




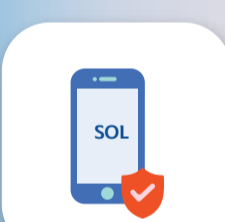
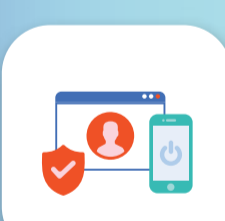


THE OPTIMAL MEASURES FOR INFORMATION SECURITY AND CARD PROTECTION



To facilitate safe and secured card usage, please refer to the optimal measures for information security and card protection introduced by Shinhan Bank Vietnam:

		
	<p>Beware of unsolicited e-mails, calls and messages from unknown senders</p>	<p>Do not click on links or attachments sent through unknown emails</p>
	<p>Be vigilant and always protect your personal information</p>	<p>Do not reveal confidential information such as card number, username, password to anyone</p>
	<p>Should change your card PIN regularly least every 03 months</p>	<p>Do not pick a number that is easy to guess (phone number, date of birth, ...) as you PIN</p>
	<p>Install Shinhan SOL Vietnam application ("SOL app") and update the latest operating system for your computer/smartphone and install anti-virus software</p>	<p>Do not access your Internet Banking/ SOL app account directly through hyperlinks embedded in e-mails/ messages. Fraudster may steal your card information by sending fake links/ websites</p>
	<p>Log in your Internet Banking account by computer at home or SOL app by your personal electric device</p>	<p>Should not log in Internet Banking account at public computers. Fraudster could create virus to hack your confidential information</p>

Using Internet Banking or SOL app, Customer can manage the card by temporarily blocking the card's online transaction function (*) when you have not yet needed to make online transactions. If Customer discovers that the card has a suspicious transaction, you should temporarily block the card (**) immediately and contact Shinhan Bank for instructions.

- (*) Temporarily block the card's online payment function:
- Login to Internet Banking >> Select **Card** >> Select **Manage Card/Activation/PIN set-up** >> Select **Update Card** >> Select **Online Transaction: Choose Block**
 - Login to SOL app >> Select **Card** >> Select the card that you need to update >> Select **Card limit** >> Select **Block online transactions**
- (**) Temporarily block the card:
- Login to Internet Banking >> Select **Card** >> Select **Block card/Unblock card** >> Select the card that you need to update >> Select **Block card**
 - Login to SOL app >> Select **Card** >> Select the card you need to update >> Select **Block card**