

CONSUMER CREDIT CARD TERMS AND CONDITIONS

(Applied for Shinhan Visa Platinum/ Gold/ Classic/ E-Card Consumer Credit Card)

REF.CARDTC-02-EN-201808

Before using the Shinhan Platinum/Gold/Classic/E-Card Consumer Credit Card (hereinafter collectively called as "Card") issued by Shinhan Bank Vietnam Limited (hereinafter referred as "Bank"), you should carefully read the following Card terms and conditions. This Credit Card Terms and Conditions one of Terms and Conditions applied to services and products of the Bank.

Your receipt and your use of the card issued by the Bank shall signify your agreement to the application of this Credit Card Terms and Conditions as well as the other Terms and Conditions of the Bank.

1. Definition

- "Cardholder" is an individual who owns the card, divided into the Primary Cardholder and the supplementary Cardholder.
- "Primary Cardholder" shall refer to an individual who submits and signs the application for card issuance and is issued the Card by the Bank.
- "Supplementary Cardholder" shall refer to an individual who is designated and permitted to use the Supplementary Card by the Primary Cardholder. The Supplementary Cardholder does not apply for the classic consumer credit card.
- "Card password" (also called Personal Identification Number "PIN" code) is the secret numbers that the Bank grants to the Cardholder for the first time by default or the Cardholder sets or changes in accordance with the Bank's process.
- "Cash advance" is the service of withdrawing cash from the Cardholder's card limit granted from the Bank.
- "Cash withdrawal" is the service of withdrawing cash from available balance in the Cardholder's designated demand deposit account.
- "Card Acceptance Merchants" are organizations and individuals that register and grant permission to accept payment for goods and services by cards.
- "Statement" is a monthly detailed list of card transactions, related interest and fees, payment due amount, payment due date etc.
- "Shinhan Points program" is the accumulated bonus points program when the Cardholder purchases goods/services by the card.
- "Payment Due date" or "Payment date" is the date by which the Cardholder must pay the due amount as shown on the Statement. If the Payment Date is not a Business Day, the payment will be due on the following Business Day of that Payment Date.

2. Card Management

- 2.1. The Bank only delivers the issued card to the individual assigned on the card. The Primary Cardholder can receive the card on behalf of the Supplementary Cardholder. Upon the card receipt, the Cardholder shall sign his/her name in the signature panel on the card and shall not permit anyone other than him/herself to use the card.
- 2.2. The Primary Cardholder shall be responsible for all actions related to his/her card(s) and the Supplementary Cardholder's card(s) and is entirely liable for all card- related debts. This provision also applies to re-issued card (s), additional card (s) or renewed card(s). The Supplementary Cardholder shall only be responsible for the use and management of the family card.
- 2.3. The Cardholder is responsible for protecting the card password and not revealing it for anyone in any circumstances or for any reasons.
- 2.4. Since the card belongs to the Bank, the Cardholder shall not lend or transfer his/her card(s) to a third party or use it as collateral, and should take all the necessary precautions in using and managing the card, including preventing the leakage of the card password to a third party.
- 2.5. The Cardholder shall not use an expired card or a card after its replacement has been issued and shall immediately destroy the expired/old card by cutting it (including any Chip on the Credit Card) diagonally in half.

3. Card Limit

- 3.1. The card limit (so-called as "Cardholder limit") is the maximum amount that the Cardholder granted from the Bank and the Cardholder shall be allowed to make transaction only within such limit. The card limit (including cash advance limit) shall be set by the Bank at the time of subscription in accordance with its own assessment criteria.
- 3.2. The Bank may arbitrarily approve a purchase or cash advance transaction that exceeds the card limit. In such case, the Cardholder is deemed to accept such transaction.
- 3.3. The Bank has the right to lower the Card limit, based on the number of delinquency times, delinquency days of the Cardholder at the Bank or the Cardholder's worsening credit situation. In each case, the Bank may notify the Cardholder about this in the way that the Bank considers to be reasonable.

3.4. The Cardholder may request the Bank to increase the Cardholder limit. Based on the Bank's risk analysis, the Bank has right (but does not have obligation) to accept the Cardholder's request.

4. Secured Card

4.1. The card is issued with the condition of having a deposit at the Bank as the collateral. The Bank may set more than one item of collateral for the Cardholder to guarantee his/her payment obligation as stipulated in these terms and conditions.

