Shinhan Bank

BUSINESS REVIEW 2025



MESSAGE FROM BOD



Mr. Ryu Je Eun

ON BEHALF OF GENERAL DIRECTOR
DEPUTY GENERAL DIRECTOR

"The financial services industry is evolving rapidly, driven by technological innovation, the growing adoption of artificial intelligence, and rising expectations for seamless customer experiences. These shifts are redefining how banks operate and how value is delivered in an increasingly digital economy.

At Shinhan Bank Vietnam, we view this transformation as an opportunity to strengthen our capabilities and accelerate innovation. By leveraging digital technologies, data, and AI-driven insights, we are enhancing operational efficiency while developing smarter and more responsive financial solutions for our customers.

At the same time, Customer Experience (CX) remains at the heart of our strategy. Beyond products and services, we are committed to delivering consistent, convenient, and trusted experiences across all channels, ensuring that every interaction reflects our dedication to customer-centric banking.

Looking ahead, we continue to invest in technology, people, and innovation while reinforcing our commitment to sustainable growth. Together with our customers, partners, and communities, we aim to contribute to a more dynamic and inclusive financial ecosystem in Vietnam."

CORE VALUE

NIMBLE



We value being NIMBLE executing with flexibility and efficiency, never stop learning and keep moving forward.

RIGHT



We value doing what is RIGHT for our customers and for the future generations.

DIFFERENT



We respect invidual DIFFERENCES and value having DIFFERENTIATED outcomes.

VISION

Reflecting the most important value that customers want in finance

We believe finance should be

+ More Friendly, More Secure, More Creative

The expression "More" represents the spirit to create a differentiated and unique solution of Shinhan Bank along with ceaseless efforts towards customers.

SHINHAN FINANCIAL GROUP

Shinhan Financial Group (SFG) is one of the leading financial groups in Korea, playing a significant role in the national financial system and maintaining a growing presence in global markets. The Group is listed on both the Korea Exchange (KRX) and the New York Stock Exchange (NYSE).

SFG offers a comprehensive range of financial services through an integrated ecosystem, including banking, securities, insurance, asset management, and consumer finance, serving a diverse client base from individuals to corporates and financial institutions. The Group is committed to sustainable growth, creating long-term value, and advancing together with its stakeholders, including customers, shareholders, and the broader community.

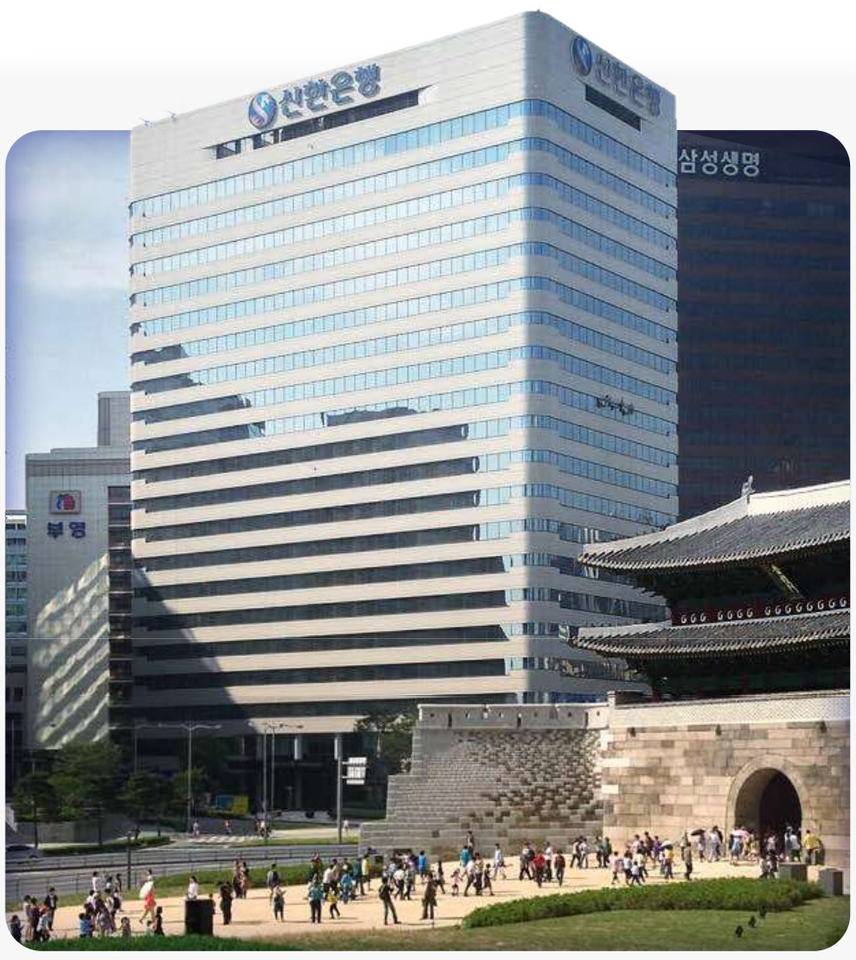
TOTAL ASSET	NET INCOME
548 $Bil	3.46 $Bil
ROA	**ROE**
0.67 %	9.10 %

