



# Claims service in Arion Online Banking

Microsoft Edge File Edit View Favourites Tools Profiles Tab

Innskráning í Netbanka

Rafraen skilríki Auðkenndisapp Notandanaðra

Símanúmer

Skilríki á korti

Innskrá

Með því að skrá þig inn samþykki þú skilmála Arion banka.

444 7000 9:00 - 16:00 virka daga

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## Claims service in Arion Online Banking

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## Location of Claims service in Arion Online Banking.

Once an agreement has been signed and access to the service set up, the **Claims** service appears in the menu on the left-hand side of Online Banking.

The image shows the left-hand navigation menu of Arion Online Banking. The 'Claims' service is listed under the 'Claims' category. The menu items are:

- Claims
  - Claim search
  - Create a claim
  - Bulk registration
  - Claims templates
  - Reports

### Claims search

In order to search for a claim, click on “Claims search” in the left-hand menu.

The image shows the 'Claim search' interface in Arion Online Banking. The left-hand menu is visible, with 'Claim search' highlighted. The search form includes fields for Payer's ID-No., Status, Collection status, Claims template, Date from, Date to, Reference date, Due date, and Claim number. Below the form is a table of search results with columns: Payer, Payer's ID-No., Claim number, Due date, Final due date, Status, and Amount. Two entries are shown:

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount
Gervimaður Noregur	010130-2129	0300-66-916694	01.05.2025	20.06.2025	Unpaid	7.000 kr.
Tilraunakennitala Arion banka	6600612-9980	0300-66-444643	01.05.2025	11.05.2025	Unpaid	400.984 kr.

You can search for:

- ▶ ID number of payer
- ▶ Status – whether the claim is unpaid, paid or cancelled. It is also possible to select all statuses
- ▶ Status in collection process – whether the claim is in initial stage or secondary stage of collection. It is also possible to select all statuses
- ▶ Claims template – possible to limit to one claim template if creditor has more than one
- ▶ Reference date – whether dates (date from and date to) are selected with reference to final due date, due date, date claim was created or payment date



In the example below, a search has made for all unpaid claims from a specific payer and claims template and the reference date was the due date, 30.01.2024-02.02.2025.

Tilraunakennitala Arion banka

### Claim search

Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyriptaeki@arionbanki.is](mailto:fyriptaeki@arionbanki.is)

Payer's ID-No. 6606129980	Status Unpaid	Collection status All statuses	Claims template All claims templates
Date from 30.01.2024	Date to 02.02.2025	Reference date Due date	Claim number (6 digits)
Today Yesterday ± Week ± Month ± 6m ± 12m		Get	

### Claims

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount
Tilraunakennitala Arion banka	660612-9980	0300-66-444643	01.01.2025	11.01.2025	Unpaid	220.597 kr.
Tilraunakennitala Arion banka	660612-9980	0300-66-255918	01.12.2024	11.12.2024	Unpaid	120.342 kr.
Tilraunakennitala Arion banka	660612-9980	0300-66-444643	01.11.2024	11.11.2024	Unpaid	200.000 kr.

You can also change the dates of the search:

Payer's ID-No. 6606129980	Status Unpaid	Collection status All statuses	Claims template All claims templates
Date from 30.01.2024	Date to 02.02.2025	Reference date Due date	Claim number (6 digits)
Today Yesterday ± Week ± Month ± 6m ± 12m		Get	

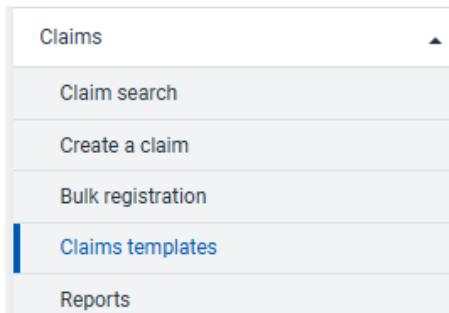
If you click on +/- week, the date range moves by a week from the date currently being viewed:

Payer's ID-No. 6606129980	Status Unpaid	Collection status All statuses	Claims template All claims templates
Date from 17.07.2025	Date to 31.07.2025	Reference date Due date	Claim number (6 digits)
Today Yesterday ± Week ± Month ± 6m ± 12m		Get	



## Claims template

The claims template determines how the claim is structured.



