

# FAQ

Launch date: 15/07/2020



# SOL CLUB

BY SHINHAN BANK VIETNAM

## 1. How I can be a member of SOL CLUB?

Based on customers' transaction activities on Internet Banking/ SOL Mobile Banking and average balance of customers' accounts at Shinhan Bank, customers will be rated as SOL CLUB members every month, effective from the 20th of every month.

Customer's grade	Requirement	
	Internet Banking/SOL Mobile Banking's activity	Average balance in most recent 03 months
COIN	No requirement	
SOL	At least 06 transactions on Internet Banking/SOL Mobile Banking during last 03 consecutive months	>=VND 10,000,000
GOLD	At least 12 transactions on Internet Banking/SOL Mobile Banking during last 06 consecutive months	>= VND 10,000,000
DIAMOND	At least 12 transactions on Internet Banking/SOL Mobile Banking during last 06 consecutive months	>= VND 20,000,000

## 2. What are benefits of SOL CLUB's members?

Benefits for SOL CLUB's members are listed on table:

Customer's grade	Benefits of SOL CLUB
COIN	Benefits as normal customer
SOL	Discount of 30% on domestic transfer fee for next 03 months
GOLD	Discount of 50% on domestic transfer fee for next 06 months
DIAMOND	- 50% discount of domestic transfer fee for next 06 months - 0.2% discount of interest rate for unsecured loan

## 3. What is the time to start classifying customers' grades?

### ❖ Starting date:

- For existing customers using Internet Banking/SOL Mobile Banking before the launching date of SOL CLUB, the starting time is the launching date, i.e. 15 July 2020)
- For new customers using Internet Banking/SOL Mobile Banking after the launching date of SOL CLUB, the starting time is their registered Internet Banking date.

### ❖ Setting date for customers' grades

Customers' grades will be calculated for classification monthly and applied on 20th day of every month in case customers are qualified with the conditions of the program.

Example:

20/10/20	20/11/20	20/12/20	20/01/21	20/02/21	20/03/21	20/04/21
3-month transactions count > 6 And 3 month average balance > VND 10 Mil   Qualified to be SOL member and enjoy benefits from 20/10/2020 ~ 20/01/2021	<ul style="list-style-type: none"> <li>- Enjoy benefits of SOL member</li> <li>- If 3-month transactions count &lt; 6 and 3-month average balance &lt; VND 10 Mil =&gt; No downgrade</li> </ul>			<ul style="list-style-type: none"> <li>- Maintain SOL Grade if continue to be qualified requirements of SOL grade</li> <li>- Upgrade to GOLD/DIAMOND if satisfying requirement of GOLD/DIAMOND grade</li> <li>- Downgrade to COIN if unqualified requirement of SOL grade</li> </ul>		
	Upgrade to GOLD/DIAMOND if satisfying requirement of GOLD/DIAMOND and enjoy benefits right after the upgrading date.			Enjoy benefits of GOLD/DIAMOND grade		

**4. How to update of my current grade of SOL CLUB members?**

Customers' grades will be displayed on the main screen of Internet Banking/SOL Mobile Banking for customers to update of their SOL CLUB grades and benefits.

**5. How long will SOL CLUB members enjoy their benefit?**

SOL CLUB grades' benefits will be valid for 03 months with SOL grade and 06 months with GOLD or DIAMOND grades as from the effective date.

**6. Will SOL CLUB members be downgraded if they are out of requirement for their current grades' classification during the time to enjoy SOL CLUB's benefits?**

Members will not be downgraded until the ending date of current reward period.

7. Will SOL CLUB members be upgraded if they are qualified for higher grades during the time to enjoy SOL CLUB's benefits?

Khách hàng sẽ được thăng hạng mới và tận hưởng quyền lợi mới ngay sau ngày thăng hạng gần nhất.

8. What will SOL club members be graded in case they (SOL, GOLD, DIAMOND) are not qualified for classifying or maintaining the current SOL CLUB grade, after the expiry of SOL CLUB grade's term?

Members will be downgraded and receive benefit as new corresponding grades.

9. Which benefits will customers enjoy in case they are enjoying both TOPS CLUB and SOL CLUB benefits?

In case customers are receiving TOP CLUB benefits or other benefits which are higher than SOL CLUB's benefits, the system will prioritize the highest benefit for customers.

