

Wismann Property Consult A/S

www.wismann-as.dk, CVR: 28 31 27 17, Åboulevarden 1, 1635 København V, Tlf.: 4088 1998, e-mail: lw@wismann-as.dk, Lars Wismann, cand. merc. statsaut. ejd. mgl & valuar

**Carol Frances Sergeant
85 Kingston Hill Kingston Upon
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**DanskeBank
Holmens Kanal 2-12
1012 København K**

**Att.: Members of the Board of directors
Executives of Danske Bank
"Mailed by letter and postal service"**



Enclosed: A.: The board of directors reply to me the 28-06-2019 and the 19-09-2019
B.: Our proposal for agenda to the meeting 06'th November 2019

the 27'th of October 2019

Information letter – compliance the tool to our clients confidence!

I write to you in continuation of my letter of 27'th of September 2019.

It is our true intension in a professional way, in a dialogue, with documentation (from 100's of our clients), to change DanskeBank/RD, so the bank in the future can live up to meaning of compliance and that there will be openness, fairness, known LTV calculations and evenness in the rates "bidragssatser" that our commercial property loan customers are paying for their loans. Only through change, the bank will improve.

Today DanskeBank/RD is managed like a Turkish carpet market. The bank must believe that our clients are stupid and the arrogance is second to none. That will never lead to compliance. I will do what I can, to encourage, to convince DanskeBank/RD to change and improve our bank to the better for everyone.

Most likely it is you, the directors of the board, who after my letter of the 27'th of September 2019, has asked the chairman of the board **Karsten Dybvad** to invite me to a meeting in the bank, to be held at the 6'th of November 2019 at 10:30-11:30 hours. I was mailed this invitation the 10'th of October 2019.

The invitation most strangely was to a meeting without any agenda. I replied and thanked **Karsten Dybvad** for the invitation at the 15'th of October 2019. I asked for his agenda no later than 22'nd of October 2019, otherwise we would mail him ours. We did that of the 23'rd of October 2019 and asked for the informations mentioned below. So far **Karsten Dybvad** has remained silent.

At the secretariat we were told, that Danske Bank/RD could not send us us any of informations we asked for at once, but we would hear from the bank no later than the end of week 43. **That did not happen!** Why should we wait so long? Why do Danske Bank/RD promise something they can't and wont live up to?

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Vi yder værdiskabende rådgivning i investeringsejendomme!**

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Your ceo **Chris Vogelzang** neither the directors of the board have most likely not received any of my letters mailed to you. We have been denied a copy our letters to you in Danske Bank in the english translation and the video file from the general assembly hold at the 18'th of March 2019. Most probably there are no translations and the video file does not cope with the explanations given from the bank to us.

Nethe Rosa Hjørland Head of Board of Directors' Secretariat (SVP), apparantly decides what letters to you as directors of the board and the ceo should know/receive and what she decides, is of no importance or inconvenient to DanskeBank/RD. You hereby becomes **a board of directors who are blinded** as you do not receive important information. **Risky business!**

So far I have only been told, that the chairman and the ceo of the bank are aware of my letters, but not, that they have received and read my letters.

At Børsen Banking conference 25'th of September 2019 ceo **Chris Vogelzang** in front of 250 top executives from the financial world spoke about compliance in Danske Bank/RD as the tool to regain our customers confidence. Compliance means that you have rules and that you follow the rules. Compliance with hidden rules is meaningless.

When I as a participant confronted our ceo directly at the conference, told him what I had said to our stockholders at the general assembly in 2019, my meeting with the banks top executives in DanskeBank/RD at the 25'th of April 2019, he got obvious very uneasy. His only reply was, that he had read about 10 letters I had mailed to the bank, and that I had contacted the bank more than 100 times – which is not true. His only remark was that DanskeBank/RD did not agree with **Lars Wismann**. It is all false – as I have written only once with a few follow ups! It is not about agreeing. It is about DanskeBank/RD having clear rules, openness, evenness and to our commercial property clients give them their LTV and how to qualify for the best conditions. **Why did Chris Vogelzang had to lie in front of 250 top executives?**

If DanskeBank/RD want compliance and our customers confidence DanskeBank/RD must stop lying and begin replying when addressed, to me or to anyone else. He who is addressed must reply ASAP how inconvenient it may be!

If the bank does not want to send me the English translations of my letters to the ceo and to you, documentations, e-mails, the videolink from the general assembly, the LTV to my clients, the concrete valuation of creditability, then given a straight and forward answer instead of Danske Bank/RD today who remains silent, postpone answers, ask clients to meetings without any agenda or even lie.