Here you can see whether default interest is calculated on the claim if it is paid after the final due date and into which account of the creditor the payment of the claim is made.

Under Claims template you can see the claims templates the user has created at the Bank.

To create a new claims template, click on “New claims template.”

### Claims templates

Claims templates					
Enter name, text code or account				Add claims template	
ID	Bank	Name	Text key	Disposition account	Last used
001	0300		Subscription	0301-26-660612	23.07.2025
001	0301		Bill	0300-26-030000	18.06.2025

Here you need to fill in what account the payments should be made into and what type of collection it is. Under “Collection type” you can choose what kind of collection it is, e.g. invoice, membership fee or something else. If a different type of collection is required, please contact Corporate Services.



## Add claims template

### Information

Collection type

Claims template name (optional)

Disposition and debit account

### Notification and payment fees 1

Fee for paperless claim

 kr.

Fee for printed claim

 kr.

### Penalty interest

Yes, calculated from due date if payment is made after final due date

No

[Back](#)

[Confirm](#)

Please note that a claims template is created automatically without printing a payment slip and sending it to the payer. Please contact the Bank if you wish to change this. The same applies if the creditor asks for a default fee to be added to the claim amount if it is not paid at the right time. The due date and final due date of claims are set when the claims are created. Once you click on "Confirm", the claims template is ready for use.

ID	Bank	Name	Text key	Disposition account	Last used	⋮
001	0300		Subscription	0301-26-660612	23.07.2025	<a href="#">Alter claims template</a>
001	0301		Bill	0300-26-030000	18.0	<a href="#">Alter claims template</a>
001	0302		Property tax	0300-26-030000	14.0	<a href="#">Hide template</a>

If the user no longer uses a claims template, they can hide the template, which means it disappears from the menu when the claims template is selected when creating a claim. It is not possible to hide a claims template if there are unpaid claims on that particular template.

If you need to reactivate a template, you can go to "Hidden templates" click on the three dots behind the template and "Show template".

<a href="#">Hidden templates</a>						
<input type="text" value="Enter name, text code or account"/>						
ID	Bank	Name	Text key	Disposition account	Last used	⋮
001	0318			0300-26-030000		<a href="#">Show template</a>

 Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyrirtaeki@arionbanki.is](mailto:fyrirtaeki@arionbanki.is)



## Creating claims

To create individual claims, select “Create a claim.” If you wish to create multiple claims at once, you can submit an Excel file or text file under Bulk registration. (see instructions below)

The screenshot shows the 'Create a claim' form. On the left, a sidebar lists various banking services. The 'Create a claim' button is highlighted with a red box. The main form includes fields for Payer's ID-No., Name, Address, and Postal code and town. It also has fields for Due date, Final due date, and Cancellation date. Below these are fields for Description of charge item and Amount. A 'Settings and fees' section includes fields for Fee for paperless claim, Fee for printed claim, and How is default interest calculated (set to 'No default interest'). It also includes a Payment rule dropdown (set to 'Bills with the same number must be paid in due date order, the oldest first') and a checkbox for 'Deposit payment permitted'. At the bottom, a message says 'Total without costs 0 kr.' and a blue 'Create claim' button is highlighted with a red box.

Once you have selected “Claims template” and you have saved settings for due date, final due date and cancellation date, these values will then appear automatically, but they can be changed in this menu if necessary.

When you press “Create claim” (blue button), the claim is created and confirmation appears.

### Claim created

	The claim 0300-66-890154 has been created
Payer's name	Tíraunakennitala Arion Banks
Payer's ID No.	660612-9980
Claims template code	001
Disposition account	0301-26-660612
Claim number	0300-66-890154
Register date	24.07.2025
Due date	05.08.2025
Final due date	12.08.2025
Cancellation date	04.08.2029
Claim type	Normal claim
Text key	Subscription
Status	Unpaid
Is in direct debit	No
Deposit payment permitted	No

[Create another claim with the same charge items and dates](#) [Create another claim](#)

To create another claim, you need to click on “Create another claim with them same charge items and dates” (it’s also possible to press “Tab” on the keyboard and then “Enter” and the



“Create claim” process starts again. Please note that the same claims template as in the first claim is selected automatically.

