

Terms & Conditions

Entertainment Utility

SOL o FUN VIE-KOR TOWN

I. Introduction

The “SOL o FUN Vie-Kor Town” has been launched by Shinhan Bank Vietnam Limited (hereinafter referred to as "the Bank") to provide exciting experiences for customers when accessing the Shinhan SOL Vietnam mobile banking application (hereinafter referred to as the "SOL App").

In addition, SOL o FUN is designed in the style of a Vietnamese-Korean neighborhood with activities and games to promote the tourism and cuisine of Vietnam and Korea.



Image: User Interface of the "SOL o FUN Vie-Kor Town" Entertainment Utility

II. Applicable subjects:

All existing customers and new Internet Banking/ Mobile Banking account holders who open their accounts using online identification process (hereinafter referred to as the "eKYC process") on SOL App.

III. Participation instructions:

1. **Existing customers:** Log in to SOL App, then choose "Games" to participate.
2. **New customers:** Install SOL App on App Store or Play Store, then complete the eKYC process. Next, log in to SOL App and choose "Games" to participate.

IV. SOL o FUN Town:

1. Buildings:

- **Running MOLI House:** Running MOLI game area.
- **Flappy LAY House:** Flappy LAY game area.
- **Achievement House:**
 - ✓ **Happy Resident Leaderboard:** Players who collect the most SMILE per week/month.
 - ✓ **Diligent Resident Leaderboard:** Players who collect the most game plays per week/month.
- **Store:** Area to redeem SMILE for gifts when promotions are available.
- **Event House:** List of ongoing special activities.

2. Function Menu:

- **Collection:** List of collections players have collected while playing the game.
- **Finding Game Play:** List of activities players can do to get more game plays.
- **Gift Bag:** List of gifts players have redeemed at the Store.
- **SMILE Icon:** The total number of SMILES that a customer has. SMILES are deducted when the customer redeems a gift. SMILES have no monetary value.

V. Finding game plays and Playing game:

1. **Finding game plays:** Players can complete the following tasks to earn game plays for the games in the town:

- **Answer a quiz (01 time/day):** Answer one random quiz per day to earn 01 play.
- **Log in to SOL App (01 time/day):** Log in to the SOL app daily to earn 01 play.
- **Visit Cashback Shopping Utility (01 time/day):** Visit the Cashback Shopping Utility on SOL App daily to earn 01 play.
- **Visit Flight & Hotel Booking Utility (01 time/day):** Visit the Flight & Hotel Booking Utility on SOL App daily to earn 01 play.
- **Visit Vietlott SMS Utility (01 time/day):** Visit the Vietlott SMS Utility on SOL App daily to earn 01 play.
- **Watch videos (01 time/day):** Watch at least 15 seconds of 01 product/service introduction video from The Bank to earn 1 play.

- **Pay electricity bills** (01 time/week): Successfully complete an electricity bill payment transaction through SOL App to earn 03 plays.
 - **Pay water bills** (01 time/week): Successfully complete a water bill payment transaction through SOL App to earn 03 plays.
 - **Top up Momo e-Wallet** (01 time/week): Top up your Momo e-Wallet from SOL App (Players must ensure their Momo e-Wallet is successfully linked before making this transaction) to earn 01 play.
 - **Top up phone** (01 time/week): Successfully top up the phone (only applies to "Direct Top Up") from SOL App to earn 02 plays.
- 2. Playing game:** Players can click on the "Play Games" button to select a list of games or directly click on the Flappy LAY House or Running MOLI House.

VI. Earning SMILE by:s

1. Successfully opening an eKYC Account:

Players who successfully open an Internet Banking/Mobile Banking account at the Bank through the online identification process (eKYC) will receive 1,000 SMILE points (applicable only once).

2. Playing Games:

A. Flappy LAY Game: Players will receive corresponding SMILE points based on their score:

- 10 – 90 points: 10 SMILE
- 100 – 230 points: 20 SMILE
- 240 and above: 30 SMILE

B. Running MOLI Game: Players will receive corresponding SMILE points based on their score:

- 10 – 90 points: 15 SMILE
- 100 - 230 points: 20 SMILE
- 240 and above: 30 SMILE

3. Participating in Activities at the Event House:

- First time entering the Town: 100 SMILE
- Complete eKYC account opening: 500 SMILE
- Other activities: Updated and notified during the game

4. Weekly Ranking Rewards:

- Top 1 – 3: 120 SMILE
- Top 4 – 30: 50 SMILE

5. Monthly Ranking Rewards:

- Top 1 – 3: 500 SMILE
- Top 4 – 30: 150 SMILE

** Note: Each player can receive only one weekly reward (SMILE) per month.*

6. Exchanging collections:

- **Travel:** There are 13 collections in the Flappy LAY game. Collecting all 6 postcards in each collection will earn 20, 22, 24, 26, 28, 30, 32, 34, 36, 38, 40, 42, or 200 SMILE.

- **Cuisine:** There are 100 food collections in the Running MOLI game. Each food item collected earns 03 SMILE. Additionally, collecting 20, 40, 60, 80, and 100 items will earn 20, 40, 60, 80, and 200 SMILE respectively.
- **Special items:** For rare items for holidays and festivals throughout the year such as Mid-Autumn Festival, Christmas, etc. Collecting a full set will earn 500 SMILE.

VII. SMILE Redemption Program:

- At various times, the bank will announce promotional programs allowing customers to use SMILE points to redeem valuable gifts such as eVouchers from Got it, phone top-ups, plush toys, and other attractive gifts. Detailed redemption information will be specified at the "Store" during promotional periods.

- Terms and Conditions for the SMILE redemption program will be published on the website

<https://shinhan.com.vn>

VIII. Other general regulations:

- By participating in this Program, customers acknowledge and agree to abide by all terms and conditions specified in the Program Rules and any amendments (if any);

- All general terms and conditions related to the Bank's products and services (as amended, supplemented, and/or replaced from time to time) will also apply. In certain situations, the program rules may change without prior notice;

- Gift items may run out sooner than expected or be invalidated if the system detects signs of fraud from the user;

- Accumulated SMILE and gifts must be redeemed/used within the specified time for each promotional program. Any SMILE/gifts which are not redeemed/used within the specified time will be handled according to the issued regulations. The Bank will not address any complaints or compensation requests related to this matter;

- All decisions by the bank regarding these Programs are final, official, and will not be publicly announced.

End.