It is always the easiest to be honest and tell the truth. It is always the best to reply direct as soon as possible, best practice at once. It takes people who are ready to answer to their doings instead of people who are not! You cannot command a ship by having a commission to give answers or directions or to reply weeks after you were addressed. You can only lead by taking command from the front!

As you may not know, we already have had one meeting without any agenda at the 25'th of April 2019 with the ceo **Carsten Nøddebo Rasmussen** of Realkredit Denmark RD and the ceo of Danske Bank and chairman of the board of directors at Realkredit Denmark **Jesper Nielsen** (the one you fired in June because he had been cheating our customers). At that completely indifferent meeting both ceo's claimed that they couldn't tell the LTV Loan To Value to any commercial property with a loan

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in the bank. We presented 8 different properties with property loans given by RD and both claimed that the bank did not have the slightest idea of the LTV. Both claimed that Danske Bank/RD had no guidelines/rules whatsoever to fixing the "bidragssats" the rates/margins, that our clients are paying to the bank. Both claimed that "bidragssatser" that differed from 0,15%-1,28% to very similar clients for them seemed fair, even though there is a difference of 850% from the highest to the lowest rate.

Both ceo's **Casten Nøddebo Rasmussen** and **Jesper Nielsen** claimed that Danske Bank/RD would not guide or tell any of our clients how to qualify for the lowest "bidragssats" 0,15%.

We have a letter of credit signed 04-03-2013 by **Carsten Nøddebo Rasmussen** to a client A/B Broholms Allé 4-6 A-F, with an LTV beyond 100% the client had been a loan at DKK 63,555 mio. with a bidragssats at 0,18%, fixed for 10 years, and an second priority loan DKK 18,775 mio. with a fixed interest rate at 0,0%, both loans from 2012- 2022. The loans in 2012 were DKK 23.572/m², high beyond LTV 100%.

In letters of the 28'th of June 2019 and 19'th of September 2019 your chairman of the board of directors **Karsten Dybvad** told us that all "bidragssatser" rates/margins are given according to the LTV and a fair valuation of the creditability of the client. No client who so ever, was given any special discount.

Obvious none of the above are telling the truth. If **Kasten Dybvad** were telling the truth our now 11 clients among more than 100 of our clienst with loans in Danske Bank/RD, could all be told what their LTV is and why they are paying what they do, and what they should do to qualify for the banks lowest "bidragssats" 0,15%, fixed for 10 years, and lowest interest rate 0,0% fixed for 10 years, both given only to the LTV and concrete judgement to their creditability.

At my first meeting the 25'th of April 2019 with ceo RD **Carsten N. Rasmussen** og chairman RD **Jesper Nielsen**, both claimed that they didn't know any LTV to any of 11 specific commercial properties, and that Danske Bank had no guidelines, what so ever to the fixing of "bidragssatser" "read marginals":

