

2024-12-10

Decision

Klarna Bank AB
via the Chair of the Board of Directors
Sveavägen 46
111 34 Stockholm Sweden

FI Ref.22-11505



Finansinspektionen
Box 7821
SE-103 97 Stockholm
[Brunnsgatan 3]
Tel +46 8 408 980 00
finansinspektionen@fi.se
www.fi.se

Remark and administrative fine

Finansinspektionen's decision (to be announced 11 December 2024 at 8:00 a.m.)

1. Finansinspektionen is issuing Klarna Bank AB (556737-0431) a remark.

(Chapter 15, section 1 of the Banking and Financing Business Act [2004:297])

2. Klarna Bank AB shall pay an administrative fine of SEK 500,000,000.

(Chapter 15, section 7 of the Banking and Financing Business Act [2004:297])

For information on how to appeal, *see the appendix.*

Summary

Klarna Bank AB (Klarna or the bank) has authorisation to conduct banking business in accordance with the Banking and Financing Business Act (2004:297). Klarna offers, among other things, a cash solution (Klarna Checkout) to e-retailers through which consumers can choose when and how they want to pay for the retailers' goods and services. Through the payment methods Klarna offers, consumers can pay directly, by invoice, or via a payment plan.

Finansinspektionen has investigated Klarna's compliance with central provisions of the Anti-Money Laundering and Counter-Terrorist Financing Act (2017:630). The investigation shows that Klarna has been in violation of

several of these provisions. Klarna's general risk assessment has had significant deficiencies. For example, it has not contained assessments relevant to how the bank's products and services can be used for money laundering or terrorist financing. In addition, the bank has not had procedures and guidelines that capture all situations where it is necessary to conduct due diligence measures for customers using Klarna's invoice product. Klarna has also not had a procedure for its model risk management.

The observed violations are such that there are grounds for Finansinspektionen to intervene against Klarna. The violations are not so serious that there is cause to consider withdrawing the bank's authorisation or issuing the bank a warning. Finansinspektionen is therefore issuing Klarna a remark that, in order to constitute an adequate intervention, will be accompanied by an administrative fine of SEK 500 million.