TERMS AND CONDITIONS

PROMOTION PROGRAM – DISCOUNT VOUCHER

FLIGHT TICKET & HOTEL BOOKING

Promotion program – discount voucher for the Utility **"FLIGHT TICKET & HOTEL"** ("Program") is a cooperation program between SHINHAN BANK VIETNAM LIMITED ("The Bank") and GOTADI TRAVEL TECHNOLOGIES JSC ("GOTADI") applied to all individual customers of the Bank, with the following terms and conditions:

1. Period and location:

Promotion program period: the discount vouchers are valid from April 26th, 2024 until December 16th, 2024 or earlier due to the limited number of applicable vouchers. The Bank will officially announce on the Bank's news page when the program ends before the schedule.

Location: Nationwide

2. Eligible customers:

All individual customers use Shinhan SOL Vietnam App ("SOL App"), and make the flight ticket and/or hotel bookings through the Utility "FLIGHT TICKET & HOTEL" ("Utility") on SOL App.

3. Promotion method: Offer discount vouchers of GOTADI to customers when meeting the Program conditions.

4. Vouchers structure:

Voucher	Condition
Total 1.452 discount 200,000 VND vouchers for customers who book airline tickets and/or hotel rooms through the Utility on SOL App.	Total transaction value of booking minimum 700,000 VND/ booking (included taxes and fees)

5. Guideline for discount voucher:

Step 1: Log in to SOL app;

Step 2: Click on "Booking & Traveling" then choose "FLIGHT TICKET & HOTEL" Utility;

Step 3: Search and choose suitable flights or hotel rooms, fill passenger's information, then apply discount code "SOL200";

Step 4: Transfer to pay the booking by Demand Deposit Account VND in the Bank;

Step 5: Receive the booking results. Check the booking results through "Booking Management" function in the Utility.

6. **Terms & conditions of discount voucher:**

a) Discount codes are issued, managed and processed by cooperation according to the agreement between the Bank and GOTADI.

b) Discount voucher is only applied when customer book flight tickets and hotel rooms through the Utility on SOL app.

c) Discount codes cannot be applied at the same time as other promotional programs from GOTADI or the Bank.

d) Discount codes Discount codes do not have transfer value and cash value.

e) In case of cancellation, refund, or exchange of tickets/reservations according to conditions, the value of the discount voucher used will not be included in the refund amount.

f) Total value of VAT invoice exported by GOTADI is not included the discounted amount.

g) All general terms related to the Bank's products and services (as amended, supplemented and/or replaced from each time period) will apply mutually.

h) By participating in this program, customers have clearly identified and agreed to comply with all conditions and adjustments specified in the Terms and Conditions of this Program and modifications (if any), and other regulations related to the law.

i) For the Utility, the Bank is only a payment solution provider for the Utility. GOTADI is the services provider and is responsible for answering all questions related to services (booking air tickets/hotel rooms, refunding/cancelling air tickets/hotel rooms and other services).

j) The Bank is not responsible if the customer does not receive information related to the Program via text message/email/SOL App because the phone number/email address that the customer has registered with the Bank is incorrect or the SOL Application is not updated.

k) Customers participating in the Program agree that the Bank has the right to use and share with third parties their information for purposes related to the Program.

l) In case of a dispute related to this Program, the Bank is responsible for directly resolving it according to the provisions of law.

m) All decisions of the Bank related to this Program are final, official and do not require press announcement.

n) If you have any questions or complaints, please contact the Bank via hotline 1900 1577 before January 16th, 2025. After this time, the Bank is not responsible for resolving arising complaints.

<div align="center">End.</div>