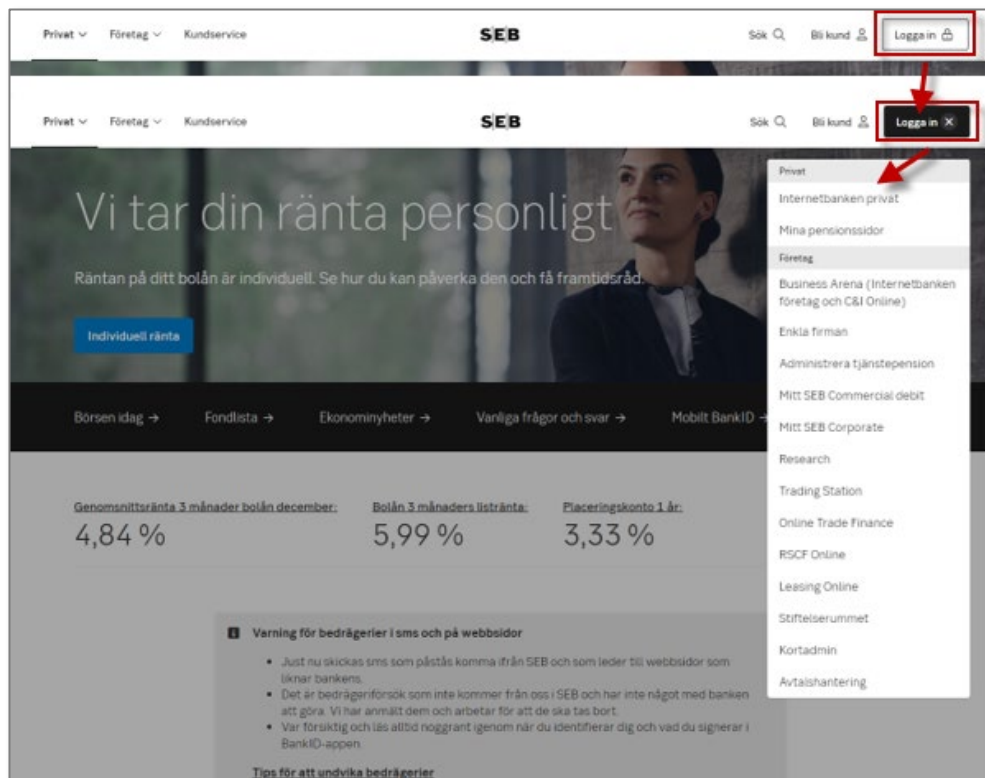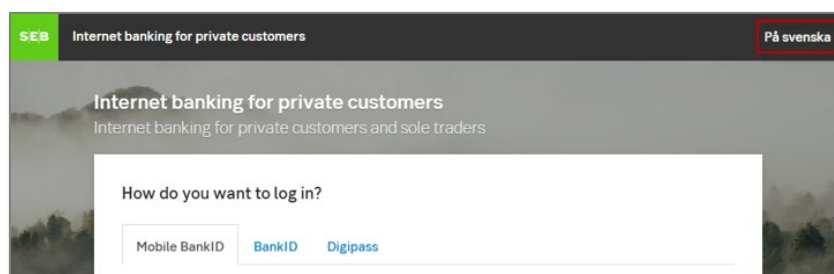# SEB

# Using the Internet banking for individuals

This guide will help you get started using some of the most common features in the Internet banking service for individuals and Enkla firman (sole traders). If you have any questions, get in touch. You can find our contact information in the section *Contact us* on page 24.

## Logging in

You log into the Internet banking service through our website at **SEB.se**. The log-in drop-down menu is on the top-right part of the screen. Click Logga in and then Internetbanken privat. This takes you to a log-in page.



Our most frequently used pages are available in English, Switch between In English and På Svenska at the top right of the page or under the profile menu (at the top-right part of the screen) under Settings when you have logged in.

You can choose to log in using either BankID for mobile devices, BankID by card, or your digipass. Choose the alternative you prefer and follow the instructions on the screen. Throughout your session you continue to use the same alternative, BankID or digipass, to sign your payments and other orders.

**BankID**

BankID is an electronic identification that you use to log into the Internet banking service or to digitally sign orders. Other services for which you use BankID vary from e-trade to tax declaration at Skatteverket and in contacts with Försäkringskassan. To use BankID on cards, you need a specific card, BankID card. Call us at 0771-365 365 to order the card.

*Log in with BankID for mobile devices*

1.   Go to the login page and click Login.

     A window with a QR code appears. If you exit this window, your login process will be cancelled.

2.   Open the BankID security application in your phone.

3.   Tap the QR symbol in the BankID app.

4.   Point the camera at the QR code in this dialog box.

5.   Identify yourself in the BankID app by face ID, touch ID or by entering your security code and pressing Legitimera (Identify).

If your BankID does not work, look for help in the section *FAQ: What to do if...* on page 22.