4.2. When applying for the secured card, the Cardholder must sign the pledge contract according to the Bank form and all other related documents as the Bank's request.

4.3. The use of the secured card shall be suspended with the cancellation of its contract. The contract for the collateral shall remain valid until the cancellation of the relevant card. Arbitrary cancellation of the card shall be executed according to Article 15. 1.

5. Card Fees and Charges

5.1. The Cardholder shall pay the corresponding fees in the cases stated below:

(a) Annual fee: The fee that the Cardholder shall pay yearly for using card.

(b) Cash advance processing fee (Cash advance fee): The fee shall be charged if the Cardholder makes cash advance transaction

(c) Cash advance interest: Cash advance transactions shall not be applied the card policy of interest exemption. Therefore, the Cardholder shall pay Cash advance interest for occurred cash advance transactions. This interest shall be calculated from the following day of transaction date to the actual payment date.

(d) Late payment fee (Delinquency fee): The fee that the Cardholder shall pay if failing to pay in full the amount due on the payment date. This fee shall be charged each time of the late payment in the first 2 delinquent months.

(e) Late payment interest (Delinquency interest): The interest that the Cardholder shall pay if failing to pay in full the amount due on the payment date.

(f) Transaction slip requesting fee: The fee shall be charged if the Cardholder requests a copy of the transaction slip.

(g) Accident investigation fee: The fee shall be charged if the Cardholder requests the Bank to investigate accidents regarding fraudulent use of the card in case the fault is from the Cardholder.

(h) Card re-issuance fee: The fee shall be charged if the card is reissued due to its loss, theft or as the request of the Cardholder.

(i) Foreign transaction fee: The fee shall be charged if the Cardholder's transaction deriving from overseas transactions or international currency transactions. This amount shall be invoiced in the statement after exchanging transaction value into VND.

(j) Cash withdrawal fee: Fee shall be charged if the Cardholder withdraws cash from the demand Bank account by the card at other Bank's ATM.

(k) Increasing limit fee: The fee shall be charged if the Cardholder requests an increase of the Card limit and this request is accepted by the Bank.

(l) Exception request fee: The fee shall be charged when the Cardholder requests an additional or special work request to be under taken and accepted by Shinhan.

5.2. The Cardholder shall refer above fees and interests in the Card Fees and Charges published on website shinhan.com.vn, and this is an integral part of this Credit Card Terms and Conditions. Besides, the Cardholder can also update the detailed information of the fees and charges at the Bank's website if necessary. The Bank shall not be responsible for losses and damages or disputes that may arise due to the Cardholder's negligence.

6. Card Use

6.1. When purchasing goods or services with the card, the card is to be presented to the Bank or to the merchant of international brand companies of VISA, etc. affiliated with the Bank, and the Cardholder shall sign the sales slip using a signature identical to the one on the card. The procedure stated in the foregoing sentence may be omitted if the merchant can identify the Cardholder in non-face-to-face transactions such as electronic commerce transactions or transactions ordered by mails.

6.2. The Bank shall not be responsible for the merchant's refusal to accept the card, for the quality of the goods or services provided by the merchant, or for any disputes that may arise between the Cardholder and the merchant.

6.3. The Cardholder shall not use the card in violation of the law related to foreign exchange transactions or for illegal purposes such as investment or gambling.

6.4. The Bank may put a limit on the use of the card or its amount of use at a specified merchant in consideration of the merchant's credit rating, the relevant law, or instructions from a supervisory institution.

6.5. The Cardholder may use services of cash advance or cash withdrawal (if any) from an ATM or in other ways designated by the Bank. When using cash advance or cash withdrawal, the

Cardholder must enter correct card password.

6.6. Transaction in a foreign country or transactions in foreign currency shall reflect the designated currency exchange rate of international card brand company VISA.

6.7. If transactions that require Card password such as cash advance, cash withdrawal and electronic transactions etc. are treated by the Bank according to manipulated information after confirming that the input password the same as the one registered at the Bank, the Bank shall not be responsible for any damages incurred by the Cardholder due to theft, loss, or forgery.

7. Installment Payment Conversion

7.1. The Cardholder may make a conversion from a purchase payment into an installment payment in a method designated by the Bank for particular program and published on website shinhan.com.vn. Minimum transaction amount can be designated by the Bank in each particular period.