10. What are there difference between TOPS CLUB and SOL CLUB?

	TOPS CLUB	SOL CLUB
<b>Introduction</b>	Tops Club (loyalty program) is a reward program for loyal customers and use multiple products/services of Shinhan Bank. Tops Club members are classified into Tops Club grades based on Tops Club points which are calculated according to the grading system of Shinhan Bank.	SOL Club is a reward program <b>for loyal customers using Internet Banking/ SOL Mobile Banking</b> with exclusive benefits upon their grades calculated from their activities and number of transactions.



<p><b>Required Performance</b></p>	<ul style="list-style-type: none"> <li>- Applied for all Shinhan Bank customers, using all services of Shinhan Bank related to Deposit, Loan, Credit Card, Transfer.</li> <li>- Customers have earned 300 Tops Club points and <b>DO NOT:</b> <ul style="list-style-type: none"> <li>» Have overdue loan at the end of the previous month of setting date for classifying customers.</li> <li>» Have overdue loan over 03 months during the last 03 months of Tops Club grades' setting date.</li> <li>» Have record of late payment (over 1 million VND and 5days+ late payment) for credit cards over 4 times during the last 01 year of setting date.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Applied exclusively for customers using Internet Banking/ SOL Mobile Banking and making online transactions and have required DDA balance amount.</li> <li>- Vietnamese and foreign customer (resident and non-resident) are applied.</li> </ul>
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**11. Can customers redeem benefits from SOL CLUB's grades into cash?**

Customers cannot redeem benefits from SOL CLUB's grades into cash.

**12. Is 0.2% interest rate discount for unsecured loan applied for whole loan tenor? If being downgraded, will my interest rate be affected?**

The preferential discount of 0.2% interest rate for unsecured loan is applied for whole loan tenor of customers and is not affected in the case of downgraded SOL CLUB grade.

**13. Is SOL CLUB program applied for payroll accounts?**

SOL CLUB program is applied for all the payment accounts of customer, including payroll accounts and student accounts.



**14. Is the condition of joining SOL CLUB the average balance of current accounts or the average balance of all current accounts and term deposit accounts?**

The SOL CLUB program is only applicable to the average balance of all payment accounts of customers at Shinhan Bank, excluding term savings accounts.

**15. Is reduced domestic transfer fee applicable to transfer via Internet Banking/ SOL Mobile Banking or at the counters?**

The benefit of reducing domestic transfer fees applies to transaction made through Internet Banking/SOL Mobile Banking and not for transactions at counters.

**16. If I am in GOLD grade and upgraded to DIAMOND, will I be able to apply DIAMOND benefits right away? Or do I have to wait to use all the benefits of the GOLD grade to apply the benefits of DIAMOND?**

Customers who are upgraded to DIAMOND will have immediate access to the benefits of their DIAMOND grades on the 20th of the next ranking month.

**17. Does the eligible transactions for SOL CLUB program include automatic transfer or automatic payment?**

Currently, eligible transactions for the SOL CLUB program include automatic transfer transactions following customers' registration for automatic bill payment, or for automatic transfer ones or periodically and not include automated loan or credit card payment transactions.

**18. Is the discount made on the minimum fee?**

Members are entitled to a discount on the minimum fee, as well as the maximum fee.

**19. Is there a requirement for a minimum amount for each transaction?**

No minimum amount is specified for each transaction.

**20. If I use multiple accounts, how is the average balance calculated?**

The average balance is calculated by dividing the total balance of all customers' payment accounts



at Shinhan Bank to the total number of payment accounts.

**21. If I was rated PREMIER of TOPS CLUB and DIAMOND of SOL CLUB, which offer would I get?**

In this case, the customer will receive the highest benefits among the benefits of the two programs, namely a free transfer from the TOPS CLUB program and a discount of 0.2% loan interest from SOL CLUB.

**22. Can SOL CLUB rank be upgraded?**

Customers will be upgraded if they meet all conditions of SOL CLUB program, not required to rank up from COIN to GOLD and then to DIAMOND.

**23. If I sign up for Internet Banking on July 25, is the average balance for the whole July or just from July 25 to July 31?**

The average balance of the account in the month will be calculated within 01 month, from the date of signing up Internet Banking. Therefore, if customers register for Internet Banking from July 25, the average balance will be calculated from July 25 to August 25.

