

TERMS AND CONDITIONS OF PROMOTION PROGRAM

“ONLINE LC” EXPLORER

The Program “Online LC” Explorer (“Program”) is applied for valid Corporate Customers of Shinhan Bank Vietnam Ltd. (“the Bank”) with the following terms and conditions (“Terms and Conditions”):

1. **Program name:** “Online LC” Explorer
2. **Program Period:** 10 Jun 2024 – 30 Nov 2024 (both days inclusive) or until informed by the Bank (which comes first), and is divided into 2 reward periods (“Reward Period”) as the following:
 - Reward Period 1: 10 Jun 2024 – 31 Aug 2024 (both days inclusive)
 - Reward Period 2: 01 Sep 2024 – 30 Nov 2024 (both days inclusive)
3. **Promotion location:** Nationwide.
4. **Eligible customers (“Customers”):** Corporate customers who are qualified all of following criteria:
 - Register Internet Banking provided by the Bank with user level as “Single”
 - Have at least 01 (one) transaction to request for Letter of Credit (LC) issuance or amount increasing LC amendment with application successfully embedded Enterprise Digital Signature via Internet Banking and such LC has been issued or amended by the Bank successfully during program period (“Transaction”).
5. **Program details:**
 - 5.1. **Promotion scheme:** within each Reward Period, 10 Customers who are the earliest to qualify Terms and Conditions of the Program, based on the time of successful embedding Customer’s Digital Signature on Application of LC issuance or LC amendment (increasing amount), shall receive 01 (one) GOT-IT e-voucher value VND 1,000,000 (in words: One million Vietnamese dong).
 - 5.2. **Total reward value:** VND 20,000,000 (in words: twenty million Vietnamese dong), including VAT; equivalent to 20 e-vouchers.
 - 5.3. **Rewarding time and rewarding method:** within 30 (thirty) 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 registered email address of Customer and website of the Bank at: www.shinhan.com.vn. If the 30th day after the ending date of each Reward Period falls on non-banking day, the notification period shall be extended to the following banking day.
 - 5.4. **Note:**

- Within whole of Program Period, one qualified 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 10 Customers in each Reward Period, the undelivered prizes shall be invalid and shall not be brought to the next months.

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.
- 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 branch of any part of the Terms and Conditions of the Program.
- Customers not or could not receiving the Reward within 20 (twenty) days from the date the Bank announce the result shall be treated as the rejection from Customers and The Bank has no responsibility to reward after that.
- 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.
- Customers are responsible for paying any raising tax, fee (if any) in full

- By participating in the Program, Customers agree to accept the mentioned Program's Terms and Conditions.
- Program's Terms and Conditions are published on the Bank's website: www.shinhan.com.vn and can be amended, supplemented or terminated before above-mentioned Program Period and notified to Customers by one of or some of following methods, at the Bank's discretion: (i) Announcing on website, Internet Banking or other official social network of the Bank; (ii) Sending email to registered email address of Customers; (iii) Sending message or Calling to registered telephone number of Customers; and (iv) other methods (if any).
- Terms and Conditions of the Program are made in Vietnamese and English. In case of any inconsistency, the Vietnamese version shall prevail.