INTERNATIONAL CREDIT RATING 2025

Moody's	S&P
A1	A
Stable	Stable

SHINHAN BANK KOREA

Shinhan Bank Korea (SHBKR) is the flagship banking subsidiary of Shinhan Financial Group, one of Korea's leading financial groups. Established in 1982, the Bank provides a full range of financial services including corporate, retail, wealth management, and international banking.



SHBKR is accelerating digital transformation and AI adoption across its operations and customer journeys, investing in data infrastructure and digital platforms to enhance efficiency, strengthen risk management, and deliver personalized financial services.

SFG and SHBKR are among the Top 10 Domestic Systemically Important Banks (D-SIBs) in Korea, reflecting their strong financial position and systemic importance in the Korean banking system.

TOTAL ASSET	NET INCOME
(1) 416 $Bil	(2) 2.63 $Bil
ROA	**ROE**
0.65 %	10.01 %

(1) Only Shinhan Bank Korea are included
(2) Net Income: Consolidated basis

INTERNATIONAL CREDIT RATING 2025

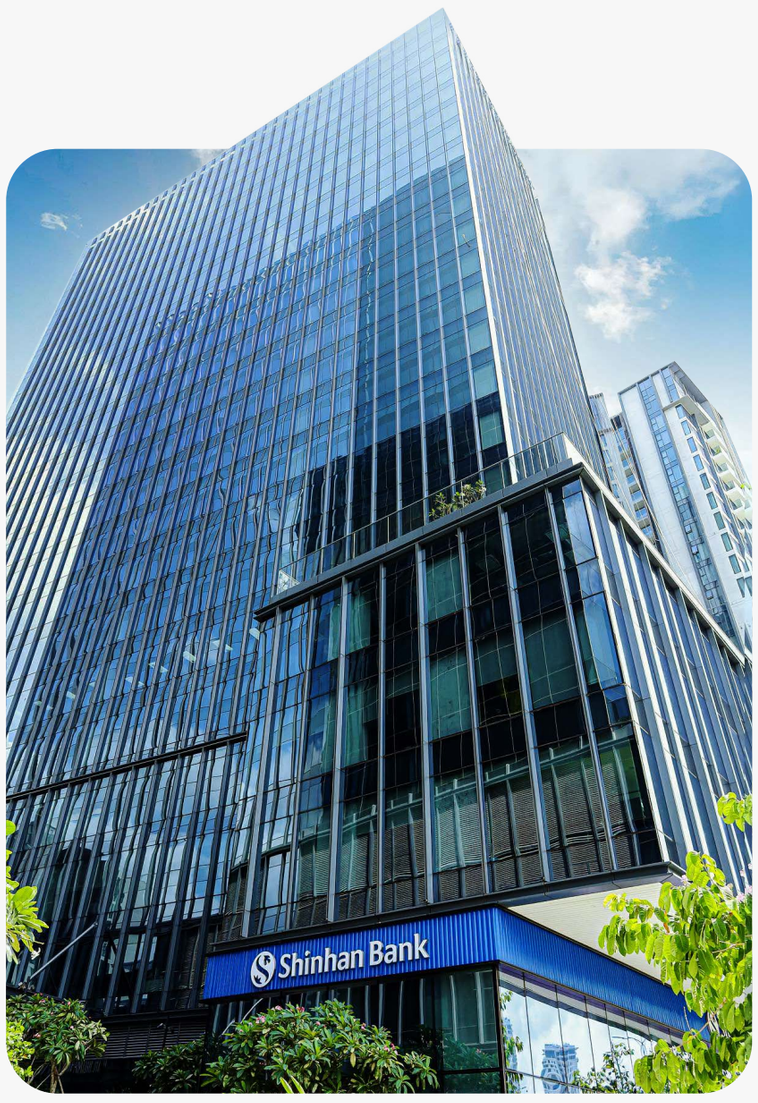
Moody's	S&P
Aa3	A+
Stable	Stable

GLOBAL NETWORK

BRANCHES	COUNTRIES
169	20

. SUBSIDIARIES	· CANADA · AMERICA (SHBA)	· MEXICO · KAZAKHSTAN	· EUROPE GMBH · CHINA LTD	· JAPAN (SBJ) · VIETNAM LTD	· INDONESIA · CAMBODIA
. BRANCHES	· NEW YORK · LONDON	· INDIA · HONGKONG	· YANGON · DUBAI	· MANILA · SYDNEY	· SINGAPORE
. REPRESENTATIVE OFFICES	· HUNGARY	· GEORGIA	· UZBEKISTAN		

SHINHAN BANK VIETNAM



