

# TERMS AND CONDITIONS

## Promotion

### Open credit card

### Get E-voucher Shopee

**1. Target customer:** Customers registering to open a Credit Card who meet the following conditions:

- Never owned a Shinhan Credit Card or owned and closed the Card before Nov 20<sup>th</sup>, 2023.

**2. Applied at:** Shinhan Branches, Transaction Offices.

**3. Promotion Application:**

- Customers send sms to 6089:

**Shinhan<space>Shopee<space>ddmmyy**

*(ddmmyy is customer's date of birth)*

- SMS is mandatory condition for reward offer
- In case customers send sms more than one, eligible SMS will be counted in promotion and rewarding is the first SMS send to 6089
- The phone number is used to send SMS to participate in the program must be the phone number that the customer fills in credit card application form.
- Ex: Customer A has 02 phone numbers 0123456789 và 0777333999. Customer date of birth 16/02/1993

In credit card application form, customer fills in phone number 0777333999.

- Case 1: Customer use phone number 0123456789 to send sms: Shinhan Shopee 160293 -> The sms is invalid and not accepted for reward
- Case 2: Customer and use phone number 0777333999 to send sms: Shinhan Shopee 160293 -> The sms is valid and accepted for reward

- Customers must send SMS to register to join promotion before the Card is approved at least 01 day.
- SMS is valid when customer receives SMS from Shinhan with content: "*Cam on QK da dang ky chuong trinh mo the nhan Voucher Shopee, Ngan Hang se lien he lai voi QK trong thoi gian som nhat. Thank you for joining Shopee promotion. We will contact you soon. Hotline 19001577*".
- In case customer does not receive any SMS from Shinhan Bank, please contact Hotline 19001577 before ending promotion
- In case customer changes new Mobile Number compared to application form, the new one must be updated on Shinhan card management system and customer have to send SMS as below to 6089 before ending promotion:  
**Shinhan<space>TD<space>[Old Mobile Number]<space>[New Mobile Number]**  
(Ex: Shinhan TD 03839988xx 09094740xx)
- SMS is valid when customer receives SMS from Shinhan with content: "*QK da thay doi thanh cong so dien thoai dang ky tham gia chuong trinh mo The. Cam on QK. You have changed successfully your mobile phone to join card promotion. Thank you.*"

#### 4. Eligible products:

*Primary Shinhan consumer credit cards issued by Shinhan Bank Vietnam Limited ("Shinhan") including:*

- Shinhan Visa Consumer Platinum Hi-point credit card,
- Shinhan Visa Consumer Platinum Cashback credit card,
- Tiki – Shinhan Platinum credit card,
- Shihan Visa Travel Platinum credit card,
- Korean Air-Shinhan credit card
- Shinhan Visa Signature credit card.

#### 5. Promotion period:

- SMS sending period: from 20th May 2024 to 20th Jul 2024 (both days inclusive)

(SMS must be sent to 6089 before the card approval date at least 01 day)

- Card approval date: from 20th May 2024 to 27th Jul 2024
- Spending period: from 20th May 2024 to 26th Aug 2024

## 6. Promotion type:

Customers who open a card and meet program conditions will receive the following offers:

Card grade	Offer	Condition
Platinum/Signature	E-voucher Shopee VND 600,000	Customer have total spending amount from VND 6,000,000 within 30 days since card issuance date

## 7. Reward timeline:

	Promotion period
SMS sending period	20th May 2024 - 20th Jul 2024
Card approval date	20th May 2024 - 27th Jul 2024
Transactions date no later than	26th Aug 2024
Reward date no later than	26th Sept 2024

## 8. Eligible transactions

8.1 The eligible transactions for Reward are total spending transaction and are made within 30 days since card issuance date and posted to Shinhan credit card account no later than 02nd Sept 2024 (07 days since the last transaction date 26th Aug 2024). Transactions that have been completed during the promotion period but not recorded on the Bank's system by the due date will not be eligible irrespective of whether or not cardholders receive the SMS notification about the transaction completion.

- 8.2 Transactions made by the supplementary cardholder will be counted to the primary cardholder, but reward will only be redeemed to the primary cardholder.
- 8.3 Transactions made by digital card after successfully activating physical card are eligible transactions
- 8.4 Transactions which are converted to FlexiCash, cash advance transactions, installment and any other fees however called, including but not limited to, the transaction processing fee, annual fees, cash advance fees, interest, credit card payment, debit adjustment, late fees, or any foreign exchange trading, currencies trading and financial trading transactions are excluded from calculation of spending amount.

