

TRANSLATION

The Board of Directors of Swedbank

Swedbank

105 34 Stockholm

Matter to the AGM

After the presentation of the profit for 2012 I propose that the AGM resolves to decrease the dividend and for the bank to become the full service bank again I expect it to be as a client.

As a client and shareholder of the bank I would like to protest of the way the cash gradually has been removed from the Swedbank branch network.

It is tasteless to treat clients and humans in a way that is scornful and indifferent.

I listened to a debate where the Swedish Bankers' Association was of the opinion that the banks are listening to their clients and remove the cash. Has anyone asked the clients? Nobody has asked me anyway. What are the opinions of the clients that are in need of making a cash deposit or a cash withdrawal in a branch?

The use of cash is gradually decreasing in the society, and new solutions are offered. But why force the clients to stop using cash. Why not make it happen in a natural way?

I can only refer to my father, more than 80 years old who has always been a client of Föreningsbanken, FöreningsSparbanken and now Swedbank. Yes, he owns a card making it possible for him to withdraw cash. But how can one force clients - that have built the bank, been there to pay for the credit losses, been faithful to the bank and bought its services - to stop using cash.

To be referred to, using mobile app solutions, ATMs and service box when the client does not know the meaning of these solutions, is odd.

I come back to my words as scornful and indifferent.

Has cash been removed from all big cities? Or are there branches there where cash is still serviced? In such places one can assume that companies, associations and individuals are ahead in the technical development, anyway if one listens to their opinion. People living in the countryside maybe are more conservative and not early adopters? Or is it the other way around?

In certain arguments one is referring to the risk of robbery and work environmental risks for staff. Why are you transferring the risk of robbery to your clients? On shops and associations and individuals that you are forcing to have larger amounts of cash at home in order to be able to do their day-to-day business. You are thus valuing the profit of the bank higher than the risk you are transferring to your clients?

I am handling accounting and cash for non-profitable associations and it is a recurrent problem of being a client in Swedbank. Yes, we can use the service boxes. A non-profitable association is exactly its name. Individuals that are giving up their spare time to keep the association going, create spare time activities for people, create cultural events and arrangements and be active in society. Note that these are people doing this voluntarily and without any interest of profit.

One has lottery, have kiosks, have flea markets and Christmas markets, delivers stuff and the like. Non-profitable seeking people are working in silent in boards and making decisions and handles accounting and tries to make both ends meet.

To be referred to a card reader costing several hundred crowns monthly to rent and in addition transaction fees is a mockery.

How do you believe that one can use a card swiper when one sells lottery?

Yes of course, we can continue with cash. But... where to withdraw the money? In an ATM one can withdraw hundreds. How to manage cash for small amounts?

What then, with the cash we have. At the branch office there is a coin collector but one is not allowed to use it. The staff is not ignorant but they are not allowed to take care of the cash.

To visit the closest town, where one actually is allowed to have a deposit machine also handling coins results in high costs for associations and also contribute to negative environmental effects. The distance return in our case is approximately 50 km. One weekly deposit corresponds to cirka 2500 km annually.

An additional cost of circa SEK 4600 for associations if one is to give the individual performing the service remuneration for the assignment.

Yes, of course. It is possible to leave the coins in the service box. But there are limitations to how many coins one can put in a service box.

Questions in summary:

Is the background to the decision that you want your clients to change their branches at which they bank in order for you to be able to close the branch entirely at the countryside?

Is Swedbank there for its clients or are the clients there for Swedbank?

With kind regards

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