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PRESS RELEASE

SHINHAN BANK VIETNAM COLLABORATES WITH LOTUSMILES TO LAUNCH “BUYING FOREIGN CASH – GETTING AIRLINES MILES” PROGRAM

Hanoi, 25th April 2024 – Shinhan Bank Vietnam Limited (“Shinhan Bank”) and Lotusmiles of Vietnam Airlines (“Vietnam Airlines”) has recently signed a partnership agreement to launch the “Buying Foreign Cash – Getting Airlines Miles” program.

According to the agreement framework, from 06th May 2024 until the end of 31st December 2024, Lotusmiles members purchasing cash foreign currencies at all branches and transaction offices of Shinhan Bank will receive bonus Lotusmiles miles in accordance with mechanism of accumulating 01 mile for each USD 5 (or its equivalent in others foreign currencies). The program is applied to each cash foreign currency purchase transaction from minimum USD 100. The mile rewards can be easily redeemed to air tickets or other rewards in a diversified ecosystem of Lotusmiles program.

Shinhan Bank is proud to become the first bank in Vietnam applying Lotusmiles incentives for foreign currency purchase services in cash for overseas trips, in order to bring to customers more outstanding values of convenience.

Mr. Lee Han Byeol – Deputy General Director of Shinhan Bank Vietnam shared: *“Collaboration between Shinhan Bank and Lotusmiles of Vietnam Airlines has been built up based on a same mission and vision in “Customer - Centric”, as well as spread out the great values to community. With capacity and available strengths of two parties, this signing ceremony is a premier for us to promote a sustainable collaboration, thereby bringing practical values to customers through preferential products, services, privileges and enhancing customer’s experiences during the process of using services of Shinhan Bank and Vietnam Airlines”.*

Mr. Nguyen Sy Thanh – Director of Lotusmiles of Vietnam Airlines shared: *“With desires of bringing outstanding experiences to customers, Lotusmiles program has constantly expanded collaborations and innovated products/services. In the partnership agreement with Shinhan Bank, this is the first time Lotusmiles members are accumulated miles when purchasing cash foreign currencies for overseas trips. We believe this special*

benefit could partly become a motivation for users to stick with Vietnam Airlines, become Lotuses members, as well as Shinhan Bank Vietnam's customers, thereby receiving more incentives".

For more details about cash foreign currency purchase service and benefits, privileges of the "Buying Foreign Cash – Getting Airlines Miles", please contact Contact Center of Shinhan Bank at 1900 1577 or visit the official website of Shinhan Bank <https://shinhan.com.vn/> or directly visit branches/transaction offices of Shinhan Bank nationwide.

Customers could refer benefits and registration steps for Lotuses members [here](#).

ABOUT LOTUSES PROGRAM

Lotuses is a program created to express gratitude to regular customers of Vietnam Airlines and to bring worthy and special benefits to its customers.

Currently, Lotuses program offers five card classes: Million Miler, Platinum, Gold, Titanium, and Silver. Individuals aged 2 and up can register to become Lotuses members.

Lotuses provides a variety of exceptional benefits, including: accumulating bonus miles and converting them to award tickets, seat upgrades, free baggage allowance; access to the Business Class lounge; priority services (SkyPriority) at check-in counters, boarding gates, connecting counters, security areas, and immigration areas, etc. For more information about the Lotuses, please refer to:

<https://www.vietnamairlines.com/vn/en/lotuse>

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/>

Facebook: www.facebook.com/Shinhanbankvn/

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