.5;
 - 5.1.7. act politely and respectfully when communicating with the Lender.
- 5.2. If the User fails to fulfil its obligations under Section 5.1.3, the Lender shall have a right to assume that the information and documents previously submitted by the User are correct until otherwise notified by the User.



6. EXCHANGE OF INFORMATION

- 6.1. Communication between the User and the Lender shall be in the language of the Terms of Use and shall be sent to the receiving party through the Portal, unless otherwise agreed herein and/or required by the law.
- 6.2. If a communication between the User and the Lender shall be sent to the receiving party by an e-mail or mail, then it shall be sent by using contact data notified by the receiving party to the other party through the Portal, by e-mail or mail. The party shall bear the risk of not notifying the other party about the change in his contact data.
- 6.3. Communication sent to the other party by using correct contact data shall be deemed to have been received by the receiving party: 1) if delivered personally, when delivered against the signature; 2) if sent through the Portal or by e-mail, three (3) days after being sent; 3) if sent by mail to a destination within the country of dispatch, five (5) days after being deposited by registered mail; and 4) if sent by mail to a destination outside the country of dispatch, seven (7) days after being deposited by registered mail.
- 6.4. If the User has not received a communication the receipt of which he/she can anticipate or the receipt of which has been agreed between the parties, the User shall notify the Lender immediately, but not later than within three (3) Banking Days after the deadline during which one could expect receipt of the notification has passed.
- 6.5. The User shall be obliged to immediately verify the correctness of the information included in the communication received from the Lender and lodge his/her complaints immediately after receipt of the communication.

7. APPLYING FOR A LOAN

- 7.1. It is only possible to apply for Loans by submitting a Loan Application through the Portal.
- 7.2. The User shall disclose and determine in the Loan Application:
 - 7.2.1. contact data, including his/her name, personal ID-code, address, phone number;
 - 7.2.2. general information, including information about his/her home ownership, education, relationship status, dependants, employment status;
 - 7.2.3. information about his/her income;
 - 7.2.4. information about his/her liabilities;
 - 7.2.5. information about his/her payment defaults;
 - 7.2.6. preferred Loan Amount;
 - 7.2.7. purpose of the Loan;
 - 7.2.8. due date of Monthly Repayments; and
 - 7.2.9. other information that may be requested by the Lender (including but not limited to documents to verify the income and liabilities of the User).



- 7.3. By submitting a Loan Application, the User confirms that:
- 7.3.1. the data and documents submitted by him/her to the Lender are true, accurate and not misleading and he/she has not withhold from the Lender any information which is or might be relevant to it;
 - 7.3.2. the data and documents submitted by him/her to the Lender may be handed over to the Lender and the Lender may use them in accordance with the data protection rules set forth in Section 10;
 - 7.3.3. he/she has thoroughly examined the terms and conditions of the Terms of Use and the Loan Agreement, fully understands their contents and confirms that they are fully coherent with his/her will; and
 - 7.3.4. representations and warranties made pursuant to the Terms of Use and the Loan Agreement, are correct.
- 7.4. Before submitting a Loan Application, the User must identify himself/herself in accordance with Section 4.
- 7.5. The Loan Application is not binding to the User, i.e. he/she may withdraw the Loan Application without declaring the reason at any time before conclusion of the respective Loan Agreement.

8. CREDITWORTHINESS ASSESSMENT AND CREDIT DECISION

- 8.1. The Lender shall assess the creditworthiness of the User and shall make a credit decision **based on the data and documents submitted by the User and made available to the Lender in the public databases or otherwise.**
- 8.2. The Lender shall have a right to make one of the following credit decisions:
- 8.2.1. accept the Loan Application;
 - 8.2.2. reject the Loan Application; or
 - 8.2.3. make a counteroffer and accept the amended Loan Application.
- 8.3. The Lender shall make the credit decision and inform the User about it immediately, but not later than within two (2) Banking Day as of receiving all required data and documents from the User. The Lender shall not be obliged to substantiate the credit decision, unless it rejects the Loan Application based on information it has received from the public databases, in which case it shall inform the User about the results of such inquiries.