Shinhan Bank Vietnam Limited is a subsidiary of Shinhan Bank Korea, a member of Shinhan Financial Group (SFG), one of the leading financial groups in South Korea. The Bank first established its presence in Vietnam in 1993 and has since developed into one of the leading foreign banks in the country.

With strong financial capability, international experience, and advanced digital banking capabilities, Shinhan Bank Vietnam has steadily strengthened its presence in the Vietnamese market and built a diverse and stable customer base across key economic sectors.

In recent years, the Bank has been transitioning from FDI-focused business model toward a more customer-centric and localized strategy, with a stronger focus on domestic customers, digital banking, and diversified financial solutions. This strategic direction aims to enhance customer experience, strengthen market position, and support sustainable long-term growth in Vietnam.

TOTAL ASSET	NET INCOME	CREDIT GROWTH
9,243 $Mil	168.4 $Mil	23.80 %
ROA	**ROE**	**NIM**
2.00 %	11.78 %	3.79 %
CAR	**LDR**	**NPL**
20.53 %	78.93 %	0.48 %

INTERNATIONAL CREDIT RATING 2025

S&P BB+ Stable

BRANCHES AND TRANSACTION OFFICES

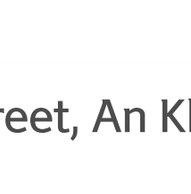
56

HEAD OFFICE
No. 15 Tran Bach Dang Street, An Khanh Ward, Ho Chi Minh City

. NORTHERN	· HA NOI (14) · HUNG YEN (1)	· HAI PHONG (2) · THAI NGUYEN (1)	· BAC NINH (2) · PHU THO (1)	· NINH BINH (1)
. SOUTHERN	· HO CHI MINH (27)	· DONG NAI (3)	· TAY NINH (1)	· CAN THO (1)
. CENTRAL	· DA NANG (1)			

AWARDS AND CERTIFICATES

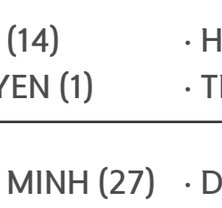
S&P Global Ratings — **"BB+" Rating in long-term with "Stable Outlook"** by Standard & Poor's (S&P) in four consecutive years from 2022 to 2025



