



Shinhan
Bank

TERMS AND CONDITIONS

Shinhan Point Program for Shinhan Hi-Point Credit Card

1. Conditions of the Program

1.1. The Shinhan Point Program (hereinafter called “*Program*”) is available to the holders of Shinhan Hi-point Visa Classic/ Gold/ Platinum Credit Cards (hereinafter called a “*Card*”) issued by Shinhan Bank Vietnam Limited (“*Shinhan*”).

Cardholder of Shinhan Hi-point Visa Classic/ Gold/ Platinum Credit Cards hereinafter called “*Cardholder*”.

1.2. Point earned by Supplementary Cardholder(s) will be credited to the Primary Cardholders and may only be used by the Primary Cardholder for the redemption of Points.

2. Point Accumulation Program

Point Accumulation	Point Accumulation Rate/ Amount			Maximum accumulated Point per statement period	Condition
	Shinhan Hi-point Classic Card	Shinhan Hi-point Gold Card	Shinhan Hi-point Platinum Card		
Special Point I (applied for spending at Shinhan Alliance Partners)	5% spending at Shinhan Alliance Partners (Accumulate 50 Points for each VND 1,000 spending)			Maximum 400,000 point/ statement period	Minimum spending in statement period must reach VND 3,000,000
Special Point II (applied for spending at special merchant categories)	1% spending at supermarket, grocery store (Accumulate 10 Points for each VND 1,000 spending)	1% spending at supermarket, grocery store/ dining. (Accumulate 10 Points for each VND 1,000 spending)	2% spending at supermarket, grocery store/ dining/ overseas. (Accumulate 20 Points for each VND 1,000 spending)	Maximum 200,000 point/ Statement period	Minimum total spending in statement period must reach VND 3,000,000
Basic Point (applied for all spending)	0.3% spending (Accumulate 3 Points for each VND 1,000 spending)		0.4% spending (Accumulate 4 Points for each VND 1,000 spending)	No limit for point accumulation.	No minimum spending requirements
Welcome point	350,000 Points	550,000 Points	1,100,000 Points	Accumulated once after Cardholder activate the new	

				issued Primary card and has the first spending within 60 day since the 1st date of card issuance registration
--	--	--	--	---

- 2.1. Spending: is purchase transaction(s) made by Shinhan Hi-Point credit cards within statement period and posted in Shinhan system. Spending by Supplementary cardholder(s) will be counted for Primary cardholder. The Program is not applied for cash withdrawal, cash advance, Flexi-cash, Installment 0% interest, Bill Payment transaction by the bill payment service via Card provided by Shinhan, all fee and charge, interest, stamp duty, deposit after payment due date.
- 2.2. Shinhan Alliance Partners consist of Samsung Experience Store, Nguyen Kim, Lazada, Lotte Mart, Grab, Vietnam Airlines, Agoda, Tous Les Jours, Paris Baguette. Spending at Shinhan Alliance Partners shall be defined by merchant category code (MCC) provided by International card company Visa and Merchant ID of partners. Shinhan may decide to add, delete or modify the list of Shinhan Alliance Partners at its own discretion without prior notice. Spending at Samsung Experience Store, Nguyen Kim, Lazada, Lotte Mart, Grab, Tous Les Jours, Paris Baguette is transaction made within Vietnam territory, spending at Vietnam Airlines, Agoda is Vietnam and international transaction.
- 2.3. Special merchant categories are supermarket, grocery store, dining category and overseas transaction. Supermarket, grocery store and dining category shall be based on merchant category code (MCC) provided by Visa. Overseas transaction is card transaction made in foreign currency in domestic, overseas or e-commerce and posted in Shinhan system. Shinhan may decide to add, delete or modify the list of special merchant categories at its own discretion and without prior notice.
- 2.4. One spending is only applied to accumulate in one of three forms in turn as Special Point I or Special Point II or Basic Point.
- 2.5. If the total spending in statement period does not reach VND 3,000,000, spending at Alliance Partners and at special category merchants will be applied Basic Point instead of Special Point I and Special Point II.
- 2.6. Welcome points shall be accumulated once when cardholder activates new-issued Primary card and has the first card transaction which posted in Shinhan system within 60 days after 1st date of card issuance registration. Welcome points shall not be applied in case cardholder already receives other equivalent offer including but not limited to annual fee waiving.
- 2.7. Point accumulation shall be applied for spending within the statement period and credited in to Primary Cardholder's Point account on the statement date. The accumulated Points shall be reflected on the Statement of that period.
- 2.8. Transactions that are cancelled/ reversed/ in dispute or converted into installment repayment 0% interest at any time shall be regarded as ineligible spending. Those transactions are not entitled to be applied Shinhan Point Program. Shinhan reserves the right to debit equivalent Shinhan Point from the Cardholder's Point account if the transaction is confirmed to be ineligible spending. If the Cardholder's point account is negative due to previous point redemption, Shinhan shall collect the minus point amount from Cardholder at the rate 1 Shinhan Point = 1 VND.
- 2.9. Card termination by Cardholder shall not be performed in case of negative Point account.
- 2.10. Point validity period shall be 3 years and the accumulated point shall be expired in First-In First-Out methods.