*Log in with BankID by card*

1.   Connect the card reader to your PC using the cable via a USB port.

2.   Insert the card into the reader with the chip first and facing up.

3.   Go to the login page, select the tab BankID and click Login.

4.   Select your BankID and click Authenticate.

5.   The text *enter pin* appears in the card reader's display. Enter your pin code and press Ok on the card reader.

**Digipass**

Each time you log into the Internet banking service or digitally sign orders, you use the digipass to generate a one-time code. These codes are unique just to you and the time they are generated. Keep in mind that the digipass (and your code for it) is to be stored securely.
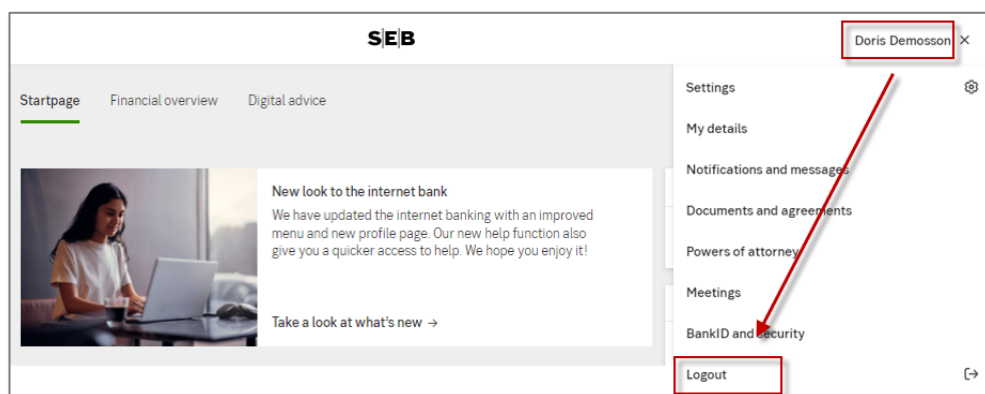
*Log in with your digipass*

1.  Go to the login page and select the tab Digipass.

2.  Type your civic registration number (in YYMMDDNNNN format) in the field Personal identity number (Personnummer).

3.  Start your digipass by pressing the arrow key.

4.  Enter your four-digit PIN. *Appli* is shown in the display.

5.  Press 2. The digit 1 is shown in the display.

6.  Enter the first four-digit code to the right of the field Inloggningskod (Log-in code). The digit 2 is shown in the display.

7.  Enter the second four-digit code to the right of the field Inloggningskod (Log-in code). The log-in code (six digits) is displayed for 30 seconds.

8.  Type the log-in code in the field Inloggningskod, and then click the Log in (Logga in) button.

If your digipass ceases to work, look for help in the section *FAQ: What to do if…* on page 22.
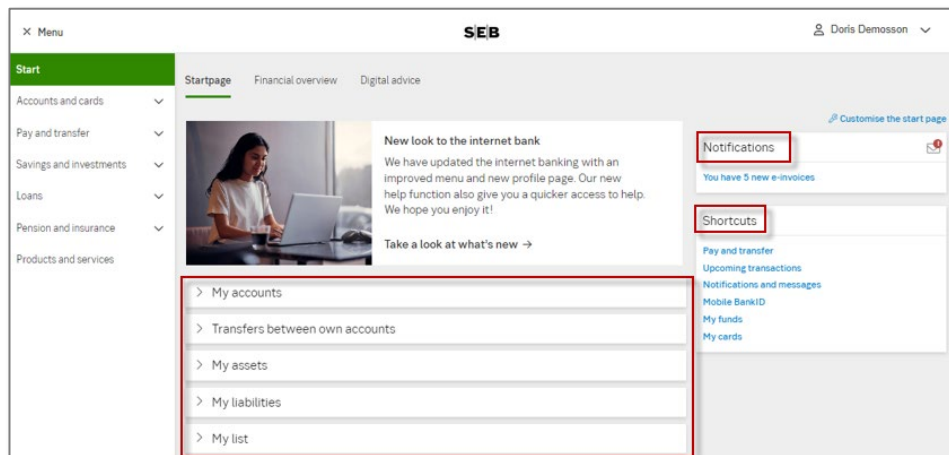
## Logging out

When you want to leave the Internet banking service, click the profile menu on the top-right part of the screen and Logout link. As an extra security measure, you are automatically logged out if you have not been active on the Internet banking service for the past five minutes.

