

Voicelogging

When you call Ringkjøbing Landbobank, the call will be recorded, due to multiple reasons:

- According to MIFID-regulation the bank is obliged to record and store all electronical communication with clients, that leads to or can lead to an order of financial instruments.
- The bank is subject to perform counselling under “god skik reglerne” according to Danish regulation. To avoid inconsistencies regarding the counselling performed by telephone, it is in both parties’ interest to log the recordings hereof.

The recordings will only be used as documentation, and thus not used for educational purposes.

Storage of voicelogs

The recordings will be stored for 5 years by default.

Exceptionally the Danish FSA can request the voicelogs to be stored for up to 7 years.