3. Point Redemption

Only Primary Cardholder is eligible to make Shinhan Point redemption request through channels certified & announced on website shinhan.com.vn.

Point shall not be redeemed if the Cardholder is in delinquent status at time of redemption request.

Cardholder must be responsible for any tax duty (if arising) relating to receiving redeemed points in accordance with current Laws.

Point can be redeemed as follow:

3.1. *Redeem in to cash or deposit into VND payment account or make payment for credit card balance:*

- (i) Minimum Point redemption: 15,000 Points, equivalent to 15,000 VND.
- (ii) The Point redemption shall be processed by Shinhan within 1 working day from receiving such Point redemption request.

3.2. *Redeem in to LotusMiles of Vietnam Airlines:*

- (i) Minimum point accumulation to redeem:
 - LotusMiles of Vietnam Airlines is 280,000 Points, equivalent to 1,000 Miles. Miles redemption shall be the multiple of 1,000.
- (ii) Cardholder must have LotusMiles membership account to be transferred points into it before redemption request.
- (iii) The Point redemption shall be processed on a weekly basis by Shinhan. Shinhan reserves the right to extend this period without prior notice.
- (iv) Membership Miles shall be credited in to Cardholder's membership account at LotusMiles within 04 weeks since the Point redemption request. Shinhan shall not be liable in any way for any delay in crediting such Miles membership.

4. Other terms

- 4.1. Shinhan may, at its own discretion, withdraw or cancel any Point if Cardholder's spending is deemed to be ineligible; or Cardholder's credit card account is not in good credit standing or Cardholder breaks the Agreement and Terms and Conditions applied to Cardholder's and/ or Cardholder is deemed to abuse the Program.
- 4.2. Shinhan may partially or entirely modify or terminate the Program at any time at Shinhan's discretion. Spending made in accordance with the Program before such modification or termination will be covered under the previous Program. Purchases made after this notice of termination is given will not be eligible for this Point Program.
- 4.3. If the Shinhan Hi-point Credit Card(s) of Primary Cardholders are terminated at any time for any reason, either by the Primary Cardholder or Shinhan, the Primary Cardholder and Supplementary Cardholder(s) will forthwith be disqualified from participating in the Program and all unused Point accumulation then accrued shall automatically be cancelled.
- 4.4. Shinhan may, at its discretion and at any time, withdraw, vary or substitute any Point or very, modify or amend this Terms and Conditions with prior notice in a proper method decided by Shinhan and the Cardholders shall be bound by such variations and amendments.
- 4.5. Cardholders hereby allow Shinhan to disclose information relating to Cardholders and their Shinhan Hi-point Credit Card account(s) to related third parties to implement the Program.

- 4.6. The Cardholder hereby agrees that Shinhan shall not be liable for any incorrect or invalid information provided by the Cardholder for the Shinhan Miles redemption.
- 4.7. Shinhan is not an agent of Vietnam Airlines (Partner(s)) and will not be responsible for the quality or any other aspect of the services provided by Partner(s) and Shinhan shall also not be liable to the Cardholder for any loss, cost or damages of any kind resulting from Partner(s)'s services. Any dispute between Cardholder and Partner(s) shall be resolved directly between the Cardholder and related Partner(s).