## Getting started

When you log in to your Internet banking service for the first couple of time, special page with some tips will be displayed. Thereafter this is first page you encounter after logging in.
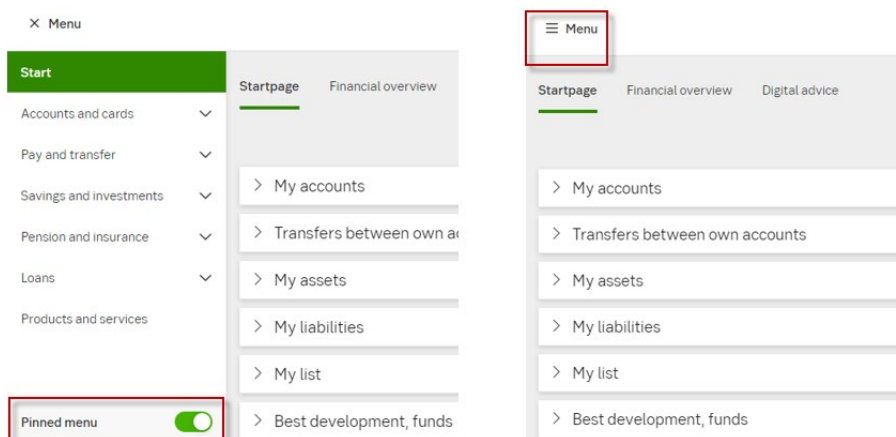


On the start page you get an overview of your accounts and can transfer money between your own accounts. You also find the latest information concerning our offers, changes, and other useful hints on the Internet banking service. In other words, keep an eye out for important information here.

To the right, you will find notifications that need your attention, for instance about payments that have not been carried out, if you have unsigned orders, or new e-invoices. Under Shortcuts you will find our most used services.

## Navigating the Internet banking service

The menu for the Internet banking service is found to the left of the screen and contains headings for the various tasks you can do here. You can keep it visible at all times or only when you need it. Keep it pinned or hidden, try out what suits you best.
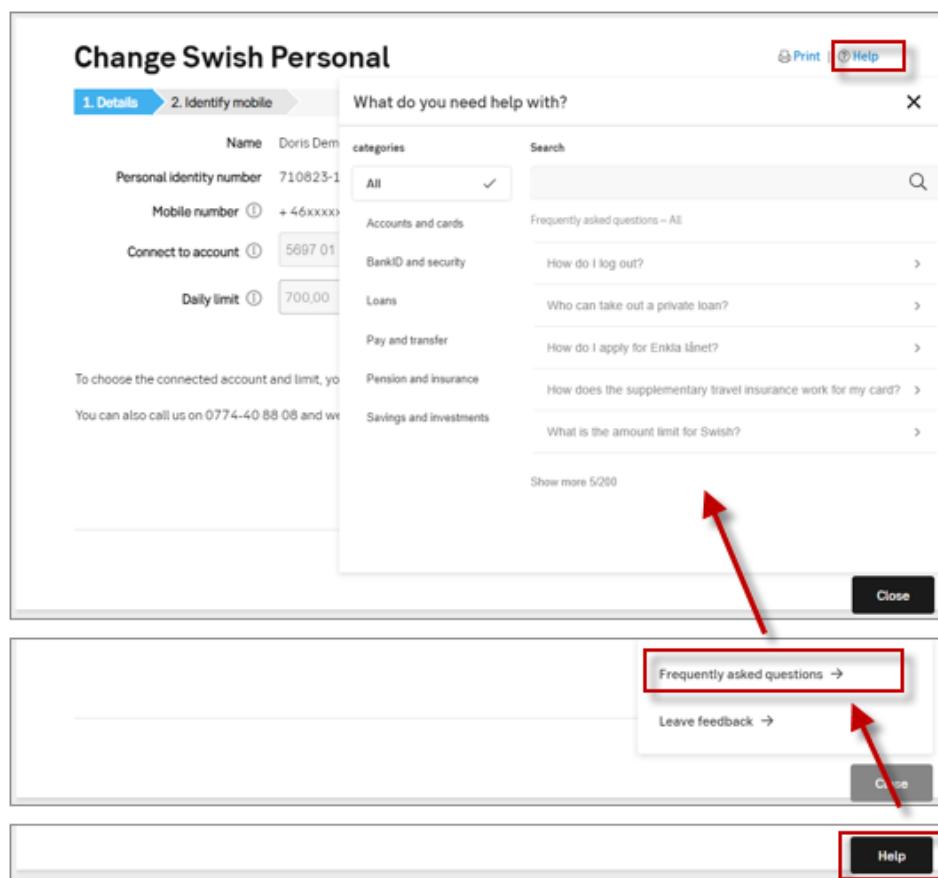
## Helpful features

You can get help about the features on the Internet banking service:

### Help

All pages except the start page have a link Help (Läs mer) in the top-right part of the screen. There you find step-by-step descriptions on how the page works and what you need to think about when carrying out various tasks.

At the bottom right corner, you will find our help function with questions and answers about the entire internet banking service.



