

## Terms and Conditions of the program “EXPLORE LAND OF KOOL KIDZ WITH SOL”

The program “Explore Land Of Kool Kidz With SOL” (“**Program**”) is applicable to eligible customers of Shinhan Bank Vietnam Limited (“**The Bank** ”) with the following terms and conditions:

### 1. Promotion period and location

Promotion period: The program starts from December 06<sup>th</sup>, 2023 (starting date) to December 31<sup>st</sup>, 2023 (end date), both days are included.

Location: Ha Noi city

### 2. Promotion type

Lucky draw

### 3. Prize scheme

Reward	Reward Value (VND)	Reward Quantity	Total reward value (VND)
01 couple of KidZania complimentary tickets (01 Adult ticket and 01 Children Ticket)	570,000	50	28,500,000
<b>Total</b>			<b>28,500,000</b>

Detail and regulations of campaign as listed in Article 4.

Note:

- Ticket can be applied at KidZania (Address: Floor 5, Lotte Mall Tay Ho, 272 Vo Chi Cong Street, Tay Ho, Ha Noi). Warranty of reward in kind follows warranty policy of the reward supplier.
- Each eligible Customer could only receive 01 (one) reward type during the promotion period.

Total reward value of the Campaign: VND 28,500,000 (Twenty-eight and five hundred thousand dong), including VAT.

### Terms and Conditions of KidZania ticket

1. Validation period: From 15/01/2024 to 26/10/2024
2. Customers using complimentary tickets must comply with terms and conditions specified on the ticket and KidZania policies.
3. “Children ticket” applies to children from 4-15 years old.
4. Tickets are valid for admission to KidZania Hanoi only and cannot be exchanged for goods, including merchandise, food, or beverages inside KidZania Hanoi.

5. The complementary tickets are valid for admission for a maximum period of 05 hours (used for 1st or 2nd shift). Tickets can be used at KidZania Hanoi according to the validation period on the ticket.
6. You should make a reservation through the website of KidZania Hanoi prior to the coming or use it right away (However, without a reservation, you might not be guaranteed if the slots are sold out)
7. Damaged or torn complementary tickets cannot be used.
8. The issued complimentary tickets cannot be refunded, exchanged for cash or other vouchers. KidZania cannot be held liable for tickets that are subsequently lost, stolen, or damaged.
9. KidZania reserves the right to add, amend, or withdraw any terms and conditions without prior notice.
10. KidZania Hanoi reserves the right to refuse to a ticket that it deems to have been tampered with, duplicated, damaged, or otherwise suspected to be affected by fraud. Tickets are not for purchase or exchange
11. 'Adult' tickets can be exchanged for 'Toddler (2-3 years old)' admission tickets.
12. Adults are not able to join most of the activities.
13. 'Children' tickets cannot be converted to Adults tickets or Toddlers tickets (2-3 years old).

#### **4. Details and regulations**

##### **4.1. Specific conditions, methods, and procedures that customers must follow in order to participate the promotion**

a. Target customers: Individual customers in Hanoi city (including new and existing customers who did not log in Internet Banking/Shinhan SOL Vietnam application of Shinhan Bank from 01/01/2023 to 05/12/2023, excluding Shinhan Bank staffs) register Internet Banking/Mobile Banking SOL service with Branches/Transaction Offices at Hanoi city of Shinhan Bank as below:

1. Ha Noi (Address: B1,4& 9th Floor, Lotte Center Hanoi, 54 Lieu Giai, Cong Vi, Ba Dinh, Hanoi City)
2. Tran Duy Hung (Address: 1<sup>st</sup> Floor, Mezzanine and 8th Floor, Grand Plaza, 117 Tran Duy Hung, Trung Hoa Ward, Cau Giay Dist, Hanoi City)
3. Pham Hung (Address: 1<sup>st</sup> and 2<sup>nd</sup> Floor, Keangnam Hanoi Building, Me Tri Ward, Nam Tu Liem District, Hanoi City)
4. Hoan Kiem (Address: A2 1st Floor, Sentinel Place Building, 41A Ly Thai To, Ly Thai To Ward, Hoan Kiem District, Hanoi City)
5. Le Thai To (Address: 14 Le Thai To, Hang Trong Ward, Hoan Kiem District, Hanoi City)