7.2. The Cardholder may register an installment period within the maximum period and may pay the conversion fee when registering installment conversion according to particular programs set by the Bank.

7.3. The Cardholder shall settle payment of the installment amount plus monthly interest (if any), during the installment payment period.

7.4. The remaining balance of an installment that cannot be divided apart shall be added into the first installment amount.

7.5. The Cardholder may pay the Installment early payment fee if full payment is made in relation to an installment prior to the scheduled repayment period.

8. Payment Bank Account and Automatic Withdrawal

8.1. The payment Bank account of the card may be selected within the Cardholder's account(s) in local or foreign currency and shall be assigned by the Cardholder. The payment made from a foreign currency account shall be automatically debited after being exchanged according to the Bank-designated currency rate at the time of payment.

8.2. The Bank may automatically debit the Cardholder's due (or overdue) card payment amount from the payment account assigned by the Cardholder without presenting the Bank's saving book or statement on payment due date or after the payment due date in case of overdue.

9. Statement and Payment

9.1. The Card's due outstanding balance, including related fee and interest is generally called "card due payment amount"

9.2. Monthly, Shinhan shall provide the Cardholder a Statement to the email address or to the billing address by post that Cardholder has registered at Shinhan except for the case that the Cardholder has no card transactions in the month or no Card monthly payment amount or the Card delinquency is over 90 days or Statements sent by post to the Cardholder are returned to the Bank within 3 consecutive months. The card statement shall be sent to the Cardholder by the method the Cardholder has registered. If Card payment amount is less than VND 50,000, the statement shall display the payment amount of VND 50,000.

9.3. The Cardholder must maintain a sufficient balance to cover the Card payment amount according to the payment method that the Cardholder assigned before 17h00 on the payment date.

9.4. The Statement will be made in the order of the acquiring date of transactions in the system.

9.5. The payment amount shall be collected in the following priority order: interest, fees arising in Fees and Charges, legal and collection expenses and finally the unpaid principals. Besides, the Bank has the right to collect above payments in another order without prior notice when it is considered to be reasonable.

9.6. The Bank shall only automatically withdraw the exact due payment billed in the Statement on the payment date. If the Cardholder wants to pay in advance or pay more than the due payment amount, the Cardholder has to visit the Bank's branch or call to the Contact Center 1900-1577 in the Bank's working hours to request payment. In case of paying in advance from the demand payment account, the Cardholder must ensure sufficient account balance for payment as the Cardholder's request.

9.7. When making payment in advance, the Cardholder can choose to pay in advance any transactions; or if the Cardholder does not choose any transaction, the Bank shall execute the payment according the transactions' acquired dates. In case of delinquency, the Cardholder must pay the delinquent amount before requesting for payment in advance.

10. Claims and Responsibilities on Payment of Card

10.1. The Cardholder is responsible for checking the accuracy of the Statement's content. If the Cardholder has any question about the card payments or any occurred transactions, the Cardholder shall inform the Bank by writing within 10 days from the payment date of corresponding transactions. When it is over this period, the Bank shall understand that the Cardholder has agreed to accept card payments and acquired transactions.

10.2. The Bank may conduct an accident investigation within 5 working days from the receiving date of the claim by writing and it shall take maximum 75 working days for the Bank to respond the claims.

10.3. The Cardholder shall take responsibility him/herself to card transactions occurred from one of following cases:

(a) The Cardholder intentionally makes fraudulent use of card.

(b) The fraudulent use is due to the Cardholder's failure to sign his/her card, or to the mismanagement, lending, transferring, collateral offering, illegal loans and any other similar uses of the card.

(c) The Cardholder delays reporting loss or theft in case the card is lost or stolen.

(d) The Cardholder refuses to cooperate when requested by the Bank to do so for its investigation of damages caused by the fraudulent use of the card.

10.4. If the accident investigation finds the Cardholder to be responsible, the Bank has the right to calculate interest and various fees incurred during the accident investigation period on the delayed card payment amount.

11. Shinhan Points Program

11.1. The bonus point shall be accumulated for purchase transactions (excluding cash transactions) with the point accumulative rate that is set separately for each card product.

11.2. Shinhan point is offered to the Primary Cardholder, accumulative points of family cards are calculated for the Primary Cardholder.

11.3. The Primary Cardholder shall receive cash-back through exchanging bonus points at Bank' branches or by calling to Contact center 1900-1577. The minimum cash-back request is 15,000 VND.