### Word descriptions and field help
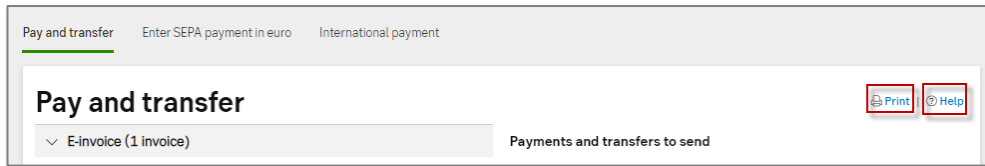
Clicking an *i* inside a grey circle (field help), a button with an **?** or a word that is underlined with a dotted line will open up a help text (in Swedish, or English on English pages). This help text can be an explanation of what information you should enter in a field, or it can be a description of the content shown on the page.
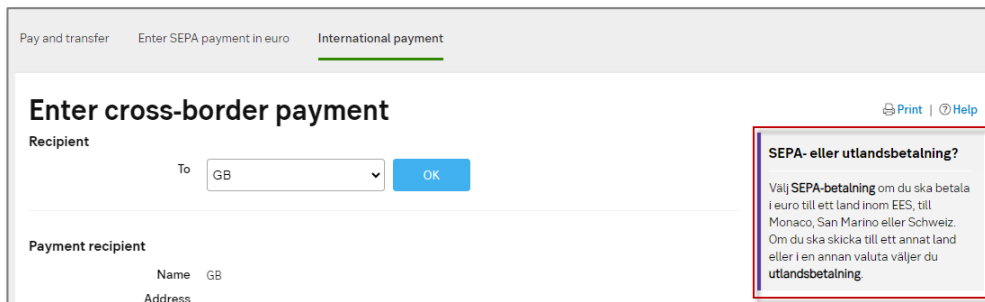
## Print

You can use either the browser's print function or the print function Print (Skriv ut) provided next to the help link in the top right corner.



## Tips

Many pages also have extra important information or valuable tips on the right side of the top page (in a text box, however, in Swedish only).



# Most common services on the internet banking service

## Account overview and transactions

There is an overview of your SEB accounts on the start page (or via the menu Accounts and cards – My accounts). Clicking the row of the account displays more detailed information, for instance past or future transactions

# SEB

## My accounts

### My accounts

Transfer money →
Open new account →

**Doris Demosson**

| Name | Credit | Balance | Available balance | |
|---|---|---|---|---|
| Hannes svensson 5697 01 434 22 | 0,00 | 3 620,41 | 3 620,41 | > |
| Placerings 5697 01 434 14 | 0,00 | -1 136,65 | 0,00 | > |
| Makja 5697 01 434 49 | 0,00 | -914,98 | 0,00 | > |

You will see a page with information about the latest transactions. To see more details about a single transaction, including dates, voucher numbers, amounts and balances, click the row of the transaction.

Under the Transactions tab, History, you can view your payments and other transactions that have taken place in the last 60 months. You can limit your search to a specified period of time, an amount, or different types of transactions. Click the link *Show filter* if you wish to search for a period, and then choose a date in the calendar or type a date in the format of YYYYMMDD and click the button Search.



← My accounts

| Transactions | Details |

**Transactions**

Hide filter ⇌ ...

Search criteria

All search criteria ▾

Date

2020-05-01 📅 - 2020 📅

Amount

Start amount - End amount

Clear     **Search**

| Date | Account text | Deposit | Withdrawal | Balance |
|---|---|---|---|---|

### Upcoming transactions

Click the *Upcoming transactions* row to view the transactions that are scheduled to take place. The digit within parentheses indicates the number of transactions. The transactions up to one year in the future are displayed.



If you click the row containing the transaction, you will see detailed information about it. You can change and delete payments. Transfers can only be deleted.



Click the Change button to go to the page where you can change the details, select Cange to save your changes. If you want to delete the event, just click Delete, and if you want to go back to the list of events, click the cross at the top right of the page or anywhere to the left of the details.

Recurring monthly transfers are changed on the Mina stående överföringar och sparanden (My standing transfers and savings) page. How to change monthly transfers:

1. In the menu, click Pay and transfer – Standing transfers.
2. Click the link Ändra (Change) to the right.

You can change
- The amount in the field Belopp.
- The date for the next transfer in the field Nästa överföring.
- The text on the sender's account in the field Text avsändarkonto.
- The text on the recipient's account in the field Text mottagarkonto.

3.    Click the button Ändra (Change). If you want to delete the transfer, click the button Ta bort (Delete). If you want to go back to the overview page Mina stående överföringar och sparanden (My monthly transfers and savings), click the button Avbryt (Cancel).

Removing the activity will also remove future monthly transfers.

**Transactions that have already taken place**

To view details for transactions that have already taken place, click the transaction in the list. Details of a transfer:

# SEB

## Account details

Next to the *Transactions* tab you will see the *Details* tab.

