

[English translation]

**Authorisation**

The undersigned founding organisations of the Danish Financial Complaint Board (hereinafter ‘the Complaint Board’),

Finance Denmark (Finans Danmark),

and

the Danish Consumer Council THINK (Forbrugerrådet Tænk)

hereby,

- pursuant to article 6.2 of the Statutes of the Complaint Board, authorise the chairman of the Complaint Board to refuse complaints not considered appropriate for handling by the Complaint Board according to article 5.3 of the Statutes.

- pursuant to article 6.3 of the Statutes of the Complaint Board, authorise the secretariat to make decisions pursuant to Art. 5, 1 and 3 of the Statutes. The decision must be reasoned to the complainant, who shall at the same time be informed that the decision may be brought before the Complaint Board, which shall be done by the secretariat if the complainant so requests.

- pursuant to article 22 of the Statutes of the Complaint Board, authorise the chairman of the Complaint Board to decide on behalf of the Complaint Board complaints for which established practice exists.

The authorisation applies to the entire chairmanship of the Complaint Board, cf. article 7.2 of the Statutes of the Complaint Board.

Copenhagen, 3 October 2025

On behalf of Finance Denmark (Finans Danmark):

Kjeld Gosvig-Jensen

On behalf of the Danish Consumer Council THINK (Forbrugerrådet Tænk):

Uffe Rabe Krag