

The Mett Building

15 Tran Bach Dang St., Thu Thiem Ward,

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PRESS RELEASE

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SHINHAN BANK VIETNAM OFFICIALLY DEPLOYED THE FIRST SMART TELLER MACHINE SOL⁺

Ho Chi Minh City, on 04th September 2024 – Shinhan Bank Vietnam Limited (“Shinhan Bank”) launched the first Smart Teller Machine SOL⁺ (“SOL⁺”) at Business Center of Shinhan Bank at the 1st floor, The Mett Building, Thu Thiem Ward, Thu Duc City, Ho Chi Minh City. Simultaneously, Shinhan Bank is the first foreign bank in Vietnam to apply biometric authentication technology via ID Card with Chip on Smart Teller Machine.

The SOL⁺ deployment is a new stride of Shinhan Bank on the journey to pursue the target of promoting digital transformation, thereby contributing to enhance customer’s experiences and bring convenient, secured and creative digital financial products/services to customers.

Shinhan Bank will also offer a series of attractive incentives (*) for customers, who make transactions at SOL⁺ in the early stage of launching. Specifically:

- SMS service fee exemption for the Payment Account and the Debit card when successfully registering services at SOL⁺.
- Registration fee exemption for Payment Account in phone number format when registering Payment Account service at SOL⁺.
- Receiving special set of SOL⁺ cups made from coffee grounds when successfully issuing a Debit card at SOL⁺ (limited quantity).

SOL⁺ is an advanced model of ATM, which enables customers to register advance banking services through new technology solutions and be remotely supported by Video Agents. SOL⁺ with a friendly and easy-to-use interface, assisting customers to make transactions proactively and save time instead of visiting counters as before.

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In addition to features like a regular ATM such as: cash withdrawal, cash deposit, balance inquiry, fund transfer and PIN change, Shinhan Bank’s SOL⁺ also enables customers to open an account, issue or re-issue a Debit card, as well as register Internet Banking/Mobile Banking and SMS services instantly on the machines by biometric authentication and ID Card with Chip.

Accordingly, in order to use advanced features on SOL⁺, customers can follow the following steps:

- Step 1: Touch the screen, select the service and connect with Video Agent (if function inquired)
- Step 2: Verify customer information (with Ministry of Public Security by using biometric information using fingerprints and ID Card with Chip)
- Step 3: Input required additional information
- Step 4: Select services (Account opening, Debit card issuance/ re-issuance, Internet Banking/Mobile Banking or SMS service registration)
- Step 5: Print, sign and submit the form into SOL⁺
- Step 6: System implements as requested

Four more SOL⁺ will be tentatively installed in Ho Chi Minh City and northern in 2024 to serve for demand of financial transactions of customers. Customers can find the nearest locations installed SOL⁺ on the official Website of Shinhan Bank at: <https://shinhan.com.vn/en/stm>.

Locations, where Shinhan Bank chose to install SOL⁺, are attracting large number of customers to transact, thereby contributing to widely introduce STM service of the Bank to customers, enhancing image of a friendly, creative and secured digital bank in customer’s mind, as well as promoting a transaction habit of customers in digital space. In the next stage, Shinhan Bank is expected to expand the STM system nationwide in order to bring conveniences closer to local customers.

() For more details about Terms and Conditions of Promotion program, please kindly visit at: <https://shinhan.com.vn>*

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). Both SFG and SHBKR have been named domestic systemically important banks (D-SIBs) by the Financial Services Commission for 2025.

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. 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”

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financial solutions to customers, towards the target of “Becoming the leading digital bank in Vietnam in 2030”.

With the mission of “Bringing 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 81 billion to social activities from 2007 until the end of 2023. Particularly in 2023, the Bank contributed the amount of over VND 4.8 billion, with 492 hours for social activities and 5,563 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/>