

## TERMS AND CONDITIONS

### APPLY FOR PROMGRAM “STUDY & IMMIGRATION TRANSFERS, GET FREE AIR MILES”

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Customer is advised to note that participating in the promotion Program (as defined below) or accepting the privilege reward offered by the Program shall mean that Customer has read, understood and accepted this Program’s terms and conditions.

1. Promotion Program (hereinafter called as “**Program**”) “STUDY & IMMIGRATION TRANSFERS, GET FREE AIR MILES” is applied for Eligible Customer at Shinhan Bank Vietnam Ltd (hereinafter called as “**The Bank**”) to earn up Lotusmiles of Vietnam Airlines JSC., (“**Vietnam Airlines**”)
2. **Scope of application:**  
Transaction at counter or on Mobile SOL App.
3. **Program Period:**  
From 08<sup>th</sup> October 2024 to 31<sup>th</sup> December 2024 (including both start and end dates)
4. **Eligible Transaction (“Transaction”):**  
Customers exchange foreign currency cash for Vietnamese Dong and/ or purchases and transfers of foreign currency abroad for one-way money transfer purpose of study and settled abroad (immigration):
  - a. Overseas Study (include financial guarantee before studying abroad, tuition fee/ living expenses /other fees payments related to study abroad); and/or
  - b. Immigration (include investment value to be allowed to obtain citizenship or to be settled abroad and/or expenses payment to procedures for apply for a settlement abroad).
5. Eligible Customer (“**Customers**”): Vietnamese Resident satisfies the following both two conditions:

<b>Condition 1</b>	Complete Transaction with min amount of USD 2,000 (or other currencies in equivalent)
<b>Condition 2</b>	Customers must be membership of Lotusmiles – Vietnam Airlines

6. **Privilege Reward:**  
Eligible Customer also being as Lotusmiles Membership of Vietnam Airlines will receive privilege reward as following:

- Get 1 Lotusmiles for each 30 USD of transaction (\*)
- Max 2,000 miles/ 1 customer/ 1 Transaction

Note: (\*) Apply for other foreign currency with equivalent value.

7. Terms & Conditions of Lotusmiles:

- i. Lotuses are not redeemable for cash.
  - ii. Lotuses reward will be credited into his/her Lotuses Membership Account according to the Customer's Lotuses Membership ID which provided by Customer to the Bank when customer applies this program.
  - iii. Lotuses's expire date regulated by Vietnam Airlines. Shinhan shall not be responsible for Lotuses of this program after expire date. Terms and conditions related to the use of Lotuses are regulated, managed by Vietnam Airlines and updated on Vietnam Airlines Website within period. Find more at <https://www.vietnamairlines.com/vn/en/lotusmile>.  
The beneficiary of the bonus miles can be the recipient or the sender of the transaction.
  - iv. Lotuses of this Program will be credited by Vietnam Airlines on 15<sup>th</sup> monthly.
  - v. The cancellation of transaction (if any) during the Program, Lotuses will be cancelled and revoked by Vietnam Airlines.
  - vi. The Bank holds no responsibilities for any unsuccessful delivery service of Lotuses reward if Lotuses Membership ID provided by Customer is different from the information recorded on Vietnam Airlines system.
8. Other terms and conditions:
- i. Terms and Conditions of this Program is subject to changes at any time as the Bank may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and will be updated on this website.
  - ii. The required documents for transaction in this program are regulated by internal policies of the Bank within period.
  - iii. Customer of this Program must comply with provisions of ordinance on foreign exchange control and in accordance with the provisions of anti-money laundering, terrorism financing, financing of the proliferation of weapons of mass destruction, fraud and other violations of laws.
  - iv. Customer is responsible for self-declaring and fulfilling tax and financial obligations as applicable laws related to gifts arising from this program (if any).
  - v. Contents not mentioned here will be applied according to the separate Terms and Conditions of the related product/service on the Bank's website at [www.shinhan.com.vn](http://www.shinhan.com.vn)
  - vi. Terms and Conditions are made in bilingual Vietnamese and English. In case of any inconsistency and/or discrepancy, the Vietnamese version shall prevail to resolve the discrepancy.
  - vii. For any queries related to this program, Customers contact the Bank for further support:

- Nearest Shinhan networks
  - Contact Center 1900 1577
  - Oversea Support: +84 28 3866 8830
- viii. For any queries related to Lotusmiles rewards, Customers contact Vietnam Airlines for further support:
- Lotusmiles member: 1900 1800
  - For calls from outside Vietnam (24/7) +84 24 38320320
  - Email:
    - [vip.lotusmiles@vietnamairlines.com](mailto:vip.lotusmiles@vietnamairlines.com) (for Platinum, Gold members)
    - [lotusmiles@vietnamairlines.com](mailto:lotusmiles@vietnamairlines.com) (Other members)

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FOR CUSTOMER ONLY

By Signing, Customer understood and agreed to terms and conditions of this program above. Personal information related to this program will be collected and forwarded to Vietnam Airlines by The Bank.

- Lotusmiles Membership ID: .....
- Full Name: .....
- Customer's Signature: .....