

TERMS AND CONDITIONS OF PROMOTION PROGRAM

“GOT-IT” SPRING TRIP

The Program “Got-it” Spring Trip (“**Program**”) is applied for valid individual Customers of Shinhan Bank Vietnam Ltd. (“**the Bank**”) with the following terms and conditions (“**Terms and Conditions**”):

1. **Program name:** “Got-it” Spring Trip
2. **Program Period:** 01 Mar 2024 – 31 May 2024 (both days inclusive) or until informed by the Bank (which comes first), and is divided into 3 reward periods (“**Reward Period**”) as the following:
 - Reward Period 1: 01 Mar 2024 – 31 Mar 2024 (both days inclusive)
 - Reward Period 2: 01 Apr 2024 – 30 Apr 2024 (both days inclusive)
 - Reward Period 3: 01 May 2024 – 31 May 2024 (both days inclusive)
3. **Promotion location:** Nationwide.
4. **Eligible customers (“Customers”):** Individual customers who are qualified all criteria as the followings:
 - a. Have registered SOL app of the Bank (“**SOL app**”);
 - b. Have at least 01 (one) FX transaction of buying foreign currency in cash from the Bank with value from USD 500 and above (or equivalent), in complied with the Ordinance on foreign exchange control and other relating regulations during program period (“**Transaction**”).
5. **Program details:**
 - 5.1. **Promotion scheme:** within each Reward Period, 150 Customers who are the earliest to qualify Terms and Conditions of the Program shall receive 01 (one) e-voucher “Got-it” value VND 50,000 (in words: Fifty thousand Vietnam dong).
 - 5.2. **Total reward value:** VND 22,500,000 (in words: twenty-two million five hundred thousand Vietnam dong), including VAT; equivalent to 450 e-vouchers.
 - 5.3. **Rewarding time and rewarding method:** within 15 (fifteen) days after the ending date of each Reward Period, the Bank shall directly inform to qualified Customers about the reward and method to receive e-vouchers via SOL app.
 - 5.4. **Note:**
 - Within each Reward Period, one Customer receives only one e-voucher;

- List of rewarded Customers to receive e-vouchers shall be consolidated and announced by the Bank in the following order of priority:
 - (1) In case the number of Customers qualifying Terms and Conditions is more than the number of prizes, prizes shall be given to Customers having earlier eligible Transactions;
 - (2) In case the eligible Transactions are at the same time, prizes shall be given to Customers having higher transaction amount;
- In case the number of Customers qualifying Terms and Conditions of the Program is less than 150 Customers in each Reward Period, the undelivered prizes shall be invalid and shall not be brought to the next months.
- The Program is not applied for Bank's Staff.

6. Other Terms and Conditions:

- For any arising disputes relating to Program result, Customers have to raise to the Bank for further investigation within 20 (twenty) days from the date the Bank announce the result via Hotline 19001577. After this due date, the Bank shall not accept and/or resolve any exceptional complaint relating to this Program.
- Customers are responsible for self-declaring and fulfilling tax and financial obligations to competent state agencies according to legal regulations (if any) related to gifts received under this Program.
- The Bank is not the supplier of products/services allowed to be used under e-vouchers. Hence, the Bank accepts no liability in connection with such products/services. Customers shall be bound by the terms and conditions of usage manual from the suppliers of the products/services allowed to be used under e-vouchers. In case of any inquiries or disputes related to the products/services allowed to be used under e-vouchers, Customers must contact the suppliers of the products/services directly for support.
- The Bank reserves the sole and exclusive right to withdraw or refuse granting the reward to any Customers if the Bank considers there is any invalid or any doubt or any fraud transactions, or any breach of any part of the Terms and Conditions of the Program.
- When necessary, the Bank reserves the sole and exclusive right to replace the rewards with other promotional products having the same values but not exceeding the above mentioned reward value in any case.

- By participating in the Program, Customers agree to accept the mentioned Program's Terms and Conditions.
- Terms and Conditions of the Program are made in Vietnamese and English. In case of any inconsistency, the Vietnamese version shall prevail.