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Emne: ATT: DIU | NemKonto: Unable to Activate WITHOUT international calling

From: T P

Date: Wed, 19 Jul 2023 11:29:13 -0700

Subject: NemKonto: Unable to Activate WITHOUT international calling

To: NemKonto English Support

Cc: um , jm , post , techamb

, aca@datatilsynet.dk

19 July 2023

Dear NemKonto & Recipients:

On 17 July 2023 I received NemKonto letter in Danish and English stating "You must activate your NemKonto." Thank you.

NemKonto gives me detailed instructions to call a number, (+45) 70 27 93 61; however, NemKonto wrongly "assumes" that I can make "international" calls.

I do NOT have access to "international" phone calls!!!

NemKonto understands that I have contacted hundreds of individuals at many Danish agencies, many ministries and many committees at the Danish Parliament.

Finally after many exhausting months, when NemKonto says "we cannot open (assign) a NemKonto account," I receive this letter stating, "We can confirm that you have been assigned a NemKonto." Thank you!

So now the "rules" or policies have been modified, amended and updated to better serve the citizen after contacting hundreds of individuals for many months?thanks!

However, now that NemKonto understands that they wrongly assume that I can make "international" calls, where do I go from here? Again, I do NOT have access to "international" phone calls!!!

Consider this: How is it possible that after 50 years of living in the USA, the Danish ATP Living Pension found me on the other side of the world, and after only 2-3 exchanges of necessary information, I am receiving my Danish ATP Living Pension every month for nearly two years WITHOUT a BIC/SWIFT code?

But with NemKonto and my Danish Tax refund (which I now received from SKAT into my account) I had to write to hundreds of individuals.

In NemKonto's letter (brev) you have my "Bank Code" (ABA "Routing" and Transit Number); you have my "Account Number" (Account MICR Number), which allowed SKAT to deposit my Danish Tax refund directly into my account WITHOUT BIC/SWIFT code, which my bank does NOT have.

But in NemKonto's letter, they assign a BIC/SWIFT code: BOFAUS3N. Perhaps NemKonto has changed the rules on their side to allow transfer of funds with the assigned BIC/SWIFT code: BOFAUS3N?but this is NOT my bank's BIC/SWIFT code because my bank does not have a BIC/SWIFT code.

Now that I am assigned a NemKonto, how do I activate my NemKonto without access to ?international? calls?

I am told by my phone service that I can ?receive? international calls, but I CANNOT make outgoing international calls.

I have made clear to the many Danish people I have contacted that SKAT and NemKonto have poor IT (Information Technology) and poor coordination in exchange of information for the citizen on the other side of the world.

I have outlined these technical difficulties in great detail while the Danish Tech Ambassador, Anne Marie Engtoft Larsen, believes that Denmark is the highest digitized nation in the world while, at the same time, I had to contact hundreds of individuals in the many Danish agencies, ministries, Danish Parliament, SKAT (ad their attorneys) and NemKonto to bring this inadequate and outdated ?information flow? and poor, faulty Website design to everyone?s attention.

In summation, how can I activate my NemKonto WITHOUT access to international calling?

Thank you for assigning me a NemKonto.

Med venlig hilsen,

Lilian Inge Pecoraro