

Contact for media

Ms. Dinh Doan Sao Kim – Public Relations Manager

Phone: (84-28) 3828 7900 – Ext: 266

Email: saokim@shinhan.comkimdinh.shb@gmail.com**PRESS RELEASE****SHINHAN BANK VIETNAM RECEIVED THREE AWARDS IN 2021 FROM VISA**

Ho Chi Minh City, 09th of June 2022, Shinhan Bank Vietnam Limited ("Shinhan Bank") is honored to have received three prestigious awards from International VISA Card Association ("VISA"), including the "Leadership in Operation Excellence for Commercial Product 2021", "Leadership in Commercial Payment Volume 2021" and "Leadership in Credit Payment Volume 2021". As the award "Leadership in Commercial Payment Volume 2021", Shinhan Bank has achieved it for the eighth consecutive year.

The trio of awards is well-deserved acknowledgment for Shinhan Bank's ongoing efforts to operate efficiently and optimize cashless payment methods through research and utility card issuing incorporating innovative technology.

Specifically, for the award "Leadership in Operation Excellence for Commercial Product 2021", Visa highly appreciates Shinhan Bank's outstanding achievements in operating, researching and creating new product lines for business products, in order to support businesses to deploy solutions to manage business card spending effectively and optimally.

"Leadership in Commercial Payment Volume 2021" and "Leadership in Credit Payment Volume 2021" awards acknowledge Shinhan Bank's achievements in improving service quality and implementing cutting-edge card technology to boost non-cash payment methods.

Mr. Kang GewWon- Chief Executive Officer of Shinhan Bank Vietnam, shared: *"According to the latest VISA research, there are about 76 percent of customers using e-wallets, and card users account for up to 82 percent. Thereby, we can see a clear change in the payment habits of Vietnamese people recently. In response to highly stringent convenience and security requirements, users' demand for "contactless" payments is expanding. To meet the criteria of customers in the process of performing card transactions, in the coming time, our bank will actively promote the research and launch of convenient card product lines, integrated with the convenient touch payment feature of the chip according to EMV standards, in order to secure transaction information and avoid counterfeiting or copying. Furthermore, the most recent 3D Secure service version 2.0 will be used, assisting in the identification of clients for online financial transactions.*

We are honored and delighted to have received three important VISA awards at the same time. This will be a significant motivator for us to continue developing convenient card

lines and upgrading card payment techniques in order to give clients with a friendly and secure payment experience.”

Shinhan Bank will continue to optimize the Mobile Banking SOL ecosystem to achieve effective digital transformation through the introduction of convenient digital financial products and services on this platform. In particular, Shinhan Bank will provide an online card opening service directly on the Mobile Banking SOL application in the near future, allowing consumers to save time and be proactive in executing transactions when compared to traditional at-the-counter card opening.

ABOUT VISA INC.

Visa Inc. is a global leading electronic payments technology company. Visa's mission is to connect the world through a modern, safe and reliable digital payment system and thereby, create opportunities for strong development to individuals, business and economies. Visa operates an advanced processing network - VisaNet, which secures the reliable payment transactions with the ability to process over 65,000 transaction messages per second. Visa's relentless initiatives promote the rapid growth of e-commerce on digital devices and work toward the cashless future for everyone at everywhere. With the trend of moving from analog to digital, Visa has developed its brand, product portfolio, human resources, and network and operation scope toward forming the future trade industry.

For more information, please visit https://www.visa.com.vn/en_VN

ABOUT SHINHAN BANK

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 over 29 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.

Shinhan Bank was awarded the “Best Retail Foreign Bank in Vietnam 2020”, the “Best Foreign Bank in Vietnam 2021 and 2022”, and the “Best Company To Work For In Asia” for three consecutive years by HR Asia publication.

For more information about Shinhan Bank Vietnam, please visit

Website: <https://shinhan.com.vn/>

Facebook: www.facebook.com/Shinhanbankvn/