It is also possible to press “Create another claim with them same charge items and dates” to retain certain values.

## Create a claim

Claims template

001 | 0300 | Subscription | 0301-26-660612

Payer's ID-No. Name Address Postal code and town

Due date Final due date Cancellation date

05.08.2025 12.08.2025 04.08.2029

Description of charge item	Amount
Bill	7 kr.

[Add charge item](#)

[^ Settings and fees](#)

Fee for paperless claim Fee for printed claim How is default interest calculated

kr. kr. No default interest

Payment rule

Bills with the same number must be paid in due date order, the oldest first

Deposit payment permitted

**Total without costs 7 kr.**

[Create claim](#)

If you need to create a claim but change the settings from the template, you can do so under “Settings and fees” as soon as the claim is created.

Claims template

001 | 0300 | Subscription | 0301-26-660612

Payer's ID-No. Name Address Postal code and town

Due date Final due date Cancellation date

05.08.2025 12.08.2025 04.08.2029

Description of charge item	Amount
Bill	7 kr.

[Add charge item](#)

[^ Settings and fees](#)

Fee for paperless claim Fee for printed claim How is default interest calculated

kr. kr. No default interest

Payment rule

Bills with the same number must be paid in due date order, the oldest first

Deposit payment permitted

**Total without costs 7 kr.**

[Create claim](#)



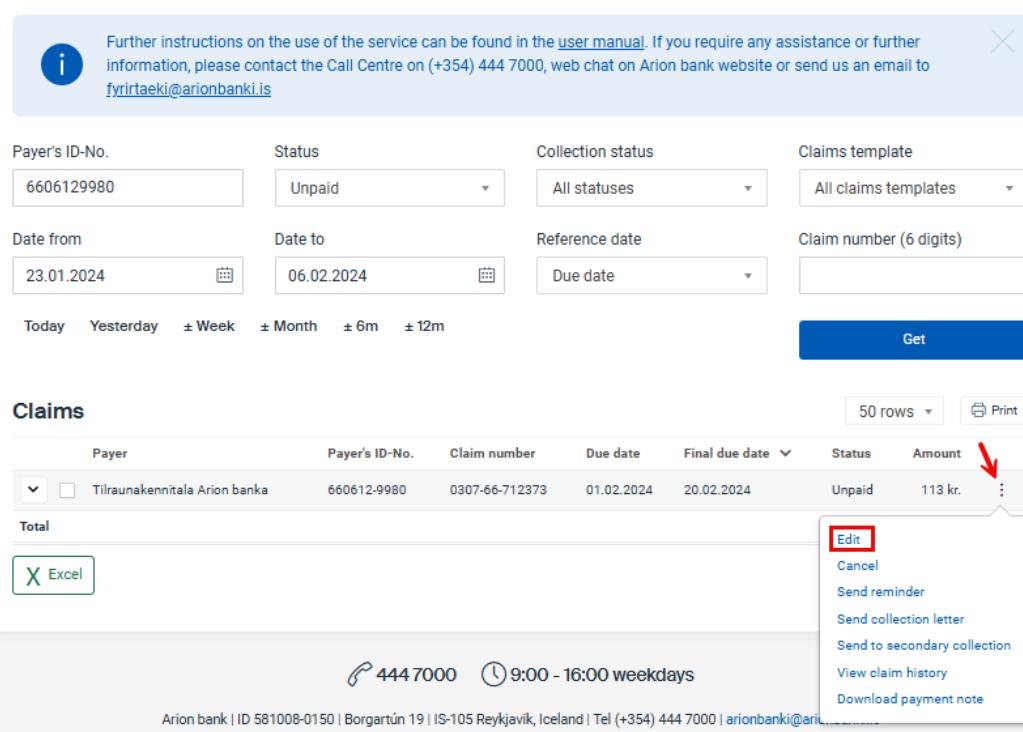
The example above shows a setting for a claims template where default interest is not calculated, but this can be changed for an individual claim if necessary.

## Changing claims

Click on “**Claims search**” to find a claim or claims which you want to change. You can search by payer, due date, final due date, date claim was created and you can also limit it to a particular claims template.

