TERMS AND CONDITIONS

Cash-back Program for Shinhan PWM Credit Card

1. Applied cards

Cash-back Program for Shinhan PWM Credit Card (herein after called "**Program**") is applied for Shinhan Visa Private Wealth Management Platinum credit card issued or managed by Shinhan Bank Vietnam Limited. (Hereinafter called as "**PWM Card**" or "**Card**").

Shinhan PWM Credit Cardholder collectively called as "**Cardholder**". Shinhan Vietnam Bank Limited hereinafter called as "**Bank**" or "**Shinhan**".

2. Cash-Back Program

Cash-Back Type	Cash-back rate	Maximum cash-back amount per statement cycle	Condition
Special Cash-Back 1	**15%** for Overseas POS transaction in foreign currencies	Maximum: VND 500,000/statement cycle	Total spending within statement cycle from VND 10,000,000
Special Cash-Back 2	**10%** for local currency spending in domestically and overseas under the following categories: ✓ Dining ✓ Shopping (See Appendix 1 for the detailed MCC list.)	Maximum: VND 500,000/category/statement (VND 1,000,000/statement)	
Basic Cash-Back	0.5% all spending	No limit for maximum cash-back.	No requirement for minimum spending within statement cycle

2.1. **Cash-back:** is the amount of cash-back granted into Primary Cardholders based of eligible spending of both Primary and Supplementary Cardholder. Cash-back includes Welcome Cash-Back, Basic Cash-Back and Special Cash-Back (if any).

2.2. **Spending:** is purchase transaction(s) made by PWM credit cards within statement period and posted in Shinhan system. Spending by Supplementary cardholder(s) will be counted for

Primary cardholder. The Program is not applied for cash withdrawal, cash advance, Flexi-cash, Installment 0% interest, Bill Payment transaction by the bill payment service via Card provided by Shinhan, all fee and charge, interest, stamp duty, deposit after payment due date.

2.3. Total spending used to determine the Special Cashback eligibility is calculated based on the total eligible transactions in the statement cycle, after deducting cancelled/refunded transactions as specified in the Program.

2.4. **Spending eligible for Special Cashback 1:** Card-present transactions made at POS terminals using foreign currency overseas.

2.5. **Spending eligible for Special Cashback 2:** Card transactions made in Vietnamese Dong (VND), in domestically and overseas, under the following categories: Dining and Shopping (MCCs listed in Appendix 1), based on the Merchant Category Codes (MCCs) set by Visa. The Bank may change, remove, or add applicable MCCs from time to time by providing appropriate notice.

2.6. A valid transaction is eligible for cashback under only one of the three cashback categories, in the following order: **Special Cashback 1, Special Cashback 2, and Basic Cashback**. Once the maximum cashback amount for each Special Cashback category has been reached, any subsequent transactions eligible for **Special Cashback** incurred within the same statement period will not accrue any additional Rewards.

2.7. If the total eligible spending during a statement period does not reach **VND 10,000,000**, all spending in the special categories will not qualify for Special Cashback and will instead be subject to Basic Cashback.

2.8. Rewards accumulated during the statement cycle will be credited to the Principal Cardholder, deducted from the outstanding balance at the end of the relevant statement cycle, and displayed on the Credit Card Statement for that statement cycle (Statement N).

2.9. For any complaints or inquiries regarding the Rewards accrued during a statement period, the Cardholder must contact the Shinhan Call Center or visit Shinhan Branch for resolution within 30 working days from the date the Rewards are credited to the Rewards Account. Upon expiry of the aforementioned period, Shinhan reserves the right to reject such requests.

2.10. Transactions that are cancelled/ reversed/ in dispute or converted into installment repayment 0% interest at any time shall be regarded as ineligible spending. Such transactions will not be included in the total eligible spending and will not qualify for cashback. If a transaction is determined to be ineligible spending, Shinhan reserves the right to recover the corresponding Rewards amount from the Cardholder's card account.

2.11. If a transaction cancellation or refund is recorded in a statement period subsequent to the statement period in which the transaction was originally incurred, the corresponding Rewards amount will be adjusted/deducted in the statement period in which the cancellation or refund is recorded. The cashback rate applicable to such adjustment/deduction will be determined based on the total eligible spending for that statement period in accordance with the Program's terms and conditions.

2.12. The Cardholder's request for card cancellation will not be accepted if there is any Rewards amount in the Cardholder's Rewards Account that is subject to recovery.

3. General terms

3.1. Shinhan, at its sole discretion, may recover or cancel any Rewards if the Cardholder's spending is deemed not to satisfy the Program's eligibility requirements or is deemed ineligible, or if the Cardholder's credit card account is in poor credit standing, or if the Cardholder has violated the Agreement, the Terms and Conditions applicable to the Cardholder, and/or if the Cardholder is suspected of abusing the Program.

3.2. Shinhan, at its sole discretion, may partially or entirely amend or terminate the Program at any time by providing notice published on Shinhan's official website. Spending that complies with the Program and is incurred before the effective time of any amendment or termination of the Program will remain subject to the previous version of the Program.

3.3. If the Principal Card is terminated for any reason and at any time, whether by the Principal Cardholder or by the Bank, the Principal Cardholder and Supplementary Cardholder(s) will immediately cease to be eligible to participate in this Program, and all accumulated Rewards that have not yet been credited/rewarded will be automatically forfeited.

3.4. If the Cardholder does not agree with any update, adjustment, or amendment made by Shinhan in relation to the Program, the Cardholder may contact the Shinhan's Call Center at **1800 5999 26** for assistance in accordance with Shinhan's regulations.

3.5. The Cardholder hereby authorizes Shinhan to disclose information relating to the Cardholder and the Cardholder's credit card account(s) to relevant third parties for the purpose of implementing the Program.

3.6. In the event of any dispute relating to the application, calculation, adjustment, or recovery of Rewards under the Program, the Bank's decision based on the data and information recorded in the Bank's system shall be final.

3.7. These Program Terms and Conditions shall be governed by the laws of Vietnam and are made in both English and Vietnamese. In the event of any discrepancy between the English and Vietnamese versions, the Vietnamese version shall prevail.

3.8. These Program Terms and Conditions form an integral part of the card issuance and usage agreement(s) between the Cardholder and Shinhan. They are also published on Shinhan's official website : https://shinhan.com.en/ and at Shinhan's Branches/Transaction offices.

APPENDIX 1

LIST OF MERCHANT CATEGORY CODE FOR SPEACIAL CASHBACK 2

Category	MCC	Description	Rate
Dining	5812	Restaurants or eating places	10%
	5813	Drinking places	
	5814	Fast food restaurants	
Shopping	5611	Men/boys clothing/acc stores	
	5621	Womens ready to wear stores	
	5631	Womens access/specialty	
	5641	Children/infants wear stores	
	5651	Family clothing stores	
	5655	Sports/riding apparel stores	
	5661	Shoe stores	
	5681	Furriers and fur shops	
	5691	Mens/womens clothing stores	
	5697	Tailors, seamstresses, mending and alterations	
	5698	Wig and toupee stores	
	5699	Misc apparel/access stores	
	7296	Clothing/rent/costume/unifo	