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PRESS RELEASE

SHINHAN BANK RECEIVES VISA’S 2018 GLOBAL SERVICE QUALITY AWARD

Ho Chi Minh City, 16th September 2019 - Shinhan Bank Vietnam Limited ("Shinhan Bank") is honored to receive the "2018 Global Service Quality" award presented by Visa Inc. ("Visa") with the title "Bank with the highest authorization approval rate for commercial debit cards in 2018". Shinhan Bank is honored to be the only bank in Southeast Asia to receive this prestigious award from Visa in 2018.

“Global Service Quality” award presented by Visa for the first time in 1992 is to recognize exceptional card operations performance by issuers, acquirers and processors worldwide. Accordingly, Visa assessed its global clients by eligibility requirements and recognized the highest-performing banks in each key areas. In order to achieve one of the prestigious titles of this awards, banks must ensure to reach minimum VisaNet’s processing transactions and maintain good operation performance with Visa.

To get the award title "Bank with the highest authorization approval rate for commercial debit cards in 2018", the recipients are evaluated on criteria of total number of approved transactions over total number of requested transactions for commercial debit cards in 2018. This award is a recognition for the excellent card products and the optimal experience brought by Shinhan Bank to its customers through commercial debit card transactions. Services provided by Shinhan Bank ensure the efficient and smooth transactions for customers at card acceptance points or online payments in worldwide countries and minimize the fraud risk during the transactions.

Sharing about this award, Mr. Shin Dong Min – CEO of Shinhan Bank in Vietnam, said: "Global Service Quality" award presented by Visa is a worthy recognition for the enduring efforts of Shinhan Bank in issuing utility card products, maintaining a high level of successful, quick and safe processing card transactions. In the coming time, Shinhan Bank will continue to introduce new card products on the basis of customers’ need research and strengthen the partnership with merchants to bring customers more card incentives and benefits”.

In this award ceremony, Ms. Dang Tuyet Dung – Visa Country Manager in Vietnam and Laos, also shared: “At Visa, we believe that to achieve fast growth, enhance convenience and increase benefits, exclusive consumer experiences in digital payments, requiring tight and continuously improving partnerships between banks and transaction processors around the world. Therefore, we would like to acknowledge our appreciation of Shinhan Bank for having the high rate of authorized transactions via commercial debit cards, as well as providing outstanding and stable services. Committed to delivering the best payment experiences for Vietnamese consumers, Visa and our partner banks in general; and Shinhan Bank in particular, will continue to build our relationships to achieve our goals”.

Also in 2019, Shinhan Bank constantly received three additional awards for payment service quality awarded by the top banks in the world, including:

1. "Wells Fargo's Special Recognition" presented by Wells Fargo Bank recognizes the efforts and quality of Shinhan Bank's international payment processing.
2. "2018 USD Operational Excellence Award" awarded by Deutsche Bank recognizes the efforts of Shinhan Bank in developing and optimizing the process of automatic foreign currency digital payments, as well as minimizing the trace rate.
3. "2018 Elite Quality Recognition Award" by JP Morgan recognizes Shinhan Bank's efforts in developing and improving automatic foreign currency remittance service to optimally serve customers' international remittance needs.

About Visa Inc

Visa Inc. (NYSE: V) is the world's leader in digital payment. Visa's mission is to connect the world through the most innovative, reliable and secure payment network – enabling individuals, businesses and economies to thrive. Visa's advanced processing network - VisaNet, which provides and secures the reliable payment transactions around the world, and is capable of handling more than 65,000 transaction messages per second. The company's relentless focus on innovation is a catalyst for the rapid growth of digital commerce on any devices for everyone, everywhere. As the world moves from analog to digital, Visa has been applying to our brand, products, people, network and scale to reshape the future of commerce. For more information, please visit: [About Visa](#), [visa.com/blog](https://www.visa.com/blog) or [@VisaNews](#).

ABOUT SHINHAN BANK

Shinhan Bank Vietnam Ltd. (“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, which was established on the basis of Shinhan Bank, Shinhan Capital and Shinhan Investment Management. SFG has been equipped with over 24,000 well-trained employees in 21 countries, offering a diversified financial products and services, such as Banking, Consumer Finance, Insurance, Asset Management, Brokerage and others. SFG is also listed to both Korea Exchange (KRX) and New York Stock Exchange (NYSE).

Being a part of SFG, Shinhan Bank Korea is considered as the flagship of the group with headquarters in 20 countries and its net profit ranked first in Korea’s banking industry in 2018. In three consecutive years, 2016, 2017 and 2018, ShinhanBank had honor to be in the list of Top 50 Safest Banks in the world, released by Global Finance. ShinhanBank is also listed by Asian Banker as the Best Retail Banker in Asia Pacific region in 2017 and 2018.

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, offering a diversified portfolio of tailored corporate and consumer banking products and solutions. Over the history of nearly 26 years, Shinhan Bank has built a broad network covering many cities and provinces across the country, from the North to the South, with 36 branches and transaction offices. With a wide network of branches and ATMs across Vietnam and modern e-banking service, we are serving millions of corporate and consumer clients. In 2019, Shinhan Bank in Vietnam was granted the award HR Asia Best Company To Work For In Asia 2019 by well-respected regional HR Asia publication.

For more information, please visit:

Website: www.shinhan.com.vn | Facebook: www.facebook.com/NganhangShinhanbank/

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