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## PRESS RELEASE

### SHINHAN BANK VIETNAM RECEIVED ISO 27001:2013 CERTIFICATION FROM THE BRITISH STANDARDS INSTITUTION (BSI)

*Ho Chi Minh City, 7<sup>th</sup> of August 2023* – Shinhan Bank Vietnam ("Shinhan Bank") Shinhan Bank Vietnam Limited ("Shinhan Bank") received ISO 27001:2013 certification from the British Standards Institution (BSI) for meeting international requirements for Information Security Management Systems (ISMS). The certification is applied to the ISMS in order to operate and maintain the Bank's information technology system.

ISO/IEC 27001:2013 is one of the world's leading information security management system standards, outlining ISMS requirements, assisting with control implementation, and directing activities to ensure information security, risk assessment, and appropriate controls for the business. Therefore, production and commercial losses tend to be minimized as a result of crucial information and data loss.

Compliance with standards such as ISO/IEC 27001: 2013 is the bank's priorities and pledges in order for Shinhan Bank's activities to match international standards and effectively satisfy the increasingly stringent requirements of customers in terms of safety and security.

Throughout the implementation process, the ISO project implementation team got the great support and commitment from the Bank's Board of Directors to achieve the certification. This certification has helped to validate Shinhan Bank's efforts to ensure information security, as well as to build trust among customers and partners in the highest security of personal information and data. Furthermore, the certificate enhances the awareness of all Shinhan Bank employees about information security in the context of the financial industry's strong digitalization.

Since our first inception in the Vietnamese market in 1993, Shinhan Bank has invested in deploying IT infrastructure such as network equipment system, security equipment, operation of main and backup data centers, and formulating a system of policies, regulations, and procedures on information system security.

The Bank will continue to maintain the ISO 27001 standard and upgrade to the latest version - ISO/IEC 27001:2022 about Information security, Network security, and Privacy protection - in the following plan, which will run from now until 2025.

Shinhan Bank is additionally striving to promote whole-line digital transformation in order to provide customers with "More Friendly, More Secure, More Creative" financial experiences and to become a "Leading digital bank in Vietnam in 2030". Therefore, information security will always be a crucial aspect in developing digital efforts to enable a successful and secure digital transformation, especially in the context of increasing security threats to information.

### **ABOUT SHINHAN BANK VIETNAM**

Shinhan Bank Vietnam Limited ("Shinhan Bank") is a subsidiary of Shinhan Bank Korea, an affiliate of Shinhan Financial Group (SFG). SFG is the leading financial holding company in Korea and listed to both Korea Exchange (KRX) and New York Stock Exchange (NYSE).

In Vietnam, Shinhan Bank's history can be traced back to 1993 when Shinhan Bank first opened the representative office in Ho Chi Minh City. Over the history of 30 years, Shinhan Bank has built a broad network expanding from the North, the Central and the South of Vietnam. Currently, Shinhan Bank has been offering a diversified portfolio of tailored corporate and consumer banking products and solutions.

In 2023, Shinhan Bank was received four consecutive awards from the prestigious international organizations, including: Best Foreign Retail Bank Vietnam 2023 granted by Global Business Review Magazine, Best Foreign Digital Bank Vietnam 2023 granted by International Business Magazine and Best Foreign Bank Vietnam 2023 granted by World Economic Magazine, Fast Growing Corporate Bank Vietnam 2023 by Global Banking and Finance Review Magazine.

For more information about Shinhan Bank Vietnam, please visit

Website: <https://shinhan.com.vn/>

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