9. CONCLUSION OF LOAN AGREEMENT

- 9.1. The Loan Agreement shall be considered legally binding and concluded between the Lender and the Borrower as of the date it has been electronically or digitally signed or approved by both parties.

- 9.2. The Loan Agreement and other required information and documents shall be made available to the User through the Portal immediately after the Loan Agreement shall be deemed to have been concluded between the parties and shall be made available at any time during the term of the Loan Agreement free of charge in the Portal.

10. RESTRICTION OF A RIGHT TO USE PORTAL AND CONDUCT IN CASE OF PAYMENT DEFAULT

- 10.1. The Lender has the right to restrict or cancel User's right to use the Portal, reject Loan Applications and as far as permitted by the applicable law, refuse to perform its obligations under the User Agreement and/or any Loan Agreement and/or any other agreement concluded between the Lender and the User if the User is in a breach of the User Agreement and/or, the Loan Agreement any other agreement concluded with the Lender.
- 10.2. The Lender shall have a right to contact the User regarding any arrears using all contact details disclosed by the Borrower to the Lender.
- 10.3. If the User has entered into more than one Loan Agreement and the funds transferred to the Lender are insufficient for satisfying all Claims due and payable, the funds shall be divided by the Lender proportionally.

11. TERMINATION OF THE USER AGREEMENT

- 11.1. The User shall have a right to withdraw from the User Agreement without providing a reason within fourteen (14) days as of the date of entry into the User Agreement by submitting a withdrawal application which can be reproduced in writing through the Portal or via e-mail. To exercise the right to withdraw from the User Agreement, an application for withdrawal must be submitted to the Lender before the expiry of the term specified herein. In order to validly withdraw from the User Agreement, the User must fulfil immediately, but not later than within thirty (30) days after submitting an application for withdrawal, fulfil all his/her outstanding financial obligations towards the Lender under any agreement. Should the User fail to fulfil his/her obligations within the term set forth herein, the User shall be deemed to not have validly withdrawn from the User Agreement.
- 11.2. The User may terminate the User Agreement by submitting to the Lender a relevant application which can be reproduced in writing through the Portal or by e-mail only if all his/her financial obligations towards the Lender under any agreement have been completely fulfilled.

11.3. The Lender may terminate the User Agreement and disable or restrict access to the Portal [, in each case subject to Sections 3.3 and 13.3, as applicable, of the General Conditions, including the grace periods set out therein,] if:

- 11.3.1. the User violates the terms and conditions of the User Agreement;
- 11.3.2. the User has used or is using without the Lender's written consent any automated means (which access means are not provided by the Lender) to access the Portal and collect any data from the Portal through automated means (included harvesting bots, robots, spiders, scrapers or any other automatic devices or programs) or if the User is using framing techniques to enclose any of the data or content to the Portal or otherwise affect the Portal.

12. FEES, COSTS, COMPENSATION

12.1. The Lender shall have a right to receive and the User shall be obliged to pay a Fee for the rendered services pursuant to the Price List, Loan Agreement and/or other agreements he/she has concluded with the Lender.

12.2. In addition to the Fees specified in the Price List and in the agreements concluded between the Lender and the User, the User shall cover all Lenders cost which arise from the operations performed in the interest of the User and the costs relating to the collection of claims which have become collective (including legal expenses, debt collection expenses, court expenses etc.) up to the maximum amount permitted by applicable law.

12.3. All Fees and costs shall be paid by the User to the Lender in accordance with the relevant notification made available to the User in the Portal by the end of the reasonable payment term indicated on the notification.

12.4. The User shall pay all Fees and costs without any deductions and/or set-off.

13. LIABILITY

13.1. The User shall be liable for the damage and loss caused to the Lender due to the fact that the User failed to duly fulfil any of his/her notification obligations deriving from the Terms of Use or other agreements concluded between the User and the Lender, including (but not only), unless the User has duly fulfilled his/her notification obligation under Section 5.1.6, the User shall be liable for the damage and loss caused to the Lender due to the fact that a third party has gained possession of the data and tools specified in Section 5.1.5.