My accounts > Privatkonto med betalkort (5697 01 434 22)

# Privatkonto med betalkort
Available balance ?
## 3 620,41
Balance: 3 620,41

Transfer money →

← My accounts

| Transactions | **Details** |
|---|---|

| Account information | | |
|---|---|---|
| Account type | Privatkonto | |
| Account number | 5697 01 434 22 | |
| IBAN | SE7350000000056970143422 | Read more about IBAN and BIC |
| BIC | ESSESESS | |
| Address | SEB, 106 40 Stockholm | |
| Account name | Privatkonto med betalkort | Change |
| Account owner | DORIS DEMOSSON | |
| Deposit guarantee | Yes | Read more about deposit guarantee ⧉ |
| Account statement | No paper mailings | Download account statement |
| Interest | 0,00 % | View details |
| **Account services** | | |
| Payment service | Yes | |
| Swish | No | Connect Swish |
| Debit card connected | Yes | |
| Approved credit | No | Apply for credit |

Close account

The account information page provides IBAN, BIC and interest rates connected to your account. You may also assign a name of your choice to the account, see available services connected to the account and connect additional services to your account.

## Domestic payments and transfers (within Sweden)

Payments to bankgiro and plusgiro accounts – also via e-invoices – and transfers to accounts in other Swedish banks can be made on the Pay and transfer page. Transfers can be single or monthly (standing). The monthly transfers are handy if you want to save monthly or for example, deposit a certain amount to the same recipient every month.



How to enter domestic payments and transfers:

1.	On the start page, click Pay and transfer and New payment or transfer in the menu.

### E-invoices

2.	At the top of the page, you find your e-invoices if this service is connected to your account with payment service.

3.	Click the link with the recipient's name to view the e-invoice specification.

4.	To pay the invoice, click the link Add. If you have several invoices, you can add them all by clicking the button Add all.

5.	If you want to change some information you click the link Change.

### Payments and transfers

6.	Below the heading New payment or transfer you fill in the fields to register payments and transfers to other bank accounts.

7.	Payments require Bankgiro/Plusgiro to be selected, while transactions require Account/transfer to be selected.

8. If you have previously saved the payment recipient, you select the payment recipient in the drop-down menu Saved recipient. If you have not, you type the account number (with or without a hyphen). Select Save the recipient if you want to save the recipient to the drop-down menu.

9. Choose the account the payment will be made from in the drop-down menu From. (If you have only one account, it is already selected.)

10. Type the amount in the field Amount.

11. If this is a one-time transfer, you choose *One-time transfer* and if you want it repeated every month, you choose *Monthly*. You find these options under Frequency.

12. The earliest possible date that the money can be available at the recipient's account is filled in by default, in the field Payment date/ Transfer date. You can change it by choosing a later date in the calendar or by typing a date in the format of YYYYMMDD.

13. **a) Payments:** Type the OCR number if there is one (see image on the next page). If not, select Message, and type a short note to the recipient (for example, the invoice number or your name). You can write up to 100 characters.



Payment form with OCR-number.

**b) Transfers:** Type the text to be displayed in the account from which the money will be withdrawn in the field Text for sender's account (from).

14. **a) Payments:** Type a short note or reminder to yourself in the field Own note. This field is optional.

**b) Transfers:** Type the text to be displayed in the recipient's account in the field Text for recipient's account (to).

15. Click the button Add. A summary of your orders is displayed to the right. If you want to enter more payments, repeat steps 6–15.

16. Approve and sign the order digitally with your BankID or your digipass.

**SEB**

**Approve and sign**

*Digitally sign the order with BankID for mobile devices:*

1.  Click the button Accept and then Sign.

2.  A window appears. If you exit the window, your signing process will be cancelled.

3.  Open the BankID security application in your mobile phone.

4.  Verify the information on the screen and click Sign with security code.

5.  Enter your security pin code and then click Sign.

*Digitally sign the order with BankID by card:*

1.  Check that the card reader is properly connected to your computer and that the card is inserted into the card reader.

2.  Click the button Approve.

3.  The page shows instructions and Sign buttons. Click the button Sign.

4.  A pop-up window appears with the data. Read and verify the data.

5.  Click the button Jag skriver under (I sign).

6.  The text *pin-kod* (pin code) or *Enter pin* appears in the card reader's display.

7.  Enter your pin code and press OK on the card reader.

*Digitally sign the order with digipass:*

1.  Click the button Approve.

2.  Start your digipass by pressing the arrow key.

3.  Enter your four-digit pin. *Appli* is shown in the display.

4.  Press 3. The digit 1 is shown in the display.

5.  Enter the five-digit code, the first number shown to the right of the field Signature and hold down the arrow until the digit 2 is displayed.

6.  Enter the sum, the second number shown to the right of the field Signature and hold down the arrow until the six-digit signature is displayed (it is displayed for 30 seconds).

7.  Type the six-digit signature in the field Signature and click the button Sign.

## Recipients in other countries

Before you can make a payment to a bank account outside of Sweden, you must register certain information about the recipient and the bank of the recipient in the list of saved recipients.

