

**The Mett Building**

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# PRESS RELEASE

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## SHINHAN BANK VIETNAM INTRODUCES QR PAY SERVICE TO LOTTE MART VIETNAM

*Ho Chi Minh City, March 19<sup>th</sup>, 2025* – Shinhan Bank Vietnam Limited (“Shinhan Bank”) will launch the QR Pay service across all Lotte Mart Vietnam stores on March 22, 2025.

Shinhan Bank’s QR Pay service is a core solution of Shinhan CMS (Cash Management Service), providing QR payment options via POS, real-time transaction notifications, and a comprehensive package that includes a refund process.

**Customized QR Pay Solution for Lotte Mart**

Lotte Mart Vietnam is one of the largest supermarket chains in Vietnam. The QR Pay package was jointly developed by Shinhan Bank and its partner, InfoPlus, as a customized solution specifically tailored to Lotte Mart’s operational needs. This allows Lotte Mart to efficiently manage the increasing volume of QR Pay transactions each year, resulting in significant time and cost savings.

Previously, with the traditional QR payment method, cashiers had to take photos of each receipt and reconcile them with the store manager at the end of the day. This process was not only time-consuming but also leads to mistakes during counting or the risk of losing receipts.

Now, with Shinhan Bank’s QR Pay package, merchants can integrate QR Pay with their internal systems or utilize Shinhan Bank’s web platform, “Shinhan CMS”, to monitor transactions in real-time and manage payments more systematically. This ensures greater operational efficiency and enhances accuracy in fund management.

**QR Payment Launch Promotion: "Scan QR Code – Get a Lovely Bag"**

To celebrate the launch of the QR Pay service, Shinhan Bank Vietnam, in collaboration with Lotte Mart Vietnam, is hosting the "Scan QR Code – Get a Lovely Bag" promotion. This program allows customers to

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experience the convenience of QR payments while receiving a practical shopping item as a gift. The program will be held over four days, including: March 29<sup>th</sup>, 30<sup>th</sup> and April 05<sup>th</sup>, 06<sup>th</sup>, 2025 at 15 Lotte Mart stores nationwide.

Accordingly, during the event, the first 200 customers per day who have a Lotte Mart membership code and complete a QR Code payment of at least VND 100,000 using the Shinhan SOL Vietnam app (SOL app) will receive a stylish canvas bag from Shinhan Bank.

Each customer can receive a maximum of one canvas bag per Lotte Mart store during the promotional period.

For more information about the "Scan QR Code – Get a Lovely Bag" promotion, please visit <https://shinhan.com.vn/en/promotion/scan-qr-now-nice-bag-in-hand-2.html> or contact Shinhan Bank's Contact Center at 1900 1577.

**Shinhan Bank expands QR Pay Services and introduces Proprietary POS System for Digital Innovation**

Shinhan Bank is committed to accelerating digital financial innovation and continuously providing differentiated experiences and practical benefits to corporate customers.

The QR Pay package represents a new service initiative by Shinhan Bank, designed to enhance fund collection efficiency and minimize operational risks. In addition to Lotte Mart, Shinhan Bank is expanding QR Pay services to corporate clients of various sizes and will introduce QR Pay functionality in its proprietary POS terminals starting in April 2025. This initiative aims to provide businesses with a more convenient and powerful payment solution.

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**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

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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/](http://www.facebook.com/Shinhanbankvn/)

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