For example, if you wish to change the final due date on one claim, you find this claim, click on the three dots on the right-hand side and choose “Change”.

### Claim search



Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount
Tíraunakennitala Arion banka	660612-9980	0307-66-712373	01.02.2024	20.02.2024	Unpaid	113 kr.

If you want to change the final due date on more than one claim and they all have the same final due date, then tick the box in front of the claims, click on the three dots behind one and choose “Change (3)”. The figure in brackets is the total number of claims selected.



Payer's ID-No.	Status	Collection status	Claims template
6606129980	Unpaid	All statuses	All claims templates
Date from	Date to	Reference date	Claim number (6 digits)
23.01.2023	06.02.2024	Due date	
<small>Today Yesterday ± Week ± Month ± 6m ± 12m</small>			
<b>Get</b>			

**Claims**

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount
✓ Tilraunakennitala Arion banka	660612-9980	0307-66-712373	01.02.2024	20.02.2024	Unpaid	113 kr.
✓ Tilraunakennitala Arion banka	660612-9980	0307-66-123222	01.12.2023	01.01.2024		
✓ Tilraunakennitala Arion banka	660612-9980	0307-66-123223	01.12.2023	01.01.2024		
✗ Tilraunakennitala Arion banka	660612-9980	0300-66-112391	01.12.2023	20.12.2023		
✗ Tilraunakennitala Arion banka	660612-9980	0300-66-122919	01.10.2023	12.12.2023		

Total

[Edit \(3\)](#)  
[Cancel \(3\)](#)  
[Send reminder](#)  
[Send collection letter \(3\)](#)  
[Send to secondary collection \(3\)](#)  
[Download payment note](#)

The following screen appears regardless of whether you are working with a single claim or multiple claims. Enter a new date in "Final due date" and click on "Alter claims".

### Breyta 3 kröfum

Final due date	Cancellation date
31.07.2025	
Description of charge item	Amount
	kr.
<a href="#">Add charge item</a>	
<a href="#">Back</a> <b>Alter claims</b>	

**Claims**

Payer	Payer's ID-No.	Claim number	Final due date	Status	Amount
✓ Tilraunakennitala Arion Banka	660612-9980	0307-66-712373	20.02.2024	Unpaid	113 kr.
✓ Tilraunakennitala Arion Banka	660612-9980	0307-66-123222	01.01.2024	Unpaid	200 kr.
✓ Tilraunakennitala Arion Banka	660612-9980	0307-66-123223	01.01.2024	Unpaid	200 kr.

The changes appear immediately in Online Banking. However, you must change the search criteria to find the claims again as the previous search does not apply to the new due date.



## Bulk registration

When you click on “Bulk registration” you can create claims by submitting an Excel file or text file. If you choose Excel, you can have ID numbers (Column A), ID number and amounts (Columns A and B) and then a claims template which is downloaded from the Bank’s external website.

You need to upload the file, then choose the type of file under “File type”. Next you need to choose “Claims template.” Once you have chosen the claims template, dates appear automatically in the lines below according to the settings in the template.

## Bulk registration

### New bulk registration

Claims file

File type

Title

Claims template

Due date

Final due date

Cancellation date

Gjaldaliður

Amount

 kr.

Continue

When you click on “Continue” a screen appears with confirmation that the bulk registration has been received.

Once the creation of the claim has been approved, it appears in the list under “Previous bulk registrations”.

You can see immediately whether all the claims in the document were created or whether any were accidentally omitted, for example due to the incorrect ID number.

### Previous bulk registrations

Date from

Date to

Get

Enter name, date or amount

Title	Date	Action	Number	Processed	Error	Amount	
Kröfur - 09.04.2025	09.04.2025	Create claims	1	1	0	24.397 kr.	
Test kröfusniðmátt	18.03.2025	Create claims	1	1	0		
gbe-android test 27.2.2025 12:24:18	27.02.2025	Cancel claims	1	1	0		
gbe-android348 27.2.2025 12:23:03	27.02.2025	Cancel claims	1	1	0		

[View claims](#)  
[Cancel all claims](#)  
[Response file](#)

To view claims with errors, click on “View claims with errors” if there are errors.



