

CONVENIENCE TRANSLATION - ONLY THE GERMAN LANGUAGE VERSION IS BINDING.
GERMAN LANGUAGE WILL ALSO BE USED FOR ALL CORRESPONDENCE FROM
KLARNA.

Who can get a “Basiskonto” (Basic Account)?

You can open a free Klarna Bank Account by downloading the Klarna mobile app.

In addition, the German Payment Accounts Act (Zahlungskontengesetz or ZKG) also gives all consumers who legally reside in the European Union the right to request a payment account with basic functionality (a “basic account” or “Basiskonto”). To be eligible for a Basiskonto, you may not hold a current account in Klarna or in any other financial institution in Germany. You must also live in Germany, however a residence within the meaning of the German law is not necessarily required but you shall be reachable through relatives, friends or an advice center to qualify for the opening of a Basiskonto. To open a Basiskonto with Klarna, you need to follow a different sign up as outlined under “How to get a ‘Basiskonto’ (Basic Account)” below.

Please note that Klarna is allowed to reject your application for a basiskonto under certain circumstances, for example:

- You already hold a current account with us or any other financial institution in Germany and you can use it to its full extent;
- you have been convicted of an intentional criminal offence against us, one of our employees or one of our customers in the three years prior to the application;
- You have already held a basiskonto with us and we terminated the account due to default in payment or due to the account being used for illegal purposes;
- by commencing and maintaining a business relationship with you, we would violate our general due diligence obligations under the German Money Laundering Act (Geldwäschegesetz or GwG) and the German Banking Act (Kreditwesengesetz – KWG) or would violate our confidentiality obligations when stating the reasons for the rejection.

Our Basiskonto includes the following services:

- A current account (without overdraft)
- SEPA credit transfers
- SEPA direct debit transactions
- Card payments and cash withdrawals using your Klarna Bank Card
- Access to our mobile app (provided you meet the technical requirements)
- Electronic bank account statements, available in the Klarna mobile app

A monthly fee of EUR 4.99 is charged for the account management of a Basiskonto

You can find all applicable fees in our list of [prices & services](#).

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Please note that some products and services which are available in the Klarna Bank Account may not be accessible with a Basiskonto.

How to get a “Basiskonto” (Basic Account)?

To request a payment account with basic functionality (a “basic account” or “Basiskonto”), please download the request form, complete and sign it with a handwritten signature.

Once the request form has been completed and signed, please send us the form via post to:

Klarna Bank, German branch
Basiskonto
Chausseestraße 117
10115 Berlin

Once we’ve received your request we will determine whether or not we can open a Basiskonto for you. If your request is accepted, we will inform you by email that the application was approved; the email will include instructions on next steps, including how to accept the terms and conditions and how you may verify your identity as required under the German Money Laundering Act (Geldwäschegesetz or GwG) and the German Banking Act (Kreditwesengesetz – KWG).

If we decide not to offer a Basiskonto, we will inform you by mail about the reasons (if legally permissible) and about the administrative procedure under section 48 ZKG and on the right to apply to the consumer arbitration board competent.

As soon as the above steps have been completed, we will open your Basiskonto.