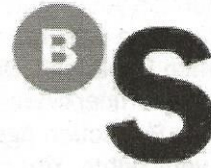


Centro Banco Sabadell
Polígono Can Sant Joan
Sena, 12
08174 Sant Cugat del Vallès

www.grupo.bancosabadell.com

Banco Sabadell

Servicio de Atención al Cliente



Mr. Per Yngve Westerlund
Apartado de Correos, nº 40
29692 San Luis de Sabinillas - Málaga

Our reference: 25/13319 - amh

Dear Mr. Westerlund:

We respond to your letter, received at this Customer Service on 05/04/2025, in which you tell us your considerations about the operation carried out with your card finished in 3013 on 25/03/2025 for an amount of €308,55.

Once the appropriate queries and checks have been carried out, the competent area will transfer us that, in order to be able to manage your request, it is necessary to initiate the claim for the operation by detailing the reason for it, either because of a fraudulent transaction made with your card or for the reason that you think it fits what happened.

To do this, you can go to your office, where after register the file, they will inform you of the procedure and the documentation to be submitted. Also it is necessary to block your card. If you prefer, you can also do it through the bank's App or Direct Office by calling 963 085 000 or +34 935 202 910 if calling from abroad.

We also inform you that the deadline for this type of claim is limited (120 days from the date of the date of charge) so we recommend that you initiate the claim as soon as possible.

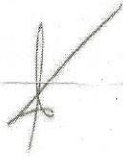
We remain at your full disposal should you require any clarification.

Lastly, we wish to inform you that, should you deem the content of this letter to be unsatisfactory, as laid down in order ECO 734/2004 of 11th March, you may get in touch with the Departamento de Conducta de Entidades de Banco de España, (Complaints Service) of the Bank of Spain (Alcalá 48 - 28014 Madrid). We would also like to inform you that on the Bank's web page we have a form prepared for submitting claims and complaints to the Bank of Spain. Should you prefer to request this in hard copy format, this Customer Care Service will supply you with a copy of this. We should also point out that you may submit a claim using any other means which you may consider appropriate.

In compliance with the applicable personal data protection regulations, we hereby inform you that the data you have provided will be processed by Banco Sabadell (hereinafter the Bank), for the purpose of processing the request and on the legal basis of the same, and will be kept for the periods provided for in the applicable regulations. You are also informed that the Bank, based on its legitimate interest, will monitor and control the respective file in order to improve customer service and satisfaction and for statistical purposes.

In accordance with the terms established in the regulations on data protection, you may write to the Bank's DP Rights unit, at its address in Sabadell (08201), Plaça de Sant Roc, nº 20, or at the following e-mail address: ejercicioderechosprotecdatos@bancsabadell.com in order to exercise your rights of access, rectification, opposition, restriction, erasure, portability and the right not to be subject to automated decisions. If necessary, you can contact Banco Sabadell's Data Protection Officer at the following address: DataProtectionOfficer@bancsabadell.com or if you consider it necessary, you can contact the Spanish Data Protection Agency (AEPD) at Calle Jorge Juan, 6, 28001, Madrid, in order to safeguard your rights. You can find the rest of the compulsory data protection information on our website under "customer information", "Annex on detailed data protection information"

Yours sincerely,



María Jesús Miralles
Unit Manager
Alicante, 17/04/2025

Banco de Sabadell, S.A. con domicilio social en Plaça de Sant Roc, 20, 08201 Sabadell. Inscrito en el Registro Mercantil de Barcelona en el Tomo/I.R.U.S. 1000152932861, Folio 873, Hoja B 1561 y NIF A-08000143.