Best Foreign Retail Bank Vietnam 2023 granted by Global Business Review Magazine

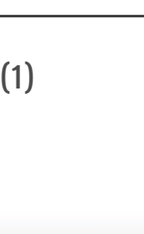


Fastest Growing SME Bank Vietnam 2025 awarded by World Economic Magazine



Best Foreign Digital Bank Vietnam 2023 granted by International Business Magazine

The International Payment Card Industry – Data Security Standard Certificate (PCI-DSS) assessed by Broadband Security (Korea)



Fastest Growing Corporate Bank Vietnam 2023 Awarded by Global Banking and Finance Review Magazine (GBAF)

RETAIL BUSINESS

PREFERENTIAL LOANS

Offering flexible consumer lending solutions, including home loans, car loans (notably preferential packages for VinFast e-vehicles), and unsecured loans of up to VND 1.2 billion.

DEPOSIT ACCOUNT

Providing a range of deposit and savings products, including Hello Shinhan savings accounts, term deposits, monthly interest payout depos its, and flexible installment savings, etc.

SOHO FINANCIAL PACKAGES

Delivering accessible and tailored solutions that support sustainable growth of SMEs, household businesses:

- Flexible loan packages for working capital and business expansion
- POS payment solutions and Cash Management System (CMS) to optimize cash flow
- Business support packages: SME credit cards, Ting Ting Speaker (balance notification device), SOHO MMDA payment account, and Maximize Account (monthly earning interest on “registered threshold”)

PRIVATE WEALTH MANAGEMENT

Offering personalized wealth solutions delivered by dedicated Relationship Managers, along with exclusive privileges. PWM clients also enjoy a dedicated interface on the SOL app for enhanced convenience and security.

K-STUDY ACCOUNT

Designed for Vietnamese students in Korea, offering simplified financial proof for visa approval, online issuance of deposit guarantees certificates for Alien Card extension, and free transfers to Shinhan Bank Korea accounts via Internet Banking/SOL.

BANCASSURANCES

Providing diversified non-life insurance products through partnerships with reputable insurers (PTI, VBI, Bao Viet, etc.), including health, motor, home, travel, and credit insurance through trusted partners, offering flexible and convenient solutions to help customers manage financial risks effectively.



CORPORATE BUSINESS



Shinhan Bank delivers comprehensive financial solutions to corporate clients, supporting them in optimizing operations and expanding their business:

- Trade finance and import–export solutions
- Corporate lending and receivable account financing
- Investment Banking: Debt Financing, Equity Financing, Advisory Service
- Cash management and e-banking services
- Foreign exchange and risk hedging solutions

As a member of a leading Korean financial group, Shinhan Bank serves as a strategic bridge connecting FDI enterprises, particularly Korean companies, with the Vietnamese market, enabling seamless investment and business expansion.