13.2. The User shall enter into transactions through the Portal directly and at his/her own liability, being a party to the transactions themselves; the agreement forms suggested in the Portal can be used by Users at their own liability and risk. The Lender is not liable for possible obligations that may arise for the User according to the law as a result of concluding or executing a Loan Agreement using the Portal.

13.3. Nothing in this Agreement limits the liability in case of willful breach of obligations.



14. AMENDMENTS

- 14.1. The Lender shall have a right to unilaterally amend the Terms of Use if the applicable legislation or standards regulating the relations arising from the Terms of Use change and amendment of the Terms of Use is required to comply with the new legislation and/or standards. The User shall be notified of such amendments through the Portal. The amendments shall enter into force as of the disclosure of the relevant notification in the Portal.
- 14.2. The Lender shall have a right to unilaterally amend the Terms of Use provided that such amendments are not unfair with regard to the User, the User shall be given a minimum of thirty (30)-day advance notice and the User shall be given a right to immediately terminate the User Agreement and all other agreements concluded between the Lender and the User. The User shall be notified of such amendments through the Portal without delay. For the avoidance of doubt, should the User choose to terminate the User Agreement and all other agreements concluded between the Lender and the User, then he/she shall submit a relevant application to the Lender through the Portal or by e-mail address within thirty (30) days as of receipt of relevant advance notification and must fulfil all his/her financial liabilities arising from the any of the agreements concluded with the Lender within the same term. For the avoidance of doubt, if the User fails to fulfil all his/her financial liabilities within such term, the User shall be deemed to not have validly terminated the User Agreement or any other agreement concluded with the Lender. The amended Terms of Use shall enter into force within thirty (30) days as of the disclosure of the notification or when the User accepts the amended Terms of Use by clicking the respective field (e.g. box, button or similar) when logging in the Portal, whichever occurs earlier.
- 14.3. The Lender shall have a right to unilaterally amend the Price List, in which case the User shall be given an advance notice of at least thirty (30) days and the right to immediately terminate the User Agreement and all other agreements concluded between the Lender and the User. The amended Price List shall enter into force as of the disclosure of the notification, provided that the User has not chosen to terminate the User Agreement in accordance with this Section.

15. GOVERNING LAW AND DISPUTE RESOLUTION

- 15.1. The Terms of Use and the User Agreement shall be governed by the laws of the Republic of Finland.
- 15.2. Any disputes between the Lender and the User arising out of or in connection with the Terms of Use or User Agreement shall be resolved by way of negotiations, taking into account the Procedure for Processing Consumer Complaints in force at the time and made available on the webpage of the Lender. The User shall additionally have a right to address competent pre-trial bodies, e.g. the Finnish Consumer Disputes Board (in Finnish: kuluttajariitalautakunta), the Estonian Financial Supervision Authority and/or the Estonian Data Protection Inspectorate. A dispute which the parties fail to resolve within reasonable time through amicable negotiations shall be settled in the competent district court of Finland as first instance.

16. MISCELLANEOUS

- 16.1. In the event of the Lender's insolvency, entry into new Loan Agreements shall be terminated immediately. The insolvency of the Lender shall not affect the validity of the Loan Agreements.
- 16.2. The Portal, the website of the Lender and the copyright of the contents thereof belong to the Lender. The User does not have the right to save, copy, change, transfer, forward and/or disclose the pages of the Portal for a purpose other than for personal use.
- 16.3. The Lender is supervised by the Estonian Financial Supervision Authority (address: Sakala 4, 15030 Tallinn, Estonia; email: info@fi.ee; webpage: info@fi.ee).

These Terms of Use shall be applicable to all User Agreements and Loan Agreements concluded after 23.03.2017 and before the entry into force of the next redaction of the Terms of Use.