

## TERMS AND CONDITIONS

### Promotion

#### SPREAD LOVE & GET GIFT

“Spread Love & Get Gift” Promotion (“Promotion”) applies to eligible individual customers of who meet the following terms and conditions:

- Promotion time:** 08<sup>th</sup> April, 2024 – 14<sup>th</sup> April, 2024 (Monday – Sunday)
- Location:** At assigned branches or sales events of Shinhan Bank Vietnam Limited (“The Bank”)
- Promotion type:** Augmented reality gaming on Zalo Mini App
- Prize structure:**

Prize type	Condition	Prize content	Prize value (VND)	Number of awards	Total prize value (VND)
Reward 1	The first 3,500 customers reach 300 points/turn	Mobile top up	20,000	3,500	70,000,000
Reward 2	The first 3,500 customers reach 200 points/turn	Mobile top up	10,000	3,500	35,000,000
<b>Total</b>				<b>7,000</b>	<b>105,000,000</b>

Note:

- Each customer can only receive one (01) prize during the Promotion period;
- The reward will be topped up directly into the phone account or the corresponding phone card code will be sent to via Zalo application;
- The promotion may end earlier when being out of rewards.

Total prize value of the Promotion: 105,000,000 VND (One hundred and five million Vietnamese Dong), excluding VAT.

#### 5. Detailed content and rules:

##### 5.1. Customers participating in the Promotion:

The Promotion applies to individual customers, including The Bank employees.

## 5.2. Methods, rules, conditions and prizes:

### 5.2.1. How to participate and promotion rules:

How to participate and rules	How to calculate points
<ul style="list-style-type: none"> <li>- Customers use their personal mobile devices (mobile phone, tablet) to scan QR codes of Spread Love &amp; Get Gift game on the Promotion's POSMs to start playing games. Each customer who scans the QR code will has 01 turn to play game in 30 seconds/turn;</li> <li>- Customers play games by pressing on the screen to shoot hearts to the Bank's mascots appearing on the game screen to accumulate points;</li> <li>- After 30 seconds, customer who reaches the required number of points will receive the corresponding gift; Immediately after the customer completes each turn, the system will display the score of that turn. Customers can choose “Thêm lượt” or “Nhận quà”. When the customer starts a new game again, the score from the previous game will not be recorded by the system.</li> <li>- Customers can find more turns by answering the survey to get 01 more turn. Players can get unlimited additional turns, survey questions will appear randomly in the available questions</li> </ul> <p>Note: When starting a new turn or selecting "Thêm Lượt", the score of the new turn will</p>	<p>Shoot heart at mascot and customers can get score as follows:</p> <ul style="list-style-type: none"> <li>- Pli Raccoon (yellow): 10 points</li> <li>- Lay Owl (blue): 30 points</li> <li>- Mole Moli (purple): 50 points</li> <li>- Special SOL bear (white, glowing): 100 points</li> </ul>

<p>return to 0 point and scores among turns will not be accumulated.</p> <p>- Each player can play multiple times but only receive one (01) reward corresponding to the score in the turn which the customer click on “Nhận quà” the first time during the Promotion period.</p> <p>(*) Note: Customers need to agree with the following points before starting to participate in the game:</p> <ol style="list-style-type: none"> <li>a. Collect and process data between the Bank and Zalo</li> <li>b. Terms and conditions of the promotion</li> <li>c. Follow Zalo OA of the Bank</li> </ol>	
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

5.2.2. Conditions and prizes:

**Reward 1**

3,500 first customers who reach 300 points/turn can receive Mobile Top up reward worth VND 20,000. Reward quantity: 3,500 rewards

**Reward 2**

3,500 first customers who reach 200 points/turn can receive Mobile Top up reward worth VND VND 10,000. Reward quantity: 3,500 rewards

\* Note:

- *Each player will only receive one (01) reward corresponding to the score in the turn which the customer tick on “Nhận quà” the first time during the Promotion period.*
- *The reward will be topped up directly into the phone account or the corresponding phone card code will be sent to the network operator via Zalo application;*
- *The promotion may end earlier when being out of rewards.*

**6. Notification of winning prizes:**

After the customer completes each turn, the system will display the score of that turn. If the customer is eligible to receive a reward according to the Promotion rules, within a maximum of 24 hours after the customer clicks on the "Nhận quà" button, the system will reward to the customer.

#### **7. Award procedure:**

- The reward will be top up directly into the phone account or the corresponding phone card code will be sent via Zalo application (in case direct top-up cannot be performed). In case the customer receives phone card code via Zalo application, the customer accesses the Zalo message sent from the "SHINHAN BANK VIETNAM" account to receive the code and top up account.
- Responsibility of winning customers for irregular income tax: Customers are responsible for paying irregular income tax according to current Vietnamese law.

#### **8. Answering information about the Promotion:**

For further details related to the Promotion, customers please contact the branches/transaction offices where the Promotion takes place or the Customer Service Center at **1900 1577**.

#### **9. Responsibility for information disclosure:**

- Regulations on the responsibilities of the Bank in publicly announcing detailed terms and conditions of promotion: The Bank is responsible for fully announcing detailed content of promotion rules at branches, transaction office implementing the Bank's promotion and on the Bank's website <https://shinhan.com.vn>
- Regulations on the responsibilities of the Bank in announcing winning results: The Bank is responsible for announcing the full list of winning customers on the Bank's website <https://shinhan.com.vn> at the end of the promotion.

#### **10. Other regulations:**

- The promotion can be applied in conjunction with other campaign or promotions.
- When necessary, the Bank reserves the right to replace the stated reward with another reward that the Bank consider to be of broadly equivalent value.
- The Bank is not responsible if customers cannot receive related promotion information via SMS/Email/Notification on Shinhan SOL application ("SOL

Application”) due to the incorrect/non-updated phone numbers/email address or Shinhan SOL application is non-updated.

- Customers who are joining promotion default agrees that the Bank is entitled to use, disclose to the 3rd parties information and images of customers for the related purpose of this Promotion as well as upload related information of Customers on owned media of the Bank and mass media without paying any fee for Customers
- By participating in this Promotion, the Customer acknowledges that it understands and agrees to comply with all terms and conditions set forth in the Terms and Conditions of this Promotion and its amendments (if any) and other relevant provisions of the Law.
- In case of any dispute related to this Promotion, The Bank is responsible for directly settling the dispute in accordance with the laws.
- If no agreement can be reached, the dispute will be handled in accordance with current law;
- The Bank reserves the right to refuse the application of the Promotion, 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 Promotion.
- All general terms and conditions related to the products and services of The Bank (as amended, replenished and/or replaced from time to time) will be applied concurrently.
- For any disputes or questions arising about this promotion, please contact 19001577 no later than 15<sup>th</sup> May, 2024. After this deadline, the Bank is not responsible for solving any disputes.
- The decisions of the Bank on all matters relating to the promotion are final, conclusive and binding and no correspondence will be entertained.
- Terms and Conditions of this Promotion are in English and Vietnamese. In case of any discrepancies, the Vietnamese version shall refer.

End.