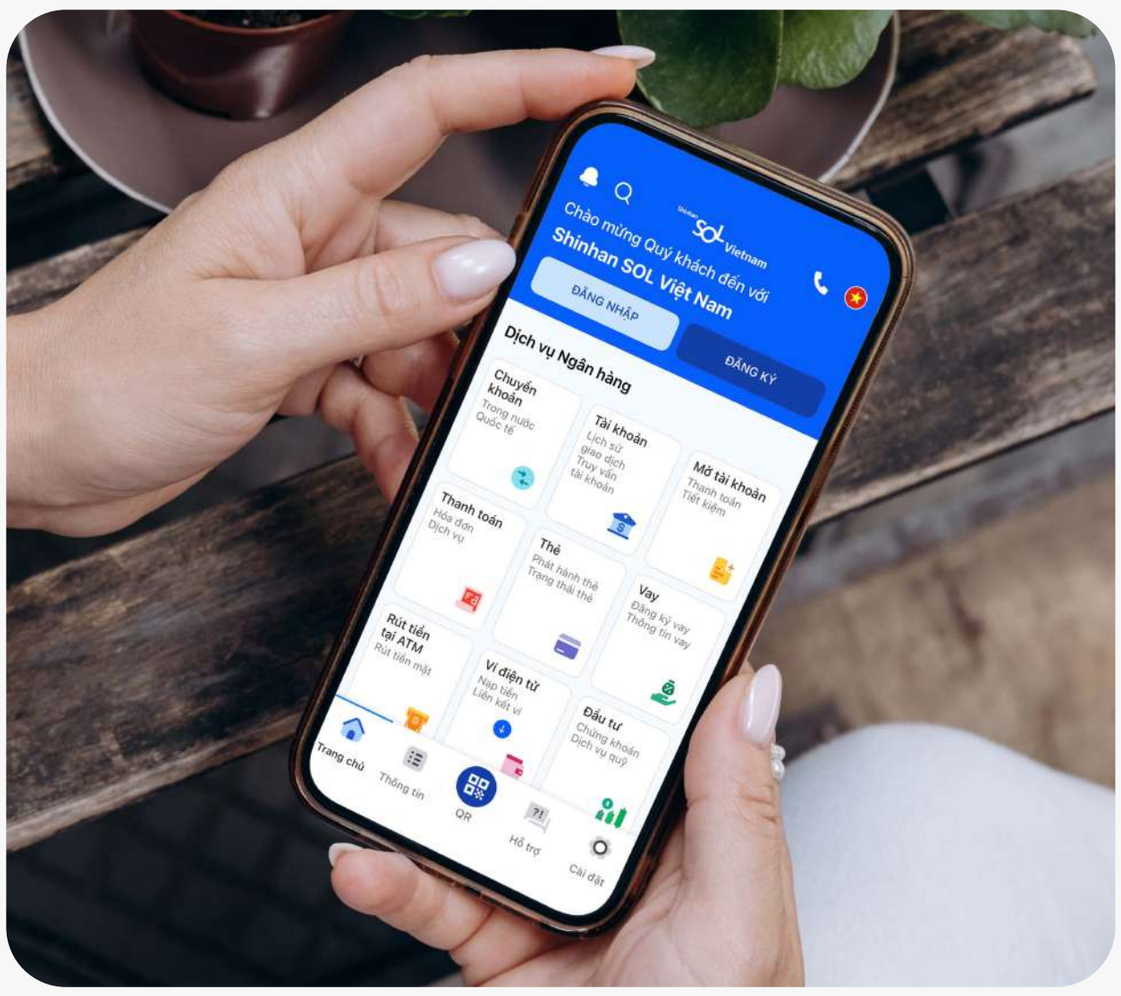
GLOBAL TRADING CENTER (GTC)

Established from September 2017, where experienced FX specialists provide foreign exchange management and financial risk hedging solutions for domestic enterprises, FDI companies, and financial institutions, supported by in-depth analysis and competitive pricing.

SECURITIES SERVICES

Shinhan Bank provides end-to-end services including: Indirect Investment Account (IIA), Securities Trading Code (STC), Escrow account, Trade settlement and other custody services. The Bank also offers fund services including supervisory bank and fund accounting services for investment funds, i.e. open-ended funds, closed-ended funds, ETF funds, member funds, unit-linked funds, etc.

DIGITAL BANKING





The Shinhan SOL Vietnam (SOL app) features an intuitive interface, a comprehensive suite of convenient features, and robust security layers. Through the app, customers can access a wide range of services:

- Online savings, debit card issuance
- Purchasing foreign currency online via the app and collect cash at bank counters
- Making the personal e-tax and fee payment feature directly the eTax Mobile app
- Making QR code payment in Thailand and Cambodia
- Merchant management for household businesses/private enterprises

The Bank also upgraded Corporate Internet Banking system with diverse features:

- New intuitive interface for enterprises to easily manage transactions
- Improve Overseas Single Transfer interface and transaction inquiry
- Setting function for multi-level user

