

Norddeutsche Landesbank, 30159 Hannover

NORD/LB
Friedrichswall 10
30159 Hannover
Germany

Telefon +49 (0) 511 361-0
kundenservice@nordlb.de

Information Letter

September 2026

Receipt of Invoices as Electronic Invoices via Email

Dear Sir or Madam,

From the start of 2027, companies will be required to send electronic invoices. NORD/LB will comply with this requirement and would like to use this letter to inform you about the general terms and conditions for invoices issued by NORD/LB.

From 1 January 2027, we will send electronic invoices to our corporate customers (B2B customers) headquartered in the Federal Republic of Germany in accordance with legal requirements.

- The electronic invoice will be sent in the XRechnung format.
- Our invoices will be sent via email.
- Per email, there will be one invoice only.
- Each email will contain two attachments. One attachment will be the electronic invoice (XML file), and the other will be the hard copy invoice (PDF file).

No further delivery by mail will be made, neither for the electronic invoice nor for the visual invoice.

Our invoices will contain all necessary details, such as order references, contact person and their respective contact details etc., to ensure smooth and efficient assignment and processing of our invoice within your company. If you have any questions regarding an invoice, please contact the designated contact person at our company listed on the invoice.

To ensure that invoice delivery continues to function smoothly, please note the following requirements:

- Your firewall or email gateway should not block or automatically delete XML or PDF attachments from our sender address.
- Please ensure that your email server supports TLS transport encryption.
- Please add our sender domain [@nordlb.de] to your list of trusted senders (whitelist).

Please note that you are responsible for ensuring and maintaining the technical requirements necessary for receiving and processing electronic invoices. Any restrictions on receipt or processing resulting from factors within our control do not affect the validity of an electronic invoice properly sent to the email address you have provided.

If, as a business customer, you are unable to meet legally required conditions for the delivery of an electronic invoice, please contact your account manager.

Sincerely,
NORD/LB