

Terms and conditions for “EXCITING TRANSACTION – GREAT CASHBACK” campaign

“EXCITING TRANSACTION – GREAT CASHBACK” campaign (“Campaign”) is applicable for eligible individual customers of Shinhan Bank Vietnam Limited (“The Bank”) with the following terms and conditions:

1. Campaign period and location

Campaign period: Campaign starts from 21st November 2022 (start date) to 31st December 2022 (end date), both days are included, divided into 06 phases and one (01) phase/week.

Location: Nationwide.

2. Promotion type

Cashback directly to Demand Deposit Accounts which is opened at the Bank of eligible customers.

3. Prize scheme

Reward Type	Reward Detail	Reward value (VND)	Reward quantity	Number of phase	Total reward quantity	Total value (VND)
Reward 01	Every week, cashback VND 100,000 to demand deposit account of the first 450 customers who have successful mobile top-up transactions via VNPAY in Internet Banking/SOL Mobile Banking (minimum value VND 300,000/transaction).	100,000	450	06	2,700	270,000,000
Reward 02	Every week, cashback VND 100,000 to demand deposit account of the first 200 customers who have successful bill payment transactions via VNPAY in Internet Banking/SOL Mobile Banking (minimum value VND 500,000/transaction).	100,000	200	06	1,200	120,000,000
Reward 03	Reward VND 2,000,000 to 20 customers having the highest mobile top-up value via VNPAY in Internet Banking/SOL Mobile Banking during promotion period (minimum value VND 4,500,000).	2,000,000	20	01	20	40,000,000
Total					3,920	430,000,000

Total reward value of the Campaign: VND 430,000,000 (Four hundred and thirty million VND).

4. Details

4.1. Eligible customers

Campaign is applicable to individual customers of The Bank, not include the Bank's staffs.

4.2 Campaign regulations

4.2.1. Reward 01

Every week, cashback VND 100,000 to demand deposit account, which is opened at the Bank, to the first 450 customers who have successful mobile top-up transactions via VNPAY in Internet Banking/SOL Mobile Banking (minimum value VND 300,000/transaction).

Note

- Applied periods are listed as below:
 - Week 1: Start from 00:00:00 Monday (21/11/2022) to 23:59:59 Sunday (27/11/2022)
 - Week 2: Start from 00:00:00 Monday (28/11/2022) to 23:59:59 Sunday (04/12/2022)
 - Week 3: Start from 00:00:00 Monday (05/12/2022) to 23:59:59 Sunday (11/12/2022)
 - Week 4: Start from 00:00:00 Monday (12/12/2022) to 23:59:59 Sunday (18/12/2022)
 - Week 5 Start from 00:00:00 Monday (19/12/2022) to 23:59:59 Sunday (25/12/2022)
 - Week 6: Start from 00:00:00 Monday (26/12/2022) to 23:59:59 Saturday (31/12/2022)
- Customers are eligible to receive maximum 01 (one) reward/week.
- In case the number of eligible customers does not reach 450 customers/week, the remaining rewards will be accumulated to the next week until the end of Campaign.

4.2.2. Reward 02

Every week, cashback VND 100,000 to demand deposit account of the first 200 customers who have successful bill payment transactions via VNPAY in Internet Banking/SOL Mobile Banking (minimum value VND 500,000/transaction).

Note

- Applied periods are listed as below:
 - Week 1: Start from 00:00:00 Monday (21/11/2022) to 23:59:59 Sunday (27/11/2022)
 - Week 2: Start from 00:00:00 Monday (28/11/2022) to 23:59:59 Sunday (04/12/2022)
 - Week 3: Start from 00:00:00 Monday (05/12/2022) to 23:59:59 Sunday (11/12/2022)
 - Week 4: Start from 00:00:00 Monday (12/12/2022) to 23:59:59 Sunday (18/12/2022)
 - Week 5 Start from 00:00:00 Monday (19/12/2022) to 23:59:59 Sunday (25/12/2022)
 - Week 6: Start from 00:00:00 Monday (26/12/2022) to 23:59:59 Saturday (31/12/2022)
- Customers are eligible to receive maximum 01 (one) reward only during the campaign period.
- In case the number of eligible customers does not reach 200 customers/week, the remaining rewards will be accumulated to the next week until the end of Campaign.

4.2.3. Reward 03

Reward VND 2,000,000 to 20 customers having the highest mobile top-up value via VNPAY in Internet Banking/SOL Mobile Banking during promotion period (minimum value VND 4,500,000)

Note

- Customers are eligible to receive maximum 01 (one) reward only during the campaign period.

5. Reward granting

- For Reward 01 and Reward 02, The Bank consolidates eligible customers on a weekly basic and cashback to Demand Deposit Accounts of customers within next 05 (five) working days.
- For Reward 03, The Bank consolidates eligible customers and cashback to Demand Deposit Accounts of customers within next 15 (fifteen) working days from end date of Campaign.
- Demand Deposit Account which was used to make valid transactions in campaign will be used for reward transferring.

6. Requirements on evidence to identify qualified customers

The Bank will base on time of successful transactions during the Campaign period to identify the eligible customers. This promotion is not applicable for cancelled, pending, incomplete transactions, invalid or any doubt or any fraud transactions.

7. Winning notification

Winning customers list will be published on The Bank's website at (<https://shinhan.com.vn/en>) within 15 (fifteen) working days after ending the Campaign. The winning customers list will include:

- Customers' full names
- Phone numbers (only display the first 03 digits and last 03 digits, for example "093xxxx011")
- Reward value

8. FAQ for the Campaign

For details of the Campaign, please contact the nearest branches/transaction offices of The Bank or call Contact Center at **1900 1577**.

9. Other regulations

- The Campaign is not applied to The Bank's employees.
- The campaign can be applied in conjunction with other campaigns or promotions.

- Customers need to maintain and use Internet Banking/SOL Mobile Banking until result consolidation and reward period. In case customers terminate Internet Banking/SOL Mobile Banking service before result consolidation and reward period, the reward will be transferred to the next eligible customers.
- The Bank is not responsible if customers cannot receive email, or SMS due to the incorrect or non-updated email addresses, or phone numbers registered with The Bank.
- The Bank reserves the right to refuse the application of the Campaign, as well as to refuse to reward to customers if The Bank considers there is any invalid, or any doubt or any fraud transactions, or any breached relevant terms and conditions to the Campaign.
- All general terms and conditions as well as related terms and conditions of products and services of The Bank (as amended, replenished and/or replaced from time to time) will be applied concurrently.
- The winning customers are responsible for personal income tax and all costs incurred related to receiving rewards of the Campaign (commute...) if any, in accordance with the local law requires.
- Customers joining promotion campaign agree that The Bank is entitled to use information and images of the winning customers for the purpose of advertising or any other purposes of this Campaign.
- Customers joining promotion campaign agree that The Bank reserves the right for providing information to VNPAY for promotion program cooperation purpose.
- In case of any dispute related to this Campaign, The Bank is responsible for directly settling the dispute in accordance with the laws.