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PRESS RELEASE

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SPREADING GREEN LIVING WITH CUSTOMER APPRECIATION WEEK OF SHINHAN BANK

Ho Chi Minh City, on September 23rd, 2025 – The Customer Appreciation Week program continues to be organized by Shinhan Bank Vietnam Ltd. ("Shinhan Bank") from September 15, 2025 to September 19, 2025, bringing customers meaningful appreciation gifts and attractive offers when visiting 55 branches and transaction offices nationwide.

With the message "Spreading Green Living with you", the program not only delivers thoughtful gifts and professional services but also spreads the message of sustainable, eco-friendly living, accompanying customers in every moment.

Throughout the program, customers visiting Shinhan Bank's branches and transaction offices will receive eco-friendly gifts such as lunch boxes made from wheat straw and kraft paper bags, as well as thousands of vouchers for skincare and beauty services from Facial Bar. Particularly, during the Customer Appreciation Week, customers transacting at Shinhan Bank branches in Hanoi and Ho Chi Minh City will have the opportunity to enjoy complimentary skin analysis, expert skincare consultations, and experience premium cosmetic products from the high-end brand Chando.

In addition, to accompany families during the back-to-school season, the program also offers tuition discount vouchers from Wellspring International School (Hanoi).

Customers will also have the chance to receive organic products from Konus, a brand specializing in family and beauty care, when exchanging two used batteries or checking in at Shinhan branches and transaction offices.

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Alongside appreciation activities, Shinhan Bank is rolling out a series of attractive offers, including: gifts for customers consulting or registering POS machines during the program period, and a 0.2% cashback on card transaction volume in the first month when reaching VND 100,000,000 in revenue (up to VND 3,000,000 per customer) for eligible Shinhan POS users. First-year annual fee waiver and cashback of up to VND 900,000 will also be offered to customers who open a new Shinhan credit card and meet the spending requirement.

Additionally, customers will have the chance to enjoy thousands of other exclusive offers when experiencing Shinhan Bank's wide range of products and services.

The "Customer Appreciation Week" program will continue in the next quarters of 2025, featuring more exciting activities and meaningful gifts.

To explore more promotional programs, please visit our website https://shinhan.com.vn/en or contact our Contact Center at 1900 1577.

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 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

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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/

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