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PRESS RELEASE

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SHINHAN BANK RECEIVES "OPERATIONAL EXCELLENCE" AWARD FROM WELLS FARGO BANK

Ho Chi Minh City, on 15th July 2025 – Shinhan Bank Vietnam Limited ("Shinhan Bank") is horned to receive the "Operational Excellence" award from Wells Fargo, one of the leading banks in the world with its headquarter in the US. The award recognizes Shinhan Bank's expertise and professionalism in achieving an outstanding level in operation, focusing on Strait-Through Processing (STP) of 99.9%. With this standard, according to the statistics, the global average ratio is 99.3%, it is 98.9% in the region and it is 99.8% in Vietnam. Shinhan Bank has been continuing to strive to build, operate the international payment transaction processing quickly and effectively, in order to ensure the inquiry ratio at the lowest level.

Accordingly, the "Operational Excellence" award is an annual award granted by Wells Fargo Bank for the banks with a large volume of international remittance payments through Wells Fargo and achieving a high STP of over 95%. The award is granted based on Wells Fargo's consistent standards applied globally in terms of the volume and quality of international remittance payments processed automatically throughout.

Accordingly, with a strict evaluation criterion from Wells Fargo to provide an accurate and fair result, Shinhan Bank is proud to be one of banks in Asia region, as well as in the world to achieve this outstanding ratio. Shinhan Bank's achievement of this award not only reflects its professionalism in international payment operation, but also demonstrate to ability of complying with strict standards of international banking system, in order to meet the increasing customer's needs.

Sharing about this award, the representative of Shinhan Bank stated: *"In today's globalized economic context, international payment operations play a vital role in the import-export and financial sectors. Alongside this, Shinhan Bank continuously strives to improve both the accuracy and speed of executing international payment transactions, aiming to best meet the needs of both corporate and individual customers.*

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The 'Excellent Operation' award affirms Shinhan Bank's position in the international payment field, while also enhancing the Bank's reputation as it is recognized by a major U.S. partner—Wells Fargo—for the accuracy and scale of its international payment activities, as well as the diversity in its account service offerings. This serves as a strong motivation for Shinhan Bank to continue promoting international payment operations in an efficient and sustainable manner in the future."

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 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/

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