6. Cau Giay (Address: No. 102, Lot C, D5 Tower, Tran Thai Tong Street, Dich Vong Ward, Cau Giay District, Hanoi City)
7. Royal City (Address: 1<sup>st</sup> and 2<sup>nd</sup> Floor, Vinhomes Royal City, 72 Nguyen Trai Street, Thuong Dinh Ward, Thanh Xuan District, Hanoi City)
8. Ha Dong (Address: B1 floor, Ho Guom Plaza, 102 Tran Phu Street, Mo Lao Ward, Ha Dong District, Hanoi City)
9. My Dinh (Address: Lot 136, TT3 - SUDICO My Dinh - Me Tri, My Dinh 1 Ward, Nam Tu Liem District, Hanoi City)
10. Starlake (Address: TM 2-13, 2<sup>nd</sup> floor, Building 903, H9-CT1 building, Co Nhue I Ward, Bac Tu Liem District, Hanoi City)
11. Hoang Mai (Address: SH-21 Century Tower, 458 Minh Khai, Vinh Tuy Ward, Hai Ba Trung District, Hanoi City)
12. Tay Ho (Address: Office No O104 at 1st Floor, Lotte Mall West Lake Building, No. 272 Vo Chi Cong Street, Phu Thuong Ward, Tay Ho District, Hanoi City)
13. Long Bien (Address: Trading & Service Floor H4-TM5 & H4-TM6, Hope Residences Building, Phuc Dong Ward, Long Bien District, Hanoi City)

**b. Conditions:** Individual customers, who meet requirements at 4.1.a, complete 02 (two) actions as following during promotion period will receive a lottery number to participate in lucky draw.

1. Customers log in Shinhan SOL Vietnam application and access the program banner in the Promotions section at Home screen to register to participate in the promotion
2. Customers make 01 (one) deposit transaction into the demand deposit account of customers at Shinhan Bank with a transaction value of VND 1,200,000 and maintain a minimum demand deposit account balance of VND 1,200,000 at the end date of promotion which is December 31<sup>st</sup>, 2023.

Note: Customers can make deposit transactions by transferring from other banks to Shinhan Bank or deposit by cash at the Shinhan Bank Branches/Transaction Offices

In case the customer has multiple demand deposit accounts: Each of customers can receive only 01 (one) lottery number. The account which is used to make a first deposit transaction with a transaction value of VND 1,200,000 during the promotion period must have account balance more than VND 1,200,000 at the end of the promotion to be considered as eligible for the promotion

#### **4.2. Time and issuing proof of winning method**

After being issued, the lottery number will be notified to customers via Push Notification on Shinhan SOL Vietnam application and website: <https://shinhan.com.vn/Hotline> 1900 1577 from January 08<sup>th</sup>, 2024 to January 11<sup>th</sup>, 2024

#### **4.3. Regulation on winning determination evidence**

- a. The issued lottery number is a 10-digit random number, starting from 0000000001 to 9999999999.
- b. Customers who meet the requirements as mentioned in 4.1 will receive a lottery number to participate in the lucky draw. Each customer will have one (01) unique lottery number to participate in the program.
- c. The lottery numbers are unique and not duplicated.
- d. The program has 01 (one) lucky draw event; The quantity of lottery numbers corresponds to the number of customers who meet the conditions to participate in the program in 4.1. section
- f. Maximum number of issued lottery number: 9,999,999,999

**4.4. Time, place and method of winning determination**

- **Time to determine winning:** The lucky draw event to determine the winning will be carried out with detail as below

<b>Lucky draw event</b>	<b>Time to record data to be eligible to join program</b>	<b>Event location</b>
12 <sup>th</sup> Jan 2024	(00:00:00) December 06 <sup>th</sup> , 2023 – (11:59:59) December 31 <sup>st</sup> , 2023	Shinhan Bank Northern Head Office, Keangnam Landmark 72 Building, Pham Hung Street, Nam Tu Liem District, Ha Noi city

**Location of winning determination:** Shinhan Bank Northern Head Office, Keangnam Landmark 72 Building, Pham Hung Street, Nam Tu Liem District, Ha Noi city