How to add recipients to the list of saved recipients:



1. In the menu click Pay and transfer – My recipients – International – New recipient.

**Add recipient**

**2** Type of payment — Cross-border payment ▾

**3** Name and address ⓘ
- John Jones
- 4200 W. Century Boulevard
- Los Angeles
-

**4** Tax recidence ⓘ (optional) — USA ▾

**5** IBAN or account number ⓘ

**Recipient's bank**

**6** BIC ⓘ — TIALUS61XXX   [Ok]

Search bank and BIC

Name, city and BIC — Transamerica Investment Management
Los Angeles,ca
TIALUS61XXX

**7** Supplementary information ⓘ about the recipient's bank

**8** Save recipient as

**9** [Next]

2. Select SEPA payment or cross-border payment in the drop-down menu Type of payment.

   SEPA payments are the cheapest way to send money outside Sweden. A SEPA payment requires that:

   - The receiving bank must be in the EU (but not Sweden), EEA, Switzerland or Monaco.
   - You have the recipient's bank identifier code (BIC) and international bank account number (IBAN).
   - The currency is euro.
   - You pay the fees of your bank, and the recipient pays the fees of the receiving bank.
   - No more than EUR 15,000 is transferred.

   If these conditions are not met, you must make a cross-border payment instead.

3. Type the recipient's name in the field Name. For a cross-border payment, you need to enter the recipient's address as well.

4. Select the recipient's fiscal domicile in the field Tax residence (optional). Fiscal domicile refers to the country in which the recipient files income tax returns and pays tax.

5. **a) SEPA payment in euro:** Type the IBAN in the field IBAN.

   **b) Cross-border payment:** Type the IBAN or account number in the field IBAN or account number.

6. Type the bank identifier code (BIC) for the receiving bank in the BIC field and click OK.

   It is important to enter the correct BIC. If you do not know the BIC, ask the recipient to give you this information. You can also search for the bank and it's BIC. Be careful to verify the length of the code, 8 or 11 digits. If you enter the wrong code, there is a risk that the payment does not reach the correct bank office.

   BIC stands for *Business Identifier Code*, and it is used to send international payments. It used to be called the SWIFT address. You are responsible for entering the correct BIC.

   If you need help in entering the correct data and codes, call 0771-365 365 and we will help you.

7. If you do not know the IBAN or if the country of the recipient's bank does not use IBAN, you may need to provide additional information in the field Supplementary information about the recipient's bank. Enter // and the clearing code of the bank:

   – Australia (BSB number): //AUxxxxxx, 6 digits
   – Austria: //ATxxxxx, 5 digits
   – Canada (routing number): //CCxxxxxxxxx, 9 digits
   – Germany: //SCxxxxxx, 8 digits
   – Ireland: //SCxxxxxx, 6 digits
   – New Zealand (national clearing code): //NZxxxxxx, 6 digits
   – South Africa: //ZAxxxxxx, 6 digits
   – United Kingdom: //SCxxxxxx, 6 digits
   – USA (routing number): //FWxxxxxxxxx, 9 digits.

   Payments to other countries: If there is no clearing code or if the cross-border payment is to another country than one of the countries listed above – enter as much information as possible about the bank office of the recipient. Fill in all fields as carefully as possible.

8. Type the recipient's name in the Save recipient as field. Then the next time you make a cross-border payment, the name is in the Saved recipients list.

9. Click Next and sign the registration, see *Approve and sign* on page 13. Now you can register the payment itself.

# S|E|B

**SEPA payments in euro (cross-border payments to countries within Europe)**



How to enter a SEPA payment in euro:

1. In the menu, click Pay and transfer – New payment or transfer – Enter SEPA payment in euro.

2. Choose the recipient in the drop-down menu and click the OK button.

   You will see the recipient's name, fiscal domicile, IBAN or account number and, if given, the bank identifier code (BIC) for the receiving bank.

   If the recipient is not among your saved recipients, you must first register the recipient in your recipient list.

3. Choose the account the payment will be made from in the field From. (If you have only one account, it is already selected.)

**SEB**

4. Type the amount in the field Amount. The currency is always euro when making this type of payment, but if the payment will be made from an account in SEK you can enter the equivalent amount in SEK, however, not more than the equivalent of SEK 150 000.

5. Choose on which date the money is to be withdrawn from your account in the field Date the amount is drawn. You type the date in the format of YYYYMMDD.

6. If the recipient has requested so, enter information about the payments SCOR (OCR) reference or describe in a message what the payment refers to. You get the SCOR (OCR) reference from the payment recipient. If you have not received this reference, you can describe in a message what the payment refers to or provide information about you, the payer.

7. If applicable, specify your own reference for the payment. You will find the reference in the details of the payment made during the transactions. Note that it is also displayed for the payment recipient.

8. If the recipient has requested so, specify detailed information, in structured format, under Add detailed information for SEPA payments. You can, among other things, specify information about those affected by the payment or its purpose.

