Asylum seekers

Information for prospective customers

We need to ask all new customers how they will be using our services. This is because of various regulations that we are required to comply with. Please learn more under "We need to know our customers."

How to become a customer

In order to become a customer of ours, you must schedule a meeting in person with us. This is something you can do right away. You need to bring all the requested documents with you to the meeting. Please note that you must be employed and have an employer. Otherwise, we are unable to proceed with your application.

Checklist

You need to bring the following documents to the meeting:

- A copy of your passport, certified by the Swedish Migration Agency (Migrationsverket). The passport must contain a photo of you, which we will validate with the Migration Agency. We do not accept so-called aliens’ passports.

- Your LMA card. The LMA card must have the designation "AT-UND," indicating that you are entitled to work in Sweden while your asylum application is pending. The card must be valid.

- A certificate from your employer, showing that you are employed. As part of our protocol, we will always contact your employer to verify the accuracy of the certificate.

We need to know our customers

Under Swedish and international regulations, we are required to maintain documented information about our customers. The purpose is to protect both yourself and us from being exploited for criminal ends. Both before and during the meeting, we will be asking questions about why you need a bank account with us, and which services you require. It is important that you answer the questions truthfully.

Do you need an interpreter?

In order to get to know you as a customer, we need to be able to communicate with you. If you do not have complete command of Swedish or English, you will need someone to assist you with interpreting at the meeting in person. We are unable to arrange for an interpreter to help you, but we encourage you to check with your municipality to see if they may offer this service free of charge.
Our most common services

New customers are offered our most common services. For a current price list, please visit seb.se or ask us. Read more about our services here.

Privatkonto
The Privatkonto is used for managing your day-to-day finances. You can use your Privatkonto to pay your bills and you can also link a card for purchases and withdrawals.

Charge card – SEB Maestro
SEB Maestro is a charge card which you can use for shopping and to withdraw money from an ATM. When you shop or withdraw money, the amount is deducted directly from your Privatkonto.

Online payment service
With our online bank, you can make bill payments to bankgiro and plusgiro. You can also transfer money to other banks in Sweden or within the EU.

Digipass
The Digipass is a security solution that you use to log into our online bank and to verify your identity over the telephone. The Digipass is a valuable document. Remember to keep it safe and never reveal your code to anyone.

Please note that all products and services are personalised and may not be used by anyone other than yourself.