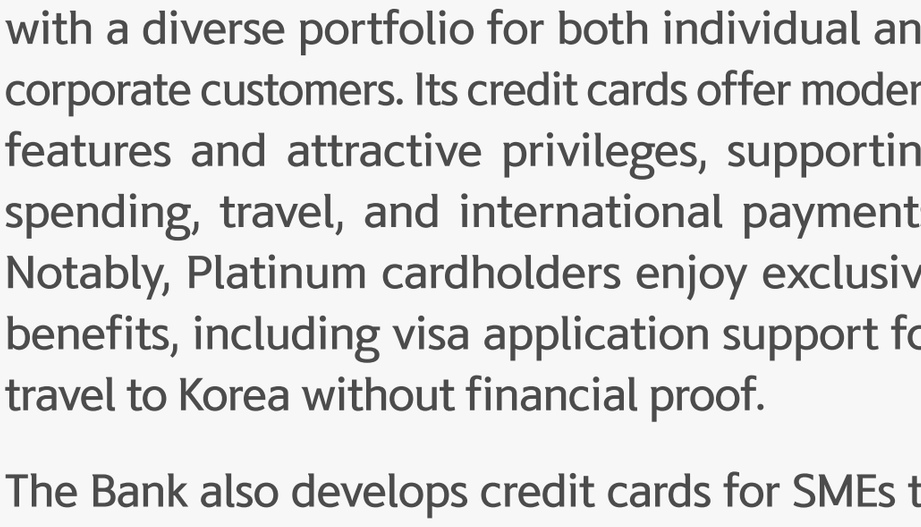
In March 2026, the Bank became one of the pioneering foreign banks to integrate VNeID into the eKYC process on the SOL app, enabling customers to complete identity and biometric verification through the VNeID application without requiring a physical ID card. This initiative represents a significant step toward enhancing seamless, convenient, and secure digital banking experiences for customers.

CARD BUSINESS

Shinhan Bank continues to grow its card business with a diverse portfolio for both individual and corporate customers. Its credit cards offer modern features and attractive privileges, supporting spending, travel, and international payments. Notably, Platinum cardholders enjoy exclusive benefits, including visa application support for travel to Korea without financial proof.

The Bank also develops credit cards for SMEs to enhance expense management and cash flow optimization, while partnering with Visa to launch the Global Trade Payment Platform (GTPP), enabling fast, secure, and efficient cross-border transactions.







SFG IN VIETNAM

1993 — Shinhan Bank established its representative office at Ho Chi Minh City

2015 — Shinhan Securities (Korea) acquired Nam An Securities and established Shinhan Securities Vietnam

2018 — Shinhan DS – a team owning advanced information technology of Korea presented in Vietnam

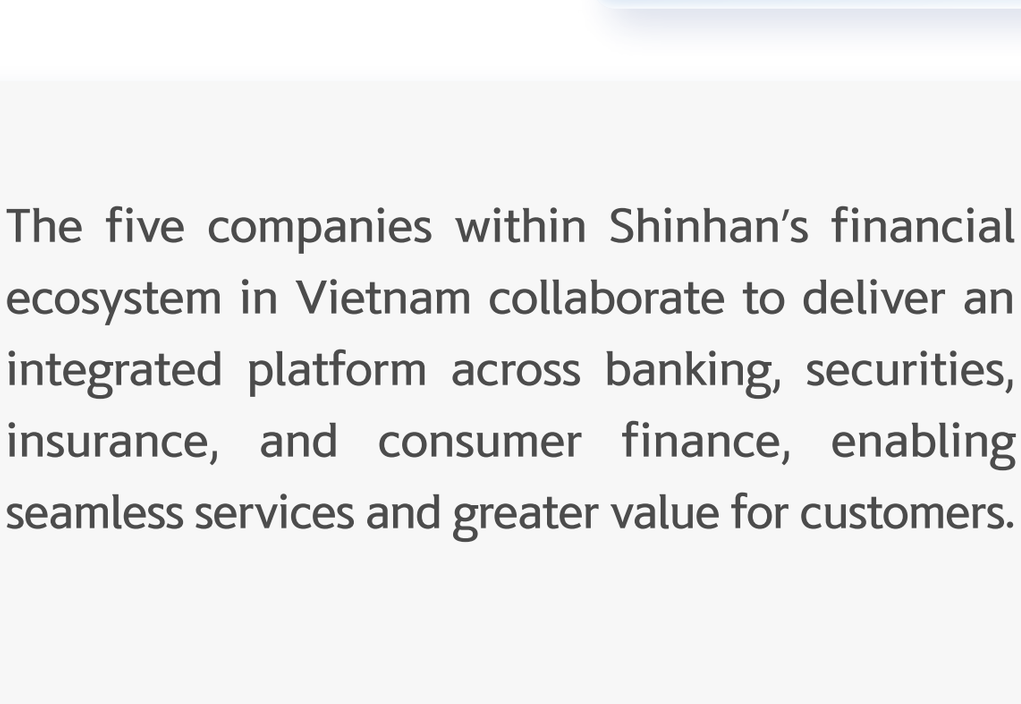
2019 — Shinhan Finance Vietnam officially established through the acquisition of Prudential Finance by Shinhan Card (Korea)

