

# TERMS AND CONDITIONS

## Promotion

### Open credit card

### Get cashback and e-voucher Urbox

- 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 June 17<sup>th</sup>, 2023.
- 2. Applied at:** Smart Credit
- 3. Eligible products:** Primary Shinhan consumer credit cards issued by Shinhan Bank Vietnam Limited (“Shinhan”)
- 4. Promotion period:**
  - Promotion period: 17th June 2024 to 17th August 2024
  - Card approval date: 17th June 2024 to 24th August 2024
  - Spending period: 17th June 2024 to 23th September 2024

**5. Promotion type:**

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

	Reward	Condition
Offer 1	Cashback VND 100,000	Customer activate card within 30 days since card issuance date
Offer 2	E-voucher Urbox VND 250.000	Customer have total spending amount from VND 2,000,000 within 30 days since card issuance date

**6. Reward timeline:**

	Promotion period
Promotion period	17/06/2024 – 17/08/2024
Card approval date	17/06/2024 – 24/08/2024
Transactions date no later than	23/09/2024
Reward date no later than	23/10/2024

## 7. Eligible transactions

- 7.1 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 30/09/2024 (07 days since the last transaction date 23/09/2024). 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.
- 7.2 Transactions made by the supplementary cardholder will be counted to the primary cardholder, but reward will only be redeemed to the primary cardholder.
- 7.3 Transactions made by digital card after successfully activating physical card are eligible transactions
- 7.4 Transactions which are converted to FlexiCash, cash advance transactions 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.

## 8. Eligible cardholders:

- 8.1 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 17/06/2023.
- 8.2 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.
- 8.3 Credit card is not being terminated within 06 months since card is issued.

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

- 9.1 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.
- 9.2 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.
- 9.3 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.

#### **10. Other conditions:**

- 10.1 This promotion is not applicable to Shinhan Bank employees.
- 10.2 This promotion will be ended sooner in case of over budget.
- 10.3 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.
- 10.4 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.

- 10.5 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
- 10.6 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.
- 10.7 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.
- 10.8 Shinhan, to the fullest extent permitted by Vietnamese law, has full discretion to decide which transactions are valid.
- 10.9 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.
- 10.10 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.
- 10.11 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
- 10.12 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.
- 10.13 Shinhan may contact customers by phone / email registered with Shinhan to verify some information and request additional documentation if necessary.
- 10.14 Customers are responsible for all costs incurred (if any) related to receiving gifts / services from the promotion including personal income tax (if any).
- 10.15 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.
- 10.16 All Shinhan's decisions relating to this promotion are final, official and not reported in the press.
- 10.17 By participating in this promotion, cardholders agree to accept the Terms and Conditions mentioned.
- 10.18 Terms and Conditions of this promotion are in English and Vietnamese. In case of any discrepancies, the Vietnamese version shall refer.