## **9. Eligible cardholders:**

- 9.1 Cardholder must be a new individual customer, who has never had Shinhan credit card or an existing Shinhan individual customer who terminated credit card before 20th Nov 2023
- 9.2 A cardholder is considered ineligible for the promotion if Shinhan credit card is current delinquency, under bad debts, block code, fraudulent transactions, and cancellation or forced to cancel during the promotion period and at the time of gift giving or invalid registration or fraudulent factors.
- 9.3 Credit card is not being terminated within 06 months since card is issued.

## **10. General terms of reward:**

- 10.1 Shinhan reserve our rights to refuse reward redemption and is not responsible for invalid messages due to the customer's email/ phone number/ email address registration with Shinhan is Incorrect or customer's information at the redemption time mismatched with the information customer had used to register promotion with Shinhan.
- 10.2 In case the customer changes the contact phone number information compared to the card application, it must be updated on the Shinhan card information management system and send an SMS to update the new phone number during the program period. according to the regulations and instructions in Section 03. In case the customer does NOT update via SMS, customer will not receive Offer whether customer meets the program spending conditions or not.

10.3 Notice of reward will be sent to eligible customers by e-mail / mobile text message via the email address / mobile phone number that customers registered with Shinhan when opening Shinhan credit card.

**11. Other conditions:**

- 11.1 This promotion is not applicable to Shinhan Bank employees.
- 11.2 This promotion will be ended sooner in case of over budget.
- 11.3 The program does not apply to credit cards opened under Shinhan Employee Group, CEP, Osteem, Vatech, Dio Vina according to Shinhan's credit approval policy.
- 11.4 Shinhan is not the supplier of rewarded products/services of E-voucher Shopee. Products and services are solely provided by the relevant merchants. Shinhan accepts no liability in connection with such products and services. Customers will be bounded by Terms and Conditions of the supplier. In case of any query or complaint related to products and services, customers have to contact suppliers directly for advices.
- 11.5 Not applicable concurrently with other Shinhan credit card promotions taking place at the time of participating in the program, except for the waive first year annual fee promotion
- 11.6 For any disputes, cardholders have to raise Shinhan for further investigation no later than 30th Nov 2024. After this deadline, Shinhan will not entertain any exceptional request.
- 11.7 The customer's phone number registering to participate in the promotion program must match the phone number registering to open the card on the Bank system.
- 11.8 Shinhan, to the fullest extent permitted by Vietnamese law, has full discretion to decide which transactions are valid.
- 11.9 Shinhan reserves the right to refuse the application of the promotion, refuse to provide products and services for promotional purposes to any customer that Shinhan considers to be invalid, unclear or incomplete or violates any of Terms and Conditions of the promotion.
- 11.10 All General Terms and Conditions, Terms and Conditions relating to the account and the card, and other terms and conditions relating to Shinhan's other products (as amended, replenished and/ or replaced from time to time) will be applied.

11.11 Shinhan reserves the right to deduct the total value of Offer in the primary cardholder's credit card account or through deduction of reward points from reward point accumulation programs from Card spending without notice to the cardholder if:

- Shinhan discovers that Cardholders received Offer from other new card opening promotions taking place at the same time Shinhan implemented this program; or
- Shinhan discovers that the cardholder has committed any violation of any terms and conditions of this program; or
- Eligible transactions to participate in the promotion are returned or canceled after the cardholder has received the program offer

The number of bonus points deducted will be equal to the value that Customer has received. Value is determined as follows:

- Cashback/E-voucher: value of point deduction= Cashback, E-voucher value
- Other Offer (gifts of suitcases, Tumbler,...): determined based on invoice/purchase contract and shipping fee

11.12 Shinhan is permitted to use images, materials and other information related to the winners for the purpose of advertising, promotions and other media Shinhan without any additional payment or compensation.

11.13 Shinhan may contact customers by phone / email registered with Shinhan to verify some information and request additional documentation if necessary.

11.14 Customers are responsible for all costs incurred (if any) related to receiving gifts / services from the promotion including personal income tax (if any).

11.15 To the fullest extent permitted by law, Shinhan reserves the right to terminate, change or other process of the program after three (03) days noticing at branches / transactions office and/or on Shinhan's website.

11.16 All Shinhan's decisions relating to this promotion are final, official and not reported in the press.

11.17 By participating in this promotion, cardholders agree to accept the Terms and Conditions mentioned.

11.18 Terms and Conditions of this promotion are in English and Vietnamese. In case of any discrepancies, the Vietnamese version shall refer.