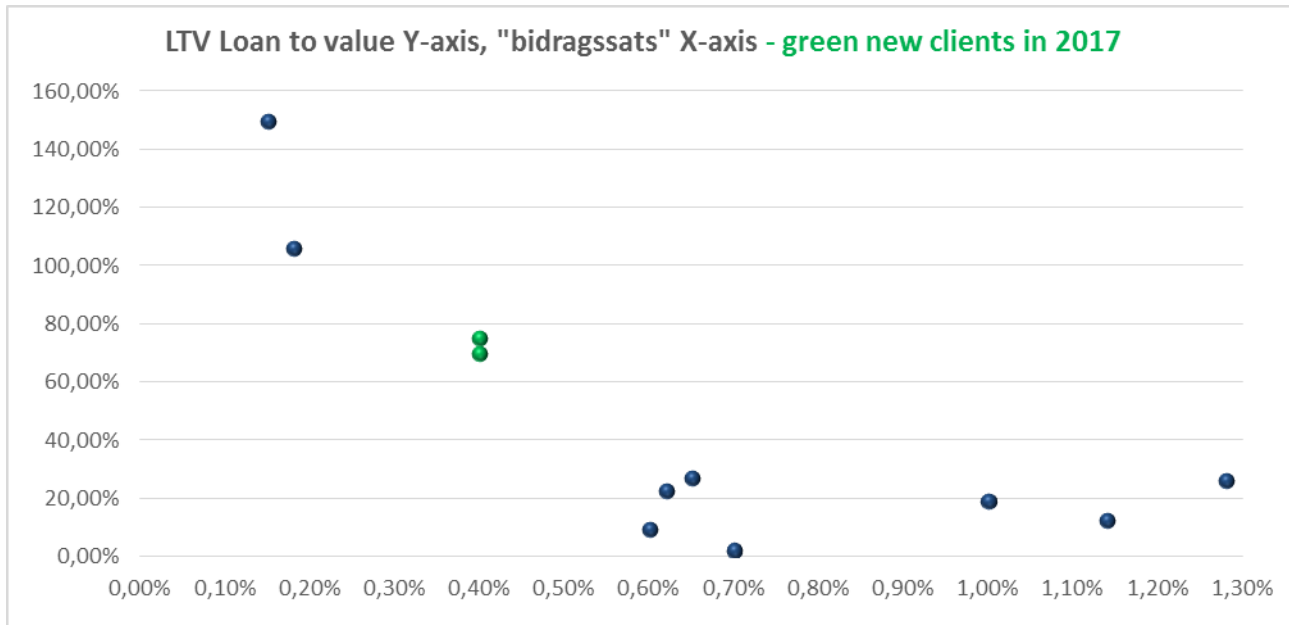
1. Danske Bank through ceo **Carsten Nøddebo Rasmussen** RD claimed that he cannot tell the LTV to any commercial property with a loan in Danske Bank unless it has recently been traded. **It is obvious not true!**
2. **Carsten Nøddwbo Rasmussen** ceo RD claimed, that Danske Bank has no guidelines to the fixing af "realkredit bidragssatser". **It is obvious not true!**
3. **Carsten N. Rasmussen** claimed that a "bidragssats" at 0,18% of a loan DKK 70 mio. and an interest rate at 0% DKK 10 mio. for en second priority loan, to a client with en LTV high beyond 100% according to this clients creditability is rightfull. Other clients with an LTV at 30% pays 850% the price or 1,28% in "bidragssats" and second priority rates 3%-5%. **It is obvious not true!**
4. **Karsten Dybvad** claimed in his letter the 19'th of September 2019 that all loans are fair, regular priced according to an LTV and the concrete valuation of the clients creditability. Special discounts are not possible.

It should be obvious to even a fool, that Danske Bank "bidragssatser" are not fixed according to the LTV, where the clients with the highest LTV and the greatest risk to the bank are paying the lowest price and vice versa, and no rules are known!

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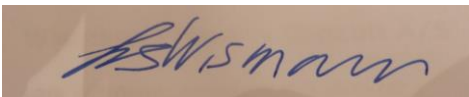
If a client in Danske Bank/RD can get **"bidragssatser" as low as 0,15%** - with an LTV beyond 100%, anyone should be told, what he shall do to qualify for the same low "bidragssats"!

If one client can **fix their "bidragssats"** for 10 years from 2012-2022, other clients should be told how to qualify for the same.

If a client can qualify for a DK 18,776 mio. Second priority loan with a **10 year interest at 0,0% from 2012–2022** and the bank stubbornly claims that it is not a special discount price, the bank should tell all clients what it takes to qualify for 0% interest rate?

Compliance when it comes to commercial property loans means that the client know the rules that regulates the price "bidragssatser" to the clients loans, that the Danske Bank guide our clients to the best rates possible, that different clients get the same good terms according to their LTV and creditability, and that our staff in Danske Bank do not treat our clients as idiots and never, ever treat our clients with arrogance.

Yours sincerely



Signature is scanned

**Lars Wismann, ceo & project manager
M. Sc. Econ., property broker & valuer**

Karsten Dybvad - Danske bank

bestyrelsesformand ønsker compliance og har inviteret projektchef Lars Wismann til møde d. 06-11-2019

Compliance = åbenhed og ligebehandling i bidragssatser

DanskeBank/RD-bidragssatser og rentesatser

Baseres på LTV og en konkret vurdering

Danske Banks bedste kunder betaler 0% i bankrente i 10 år

Danske Banks bedste A/B kunder 0,18% i bidragssats i 10 år

Danske Bank rådgiver ikke om, hvordan man som kunde kvalificerer sig til 0,18% i bidrag, fast i 10 år og bankrente 0% i 10 år!

Compliance = åbenhed om bidragssatser, LTV og andre faktorer

Danske Banks kunder med laveste LTV betaler 1,28% i bidrag

Compliance = kendte regler, der følges. LTV = Loan To Value

Realkreditdirektør Carsten Nøddebo Rasmussen RD rd@rd.dk

forklarede d. 25-04-2019, at han ikke oplyste LTV til én eneste kunde!

Vi kæmper utrætteligt for åbenhed/regelretted i bidragssatser!

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Advertized in Politiken, Denmark's

biggest newspaper, 28-10-2019, ...!

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