**Lucky draw method:**

- Lucky draw by using computer-based dialer software to determine winning customers.
- Winning number is the same number as the number drawn to determine the winner at the lucky draw event.
- Lucky draw event will determine 50 (fifty) winning codes corresponding to the number of rewards of promotion.
- A customer can only receive maximum one (01) reward during the promotion period.
- The results of the lucky draw event will be made in writing and signed by the parties witnessing the lucky draw event including the Bank and customer representatives

**5. Winning notification**

Within 07 (seven) working days after the time of conducting lucky draw event, the Bank will send the winning notice to the customer by SMS to the phone number which is registered with the Bank, and inform the list of winners on the Bank's website <https://shinhan.com.vn>. The list of winners includes:

- Customer's name
- Phone number (only the first 03 digits and the last 03 digits of the phone number are shown, for example: “093xxxx011”)
- Lottery number
- Reward type

## 6. Reward procedure

- **Rewarding place:** Winner will receive the reward at Tay Ho Transaction Office of The Bank at “Office No O104 at 1st Floor, Lotte Mall West Lake Building, No. 272 Vo Chi Cong Street, Phu Thuong Ward, Tay Ho District, Hanoi” in working hours of The Bank
- **Rewarding method:** Reward in kind will be deliver directly at Tay Ho Transaction Office of The Bank at “Office No O104 at 1st Floor, Lotte Mall West Lake Building, No. 272 Vo Chi Cong Street, Phu Thuong Ward, Tay Ho District, Hanoi” in working hours of The Bank
- **Rewarding procedures:** When receiving prizes, the winning customers need to present all the documents required by the Bank to identify the winners, including: Identity card/Citizen ID/Passport is still valid to ensure the identification of customers in accordance with the Bank's regulations.  
In case the customer authorizes another person to receive the prize, the authorized person to receive the prize will have to present the original Identity Card/Citizenship ID or Passport, a notarized copy of the Identity Card/Citizen ID or Passport of the winner and the original valid power of attorney notarized/certified in accordance with the provisions of law.
- **Time limit for rewarding:** The last time the Bank is responsible for rewarding to customers is 45 (forty-five) days from the end of the promotion program. Customers who come to receive the reward after this time will no longer be eligible to receive the reward according to the Bank's Regulations.
- **Liability of winning customers for expenses incurred and irregular income tax when receiving prizes:** Winning customers are responsible for declaring and paying irregular income tax, fees and charges (if any) as prescribed by current law.

## 7. FAQ for the Campaign

All details related to the Program. Please contact Customer Service Center at **1900 1577**.

## 8. Responsibility for information disclosure

- Regulations in publicly announcing the details of the promotion program rules: The Bank is responsible for fully announcing the details of the Promotion Program Rules at the Bank's branches and transaction offices and on the Bank's website <https://shinhan.com.vn>.
- Regulations on responsibility in announcing the winning results: The Bank is responsible for notifying the full list of winners on the Bank's website <https://shinhan.com.vn>.

## **9. Other provisions**

- The campaign is not applied to The Bank's staff
- The campaign can be applied in conjunction with other campaigns or promotions.
- The Bank is not responsible if customers cannot receive related promotion campaign information via SMS/Email due to the incorrect/non-updated phone numbers/email address
- For any disputes or questions arising about this promotion, please contact 19001577 no later than February 15<sup>th</sup>, 2024. After this deadline, the Bank is not responsible for solving any disputes.
- 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.
- The winning customers are responsible for personal income tax (declaration and payment) and all costs incurred related to receiving rewards of the Campaign (commute...) if any, in accordance with the Vietnamese law.
- By participating in this Program, the Customer acknowledges that it understands and agrees to comply with all terms and conditions set forth in the Terms and Conditions of this Program and its amendments (if any) and other relevant provisions of the Law.
- In case of any dispute related to this Campaign, The Bank is responsible for directly settling the dispute in accordance with the laws.
- The decisions of the Bank on all matters relating to the promotion are final decisions
- Terms and Conditions of this Campaign are in English and Vietnamese. In case of any discrepancies, the Vietnamese version shall refer.
- For rewards that have no recipients/winners, the Bank is responsible for deducting 50% of the reward value of such prizes into the State Budget as prescribed in Clause 4, Article 96 of the Commercial Law.