

Contact

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Email: saokim@shinhan.comkimdinh.shb@gmail.com**PRESS RELEASE****SHINHAN BANK IMPLEMENTS PROGRAM OF WAIVING
TRANSFER AND CASH WITHDRAWAL FEE FOR
CUSTOMERS USING EKYC SERVICE**

- *Encourage customers to join in digital transformation process of Shinhan Bank through attractive preferential programs on digital banking platform*
- *Accelerate digital transformation process of the bank and enhance customer's convenient and security experience during financial transaction process*

Ho Chi Minh City, 04 March 2022 – Shinhan Bank Vietnam Limited (“Shinhan Bank”) has recently launched a program that waives transfer and cash withdrawal fee at ATMs for individual customers using eKYC service. The application period for this program runs from March 1, 2022 to December 31, 2022.

Accordingly, when successfully registering for a new CASA account or Internet Banking or SOL Mobile Banking through eKYC service, customers will be benefited with attractive offers, including: free online money transfers inside and outside Shinhan Bank's system; free online transfers 24/7 to other banks in NAPAS system; free cash withdrawals at ATMs of other banks in NAPAS applied for withdrawals via ATM cards with maximum 10 transactions/month.

Shinhan Bank always strives to promote digital transformation process over the years by constantly improving and deploying various outstanding features, optimizing safety on Mobile Banking SOL application. Previously, in March, 2021, Shinhan Bank officially launched Electronic Know Your Customer service (eKYC) on SOL Mobile Banking platform, in order to support customers to save their time and simplify procedure of opening accounts. After nearly a year in operation, eKYC service has received great feedbacks of customers in convenience, safety and security. Simultaneously, Shinhan Bank also provided diversified digital banking products and services integrating advanced technology, such as: Smart Withdraw Service on Mobile Banking SOL app, open cards online, S-Payroll account, and so on.

Be recognized all constant efforts of Shinhan Bank in digital transformation to bring optimal experiences to customers, the bank was awarded “Best Foreign Digital Bank

Vietnam 2022” by World Economic Magazine. This is the second consecutive years that Shinhan Bank has the honor of receiving this reputable award. World Economic Magazine Award aims to highlight and acknowledge the spirit of industry disruptors across the global financial marketplace. The participations will be evaluated basing on a variety of factors, including market success, sustainability, business growth (either sustained or rapid), innovation, etc.

Sharing about this award, Mr. Kang Gew Won – Legal Representative of Shinhan Bank stated: *““Best Foreign Digital Bank Vietnam” by World Economic Magazine reflects our great efforts in ramping up digitalization in the context of banking environment changing rapidly with various technological innovations. We are excited about continuing innovate and design the financial services solutions by investing in modern technology, focusing on user interface with the aim to enhance customer’s experiences and to optimize operational efficiency for our bank’s sustainable growth. The recognitions of international awards and the trust from customers are huge encouragements for us to step-up the digital transformation as our core strategy”*.

ABOUT WORLD ECONOMIC MAGAZINE

World Economic Magazine Inc. (the “Corporation”) a US-based publication is committed to promote the understanding of financial literacy and economic multi-polarity in today’s global economy and international trade in particular for its global audience.

The editorial provides insights, comprehensive study, and best practices in the areas of resistance to change, people, leadership, products, services, communication, and other critical aspects of the present economy. This publication is determined to offer an honest and engaging platform for companies and businesses (traditional as well as startups) as they continuously reengage with their partners and consumers while focusing on agility, innovation, flexibility, speed, and value through people.

World Economic magazine serves the needs of C-suite executives, finance professionals, entrepreneurs, and organizations interested in learning and shaping global business practices and trends.

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 over 29 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.

Shinhan Bank was awarded the “Best Retail Foreign Bank in Vietnam 2020”, the “Best Foreign Bank in Vietnam 2021”, and the “Best Company To Work For In Asia” for three consecutive years by HR Asia publication.

For more information about Shinhan Bank Vietnam, please visit

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

Facebook: www.facebook.com/Shinhanbankvn/