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PRESS RELEASE

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SHINHAN BANK LAUNCHES THE ONLINE EXCHANGE MONEY SERVICE ON SOL APP

Ho Chi Minh City, on 4th June 2025 – Shinhan Bank Vietnam Limited ("Shinhan Bank") has recently launched the Online Exchange Money Service on Shinhan SOL Vietnam application ("SOL app") for individual customers. This serves as an important stride of Shinhan Bank's digitalization strategy, aiming to provide customers with flexible, convenient and safe financial solutions.

Convenient and secured foreign currency buying experience

Through the Online Exchange Money Service, customers are able to easily register to buy foreign currencies anytime, anywhere with just a few simple steps on SOL app. After completing registration, customer will receive foreign currencies in cash at the counters at Shinhan Bank' branches/transaction offices previously registered by the customer on SOL app. That helps them to save time, and be proactive in transaction time.

High limit, fixed and preferential exchange rate

With the aim of providing optimal support to customers, Shinhan Bank offers a foreign currency purchase limit of up to USD 5,000 for each transaction (applied to other foreign currencies with an equivalent value based on the exchange rate listed at the time of transaction), which is registered for purchase up to 05 working days before the departure date. Besides, foreign currency purchase exchange will be fixed and preferential at the time of booking on the SOL app, supporting customers to proactively make their financial plans and avoid unexpected fluctuations of exchange rate.

A wide range of foreign currencies, with free transactions

The Online Exchange Money Service on SOL app is applicable for various popular types of foreign currencies, including: KRW, USD, AUD, EUR, CAD and other foreign currencies according to the Bank's

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policy at each period. Specially, the transaction fee of the Online Exchange Money Service on SOL is totally free, offering convenience and savings for customers.

Meeting the legitimate and diverse needs of customers

The Online Exchange Money Service on SOL app is designed to meet legitimate needs of customers, from travelling, studying abroad, business trips, visiting overseas to other purposes in accordance with the law. Each customer will be created one (01) Online Exchange Money registration, equivalent to one (01) air ticket and one (01) passport declared presented to the Bank, ensuring transparency and compliance.

With the launching of Online Exchange Money Service on SOL app, Shinhan Bank has continuously affirmed its tireless efforts in digitalizing financial services, offering the most optimal and appropriate financial solutions to customers, supporting customers to be proactive and fully enjoy their travels, study journeys, or international business trips. Shinhan Bank commits to continuing to accompany and constantly innovate to enhance service quality, bringing practical and long-term values to customers.

To register for Online Exchange Money on SOL app, kindly scan the following QR Code:

ABOUT SHINHAN BANK VIETNAM

Shinhan Bank Vietnam Limited ("Shinhan Bank") is a subsidiary of Shinhan Bank Korea, a member of Shinhan Financial Group (SFG). SFG is a leading financial group in South Korea, founded on the foundation of Shinhan Bank Korea, Shinhan Investment Corporation, and Shinhan Asset Management. SFG is listed on both the Korea Exchange (KRX) and the New York Stock Exchange (NYSE). SFG and Shinhan Bank Korea are among the top 10 Domestic Systemically Important Banks (D-SIBs) in the South Korean banking system.

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 32 years, we have 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. Simultaneously, the Bank has also strengthened digital transformation process by applying advanced technologies to

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products/services, in order to bring "More friendly, More secured and More creative" financial solutions to customers, towards the target of "Becoming the leading digital bank in Vietnam in 2030".

With the mission of "A better world through finance", Shinhan Bank has constantly contributed to Vietnam's socioeconomic development not only in terms of business operation, but also through meaningful social activities carrying profound humanity value. Shinhan Bank contributed more than VND 88 billion to social activities from 2007 until the end of 2024. Particularly in 2024, the Bank contributed the amount of over VND 6 billion, with 592 hours for social activities and 10,684 of employee's participation times.

For more information about Shinhan Bank Vietnam, please kindly visit:

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

Facebook: www.facebook.com/Shinhanbankvn/

Instagram: https://www.instagram.com/nganhangshinhan/