9. Click the button Add.

10. Digitally sign the order with BankID or digipass by following *Approve and sign* on page 13.

## Cross-border payments (to countries outside Europe)

### Enter cross-border payment

**Recipient**

**2** To  `GB`  ▾   **OK**

Add new recipient | To my recipients

**Payment recipient**

Name  GB

Address

Tax recidence  GB

**Recipient's bank**

IBAN or account number  GB29NWBK60161331926819

**3** Supplementary information  [                    ] ⓘ

BIC  BOFSGB2LXXX

Bank  Bank Of Scotland Plc
London

**Payment details**

**4** From  `5555 82 223 28 / Demosson Doris / 646,00 / EUR / Doris Demosson` ▾

Change preselected account

**5** Currency  `Select` ▾  ⓘ

**6** Amount  ⦿ in the selected currency  ○ equivalent in kronor (SEK)  ⓘ

[                    ]

**7** Date the amount is drawn  [                    ] 📅 ⓘ

**8** Transfer charges  `The recipient will pay all fees (E` ▾  ⓘ

**9** Message to the recipient  [                    ] ⓘ

140 chars left

**10** ☐ I want an advice note for this payment  ⓘ

**11**  **Add**

How to enter a cross-border payment:

1.  In the menu, click Pay and transfer – New payment or transfer International payment.

    Make a cross-border payment if:

    - The receiving bank is not located in the EU (but not Sweden), EEA, Monaco, San Marino or Switzerland.

    - You do not have the recipient's international bank account number (IBAN).

    - The currency is not euro.

2.  Choose the recipient in the drop-down menu and click the OK button.

You will see the recipient's name, fiscal domicile, IBAN or account number and the bank identifier code (BIC) for the receiving bank.

If the recipient is not among your saved recipients, you must first register the recipient in your recipient list, under Pay & transfer, Add recipient.

3.   If you did not fill in the IBAN information, provide the bank's clearing code enter the field Supplementary information:

— Australia (BSB number): //AUxxxxxx, 6 digits
— Austria: //ATxxxxx, 5 digits
— Canada (routing number): //CCxxxxxxxxx, 9 digits
— Germany: //SCxxxxxx, 8 digits
— Ireland: //SCxxxxxx, 6 digits
— New Zealand (national clearing code): //NZxxxxxx, 6 digits
— South Africa: //ZAxxxxxx, 6 digits
— United Kingdom: //SCxxxxxx, 6 digits
— USA (routing number): //FWxxxxxxxxx, 9 digits.

Payments to other countries: If there is no clearing code, if you do not know the clearing code, or if the payment is going to another country, provide as much complete information as possible concerning the address of the recipient's bank office.

4.   Choose the account the payment will be made from in the field From. (If you have only one account, it is already selected.)

5.   Select the currency in the drop-down menu Currency.

6.   Type the amount in the field Amount. You can enter the equivalent in kronor (SEK), but no more than SEK 150 000.

7.   Choose on which date the money is to be withdrawn from your account in the field Date the amount is drawn. You type the date in the format of YYYYMMDD.

8.   Choose one of these three options in the field Transfer charges:

a.   *I will pay SEB's fees (SHA):* You pay SEB's fee (SEK 50) and the recipient pays the possible fees abroad. Please see our price list for more information about how much you might need to pay. Costs abroad vary between different banks, and it is therefore impossible to say how much the recipient needs to pay.

b.   *The recipient will pay all fees (BEN):* If you use this option, there are no extra costs for you when you send the payment. Deductions for costs with SEB and with the recipient's bank are made on the amount you have chosen to send. The cost abroad varies between different banks, making it impossible for us to tell you how much the recipient will pay. The amount deducted from your account is the amount you have sent.

c.   *I will pay all fees (SHA):* If you choose to pay all the fees, you will pay SEB's fee (SEK 50) and the receiving bank's fee (SEK 250 when the payment is executed), in total SEK 300. If the cost is higher than 250

in the receiving bank, the remaining amount is deducted when the receiving bank has announced its cost.

9.  In the field Message to recipient field, you can specify details about the payment, for example, the invoice number.

10. Choose I want an advice note for this payment if you want to have a receipt about the payment on paper. The receipt costs SEK 20.

11. Click the button Add.

12. Digitally sign the order with your BankID or digipass by following the steps of *Approve and sign* on page 13.

# SEB

## FAQ: What to do if …

### … my Internet connection is not working?

First check that the network cable is connected to the outlet and the computer. If you receive an error message when trying to connect to the Internet, write it down or have it in front of you when you call your Internet service provider (such as Telia or Telenor).

### … my BankID is not working properly?

Check that the card reader is connected to the computer and that the card is properly inserted in the card reader. If the card reader is broken and no information is shown in the display, you can order a new card reader. Please call us at +46 771 365 365 and we will help you with both BankID by card and BankID for mobile devices.

### … the digipass is not working properly?

If *fail1* or *fail2* is shown in the digipass's display, press the arrow key again and enter your PIN. If you enter the wrong code three times in a row, the digipass locks itself, and *lock pin* is shown in the display. If this happens, you will have to call us at + 46 771-365 365 (0771-365 365 from inside Sweden) and order a code to unlock the digipass. If the digipass is completely broken and no information is shown in the display, contact us for a new digipass.