## Errors



Payer's ID-No.	Claim number	Due date	Error
511090-1569	0370-66-204682	04.02.2025	Claims template does not exist (RB_18060)

[Close window](#)

Note that if the error is in the claims template, e.g. if the claim is supposed to have more than one fee item and the user fills in fee items 1 and 3, Online Banking rejects the entire document, even though three out of four claims are correct.

A	B	C	D	L	M	N	O	P	Q
1 Kennitala greiðanda	Aukanafn	Heimili	Póstnúmer og Sveitafélag (f aukanafn)	Gjaldaliður 1	Upphæð 1	Gjaldaliður 2	Upphæð 2	Gjaldaliður	Upphæð 3
2 6606129980				Membership fee	10	Electricity	5		
3 0101302639				Membership fee	100	Electricity	50		
4 6606129980				Membership fee			Electricity		5
5									

## Reports

Lists of reports are accessible in Online Banking, and they can be all be exported in Excel form. A payment list is accessible in Excel and in text file format.

### Reports

Payment list   List of debts   List of defaults   For secondary collection   Year-end balance

---

Claims template   Payer's ID-No.   Date from   Date to

All claims templates   17.07.2025   24.07.2025

[Excel](#) [Text file](#) [P141 Text file](#)



## Cancelling claims

When you need to cancel a claim, find the relevant claim in Claim search, click on the three dots next to it and choose “Cancel”. You can cancel more than one claim at once by ticking the box in front of them.

Payer's ID-No.	Status	Collection status	Claims template			
6606129980	Unpaid	All statuses	All claims templates			
Date from	Date to	Reference date	Claim number (6 digits)			
23.01.2023	06.02.2024	Due date				
Today	Yesterday	± Week	± Month	± 6m	± 12m	<b>Get</b>

**Claims**

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount	⋮
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-712373	01.02.2024	20.02.2024	Unpaid	113 kr.	<b>⋮</b>
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-123222	01.12.2023	01.01.2024			<b>⋮</b>
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-123223	01.12.2023	01.01.2024			<b>⋮</b>
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-112391	01.12.2023	20.12.2023			<b>⋮</b>

A confirmation window then appears: 2 claims canceled.

## Reactivating claims

When a claim needs to be reactivated, find the relevant claim using the search function and then choose “Cancelled” in the field “Status”. When you click on the three dots, you can choose “Reactivate”. If you want to reactivate more than one claim, tick the boxes in front of the claims you want.

Payer's ID-No.	Status	Collection status	Claims template			
6606129980	Cancelled	All statuses	All claims templates			
Date from	Date to	Reference date	Claim number (6 digits)			
23.01.2023	06.02.2024	Due date				
Today	Yesterday	± Week	± Month	± 6m	± 12m	<b>Get</b>

**Claims**

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount	⋮
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-054451	01.02.2024	22.07.2024	Cancelled	1.234 kr.	<b>⋮</b>
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-054454	01.02.2024	22.07.2024	Cancelled		<b>⋮</b>
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-051125	01.02.2024	22.07.2024	Cancelled		<b>⋮</b>



## Secondary collection

When the creditor has made an agreement with a company on secondary collection, claims are either entered automatically into the secondary collection process or the creditor submits them manually depending on the agreement reached between the creditor and the secondary collection company.

If the creditor wants to send an individual claim for secondary collection, first find the relevant claim using “Claims search”, tick the box in front of it (possible to select more than one), click on the three dots next to the claim and choose “Send for secondary collection”. If no agreement has been made with a secondary collection company, claims cannot be sent for secondary collection.

**Claims**

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-123223	01.12.2023	01.01.2024	Unpaid	200 kr.
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-112391	01.12.2023	20.12.2023		
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-122919	01.10.2023	12.12.2023		

Total

**Excel**

[Edit \(1\)](#)  
[Cancel \(1\)](#)  
[Send reminder](#)  
[Send collection letter \(1\)](#)  
[Send to secondary collection \(1\)](#)  
[View claim history](#)  
[Download payment note](#)

## Debt collection notice

It is possible to issue two different types of debt collection notice to the payer in respect of an individual claim. Firstly, “Reminder of unpaid payment slip” and secondly “Debt collection notice”.