2021 — Shinhan Life Vietnam was provided license by Ministry of Finance for its establishment and operation

ONE SHINHAN COLLABORATION

The five companies within Shinhan's financial ecosystem in Vietnam collaborate to deliver an integrated platform across banking, securities, insurance, and consumer finance, enabling seamless services and greater value for customers.





Customers can conveniently access these services through connected digital platforms, such as registering for Shinhan Life insurance consultation via the SOL app of Shinhan Bank or opening a Shinhan Securities Trading Account through the SanXinha app of Shinhan Securities.

ESG

MEANINGFUL CSR ACTIVITIES

With the mission of "A better world through finance", Shinhan Bank has constantly brought practical values to community, contributing to the socioeconomic development through meaningful activities, including: Bike Run, Blood Donation, Shinhan – For a green Vietnam, clean water projects, disaster relief, etc.

- Total amount contributed in CSR from 2007: Over VND 92.4 billion
- Total amount contributed in CSR in 2025: Over VND 4.1 billion
- Total volunteer hours in 2025: 766 hours
- Total times of staff participation in 2025: 13,629 times









EMPOWERING STARTUPS ACROSS DIVERSE SECTORS







Shinhan Future's Lab Vietnam (SFL-V) – Shinhan Subsidiaries of Shinhan Future's Lab Korea, belongs to SFG. SFL-V was established in 2016, supporting startups across various sectors including insurtech, edtech, big data, AI, and creative technology, with direct mentorship from experts in finance, technology, legal, and business within the Shinhan ecosystem and partner organizations.

SFL-V also organizes the annual Shinhan Global X-Change program, rotating between Korea and Vietnam to connect startups from both markets, alongside Global Shinhan Innoboost - an open innovation accelerator focused on developing practical solutions in collaboration with the Shinhan ecosystem in Vietnam.

Through pilot projects, proof-of-concept collaborations, and partnerships with financial institutions and corporate clients, the SFL-V enables startups to commercialize innovative solutions while supporting Shinhan's broader digital transformation strategy and long-term innovation-driven growth in Vietnam and across the region.

ESG

DRIVING GREEN CREDIT GROWTH



Renewable energy, clean energy

OVER 85.1%

Sustainable water management in urban and rural areas

10.6%

Green agriculture

2.1%

As part of its commitment to sustainable development and responsible banking, Shinhan Bank has actively expanded its green credit portfolio to support environmentally friendly projects and industries in Vietnam.

As of 2025, the Bank's outstanding green credit reached over VND 1,663 billion, with 41 green projects across Vietnam.

EMPOWERING SMES/ HOUSEHOLD BUSINESS





Shinhan Bank enhances support for SMEs through specialized seminars on financial knowledge and regulatory updates, helping businesses strengthen management capabilities and ensure efficient, compliant operations.

The Bank also proactively engages with merchants in traditional markets, expanding access to finance and providing timely funding. Through collaboration with market management boards and the acceptance of kiosk usage rights as collateral, it has established a transparent credit channel tailored to small traders, initially at Ben Thanh Market, Hoc Mon Wholesale Market and gradually expanding to major markets in Ho Chi Minh City, Hanoi, and nearby areas.

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Shinhan Bank

Hotline: 1900 1577
Website: shinhan.com.vn

DOWNLOAD SOL APP NOW