### … the power goes off or the computer freezes?

In terms of security, it is the same as if you forgot to log out – your session is automatically closed. If you were in the middle of entering a payment, log in again and check if it was saved. Payments that have been saved, but not yet sent, are found at the page Pay and transfer – New payment or transfer under *Payments and transfers to send*.

SEB

## Pay and transfer

**∨ E-invoice (2 invoices)**

| Date | | Amount | | | |
|---|---|---|---|---|---|
| ▸ 2018-06-30 | Köpings Kabel-Tv AB | 525,00 | Add | Change | Delete |
| ▸ 2018-07-27 | Köpings Kabel-Tv AB | 455,00 | Add | Change | Delete |
| | | **980,00** | | | |

Add all

Processed e-invoices | Connect recipient, e-invoice | Change preselected account

**∨ New payment or transfer**

◉ Bankgiro/PlusGiro  ○ Account/transfer

To   [_____] 📖 ⓘ

From   Privatkonto (5280 00 014 10) 5.122.560,95 ▾

Change preselected account

Amount   [_____]

Payment date   2018-06-07 📅 ⓘ

◉ OCR number  ○ Message

OCR number   [_____] ⓘ

Own note   [_____]

Add

See also:   My recipients | International payment | Payment history

**Payments and transfers to send**

Privatkonto (5280 00 014 10)

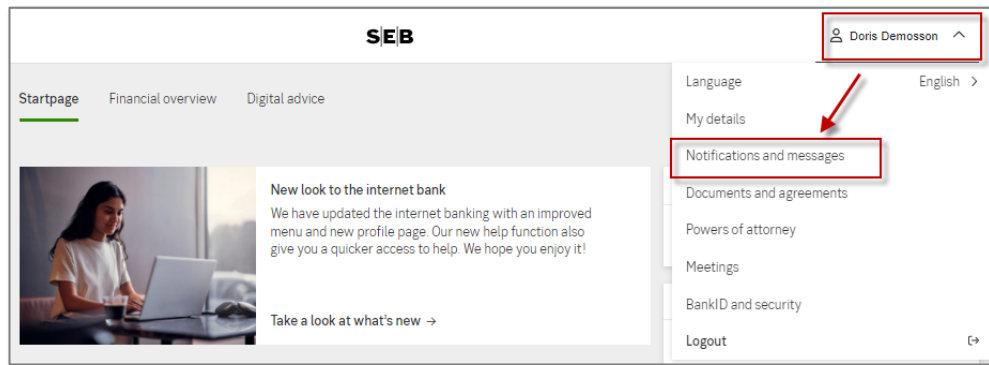| Date | Assignment | Amount | | |
|---|---|---|---|---|
| ▸ 2018-06-25 | Stiftelsen Radiohjälpen (PG 901950-6) | 1.000,00 | Change | Delete |
| | | **1.000,00** | | |
| **Total amount** | | **1.000,00** | | |

Approve

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### … I am automatically logged out just as I start to digitally sign a payment?

Log in again. If the signing was not completed, you will see a message that you have unsigned payments waiting for you to sign. Click the link to sign the payments. If you do not see the payment order among the unsigned orders, check for it under upcoming transactions; your payment may have been signed even though you were logged out of the Internet banking service due to a delay in communication between your computer and the Internet banking server. If you cannot see your payment anywhere, you need to register the payment from the start.

### … I entered the wrong information in a payment or transfer?

If you have not digitally signed the transaction yet, click it on the list of saved transactions at the right of the page Pay and transfer. If you have already signed the payment, you will find it on the page Upcoming transactions – Domestic or International. Click the link Ändra/ta bort to change it or delete it. You always need to digitally sign with your BankID or digipass any changes to a transaction unless the transaction is a transfer to your own account.

# Contact us



Through the profile menu (on the top-right part of the page), under Notifications and messages, the tab Messages, you can send a message to us and read our answer. It is sent using the internal SEB networks (not over the Internet), so it is more secure. Please use this function. Since you are logged in, your information is included, and it is easy for us to help you. These telephone numbers are also handy to have nearby:

## Personal service – 0771-365 365

For questions about your banking and other general matters. We can help you all hours of the day, all days of the year, in more than 20 different languages.

If you are calling from abroad, dial +46-771-365 365.

## BankID Support – 0771-88 66 44

The BankID Support answers all questions related to your BankID, all days of the year between 7 am and 10 pm.

If you are calling from abroad, dial +46-771-88 66 44.

## Block cards – 08-24 24 24

If you would happen to lose your card or if it is stolen, call to have it cancelled. Open all hours of the day, all days of the week.

If you are calling from abroad, dial +46-8-24 24 24.

## Switchboard – 0771-62 10 00

If you are looking for a branch, department or person, call the SEB switchboard.