

## Information about the data migration and merger

Oikos became part of FASTER Andelskasse at the end of last year. Going forward Oikos will use the IT system of FASTER Andelskasse and we have consequently initiated the data migration of all client data. For Oikos' customers, this means that they will get new registration numbers and new account numbers, debit cards, online banking, mobile banking etc.

We will make sure that our customers are inconvenienced as little as possible from the migration, but there are a few things that we cannot do ourselves. We have therefore put together this document to assist our customers with key information and frequently asked questions during the data migration.

If you do not find the answers to your questions here, you are as always very welcome to contact us at [oikos@faster.dk](mailto:oikos@faster.dk) or 33 36 23 32.

Here's what will happen:

### 1. First, we'll contact you

The first thing that happens is that we contact you by email (if we do not have your email address, we will contact you by phone or post). When we contact you about the data migration it's because we have begun to move your data from one platform to another. If you haven't heard from us yet, it's because we haven't started transferring your data yet. In that case you should just carry on as normal and wait to hear from us.

### 2. Then we'll wait for you to get your new card

We will order a new Visa/Dankort or Mastercard Debit for you. While we wait for the card to be produced and mailed (this usually takes 7-10 working days), please don't take any action. Just carry on as usual.

Please note: if you do not have a Visa/Dankort, we'll skip stages 2-4

### 3. Then you'll have to activate the card

Once you have received the new debit card by mail, **be sure to activate it as soon as possible without using it.** When you activate the card, we know that you're ready to have your data transferred. The card belongs to your new account, so it should not be used until the rest of the migration is in place.

### 4. We'll contact you again

When we detect that you have activated the card, we will contact you within a few days via mail or telephone to guide you through the final steps. It is important that you wait for us to contact you as we cannot handle all customers at once.

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8210 Århus V  
Tlf. 8668 2333

## 5. We'll transfer your data to the new system

When we contact you, the following happens:

- We ask you to log into our new online bank where you will be able to see your new account(s)
- We ask you to use your new card and discard the old one
- We'll transfer your balance to your new account(s)
- We'll transfer your payment service agreements (pbs) and regular bank transfers if any
- We'll transfer your NemKonto

## 6. And then it's time for the last things to fall into place

Finally, there are a few things you need to take care of yourself. See the list below.

### What do you have to do yourself?

We'll transfer your NemKonto, payment service agreements and regular payments but please remember that:

- You must notify your employer of your new account number if your salary is not paid automatically to NemKonto
- You must provide your new account number to family, friends, etc. if they usually transfer money to you
- If you use MobilePay, you will need to change both the recipient account and card information in the app
- Once your data has been migrated to the new system, you will no longer be able to use your old account and card, nor will you be able to log into the old online bank, so it will be sensible to save a copy of your account transactions
- You will need to change your card information if you have signed up for travel cards, subscriptions, Netflix, etc.

## **Frequently Asked Questions about the data migration**

### Why can't I keep my old account number and card?

Unfortunately, it is not possible to transfer account numbers between the two platforms, so there is no way around it. All account numbers must be changed. A Visa/Dankort is tied to a specific account so as the account numbers change, new cards are also needed.

### What is Oikos' new Reg. and SWIFT / BIC?

Oikos will get the same numbers as Faster, i.e. customers who have been transferred to the new platform must use Reg. 5958 and SWIFT / BIC FAANDK21.

### Can I keep my PIN?

No, unfortunately you cannot keep your old PIN. You will receive a new PIN by post a few days after your new card arrives.

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## Frequently Asked Questions about the merger

### Why have Oikos and Faster merged?

In view of increasing financial regulation and more complex administrative tasks, Faster Andelskasse and Andelskassen Oikos have decided that a merger will be beneficial for both parties. Read more in the two joint press releases "Faster Andelskasse og Andelskassen Oikos ønsker sammenlægning" and "Faster Andelskasse og Andelskassen Oikos er nu sammenlagt". (Find the links at [www.oikos.dk/konvertering](http://www.oikos.dk/konvertering))

### Will Oikos change its name to Faster Andelskasse?

The short answer is no. But Oikos has become part of Faster which means that it is Faster Andelskasse's CVR number that continues. Andelskassen Oikos has been added as the bank's secondary name so Oikos will in this way continue to be called Andelskassen Oikos (but now as part of Faster Andelskasse).

### Do I get a new advisor?

No, you'll still have Oikos' employees as your primary contacts. If we are busy in the office, you may find that your call is transferred to Faster.

### What happens to Oikos' work with microfinance?

Oikos still has microfinance as a core area of interest. For example, Oikos is currently very active in a microfinance project targeting refugee business owners in Denmark.

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