Start by finding the relevant claim by using “Claims search”, clicking on the three dots next to the claim and choose “Send reminder” or “Send collection letter”.

**Claims**

Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-123223	01.12.2023	01.01.2024	Unpaid	200 kr.
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-112391	01.12.2023	20.12.2023		
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-122919	01.10.2023	12.12.2023		

Total

**Excel**

[Edit \(1\)](#)  
[Cancel \(1\)](#)  
[Send reminder](#)  
[Send collection letter \(1\)](#)  
[Send to secondary collection \(1\)](#)  
[View claim history](#)  
[Download payment note](#)



## Claim history

You can see when a claim was created and the main changes to it. Find the claim using “Claims search” and click on “View claim history.”

**Claim search**

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Payer's ID-No.	Status	Collection status	Claims template			
<input type="text" value="6606129980"/>	<input type="text" value="Unpaid"/>	<input type="text" value="All statuses"/>	<input type="text" value="All claims templates"/>			
Date from	Date to	Reference date	Claim number (6 digits)			
<input type="text" value="23.01.2023"/>	<input type="text" value="06.02.2024"/>	<input type="text" value="Due date"/>	<input type="text"/>			
Today	Yesterday	± Week	± Month	± 6m	± 12m	<b>Get</b>

**Claims** 50 rows Print

<input type="checkbox"/> Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount	
<input checked="" type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-123223	01.12.2023	01.01.2024	Unpaid	200 kr.	
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-112391	01.12.2023	20.12.2023			
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-122919	01.10.2023	12.12.2023			

Total

[Edit \(1\)](#) [Cancel \(1\)](#) [Send reminder](#) [Send collection letter \(1\)](#) [Send to secondary collection \(1\)](#) [View claim history](#) [Download payment note](#)

## Receipts

You can find new receipts for the claims service in the user's Online Banking account at the top of the page under “Statements – Electronic documents” and then click on “Other electronic documents” and “Claims”. Remember to change the dates from and to in order to search for the correct period. Then click on “Get”. Then there will appear receipts from Claim service.



## Electronic Documents

Electronic Documents Other electronic documents

Date from 24.07.2024 Date to 24.07.2025

Get

Today Yesterday Week Month 6m 12m

## Payment slip in PDF format

A copy of a payment slip in PDF format can be obtained under Claims in Online Banking. To obtain a copy, click on “Claims search” and find the claim you want, click on the three dots and click “Download payment slip”. The original payment slip will then appear in PDF format.

### Claim search

i Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyrrtaeki@arionbanki.is](mailto:fyrrtaeki@arionbanki.is)

Payer's ID-No. 6606129980 Status Unpaid Collection status All statuses Claims template All claims templates

Date from 23.01.2023 Date to 06.02.2024 Reference date Due date Claim number (6 digits)  

Today Yesterday ± Week ± Month ± 6m ± 12m Get

### Claims

<input type="checkbox"/> Payer	Payer's ID-No.	Claim number	Due date	Final due date	Status	Amount	<span style="border: 2px solid red; padding: 2px;">⋮</span>
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0307-66-123223	01.12.2023	01.01.2024	Unpaid	200 kr.	<span style="border: 2px solid red; padding: 2px;">⋮</span>
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-112391	01.12.2023	20.12.2023			
<input type="checkbox"/> Tilraunakennitala Arion banka	660612-9980	0300-66-122919	01.10.2023	12.12.2023			
Total							
<span style="border: 1px solid green; padding: 2px;">X</span> Excel		<span style="border: 1px solid #ccc; padding: 2px;">50 rows</span> <span style="border: 1px solid #ccc; padding: 2px;">Print</span>					

Please note that if the claim has been changed since it was created, e.g. if final due date has been changed, it will only appear under “Unpaid claims” at the payer and not on this slip.



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## Help

At Arion Bank we care about our customers and do our best to provide outstanding service. If you need any help or further information, please contact us via webchat on the Bank's website [www.arionbanki.is](http://www.arionbanki.is), by phone on 444 7000, by e-mail [corporate@arionbanki.is](mailto:corporate@arionbanki.is) for corporate customers or [arionbanki@arionbanki.is](mailto:arionbanki@arionbanki.is) for individual customers.