11.4. The point validity (so-called the record period) is 3 years from the month a corresponding transaction is recorded. The total points are automatically summarized monthly and all the points with their record periods exceeding 3 years shall be automatically recorded as 0.

11.5. If the card is expired and the Cardholder does not extend the card before the expiry date, the total accumulated points of the Cardholder shall automatically become invalid.

12. Insufficient Payment

12.1. If the Cardholder's balance in his/her account is insufficient to make full payment or the Cardholder's card has been suspended or terminated, or if the violation of various obligations have hindered immediate payment of the card payments, the Cardholder shall pay late payment fee and late payment interest according to the Fees & Charges of the Bank and the late payment interest calculated as the following formula from the acquiring date until the full payment is made.

Late payment interest = late payment amount x late charge interest rate x number of days delayed /365

12.2. If the Cardholder has delayed payment as stated in the foregoing 12.1 or his/her card use has exceeded the card limit stipulated in Article 3.2 herein, the Bank shall invoice the late amount and the total excess amount in the Statement on the payment date of the following month.

12.3. The Cardholder shall perform full payment obligation of the card after receiving the payment request of the Bank in one the following cases:

(a) When the Cardholder's card has been suspended according to the provisions under Article 15.1 or the card is expired and is not extended under Article 16.5.

(b) If delinquency continues due to nonpayment of full payment amount on more than two consecutive occasions.

12.4. In situations as stated in the foregoing 12.1, at any time in working days after initial payment due date, the Bank has the right to collect repayment from available balance in the designated payment account or any other payment accounts of the Cardholder at the Bank (including saving accounts) or convert bonus points generated from the Cardholder to repay overdue debt without the Cardholder's request. In case of foreign currency accounts, the payment shall be debited after being exchanged at the designated currency rate of the Bank at the time of debt collection.

12.5. As to the secured card, if the number of delinquent days exceeds 30 and the Cardholder fails to fulfill obligation to repay card overdue amount, the bank has the right to use the collateral of the corresponding Card to repay the Card overdue debt.

12.6. If additional costs such as legal expenses or a credit collecting fee arisen from the Bank's effort in collecting overdue card debt, or if the Cardholder causes additional costs by violating the application for card issuance and/or this Credit Card Terms and Conditions, the Cardholder shall pay all such expenses to the Bank.

12.7. In the event that the legal authorities take measures on blocking part of the Cardholder's payment account, the Cardholder shall maintain a sufficient remaining balance for card payments to the Bank.

12.8. In case the Cardholder keeps holding non-payment of delinquency, the Bank has the right

to take all necessary operation measures according to regulations to collect the debt, including suing, forcing and selling the assets of the Cardholder.

13. Reporting Card Loss and Compensation

13.1. If the Cardholder loses the card or the card is stolen, the Cardholder shall report to the Bank immediately by visiting the nearest branch of the Bank or call to the Contact center 1900-1577 or using the card loss notification function in Internet Banking.

13.2. The Bank shall be responsible only for the amount incurred by fraudulent use of the card after receiving the Cardholder's report of card loss or theft, and the Cardholder may request compensation to the Bank by writing, excluding the cases provided in Article 10.3 above.

14. Suspension of Card Use

14.1. The Bank may suspend the Primary and/or Supplementary Card(s) if the Primary Cardholder submits the suspension request form. The Bank shall also suspend the Supplementary Card if receiving the Supplementary Cardholder's request.

14.2. The Bank has the right to temporarily suspend the card without the Cardholder's request in one of the below cases. In different situations, the Bank may notify the suspension to the Cardholder by methods that the Bank considers to be reasonable.

(a) Upon the late payment of the Cardholder's card due amount and personal loan at the Bank or another financial institution.

(b) Upon a significant worsening of the Cardholder's credit status for reasons of delinquency from a financial institution, bankruptcy or other reasons.

(c) Where there is a possibility or risk of damages to the Cardholder due to the outside hacking into the Bank or the Cardholder's network.

(d) When there are significant reasons that lead to an abnormal transaction or a fraudulent card transaction.

(e) If the entries on the application for card issuance are found to be false.

(f) In the event that debt repayment by the Cardholder becomes impossible for reasons of immigration, arrest, death, bankruptcy etc. or in the event that reimbursement is rendered seriously difficult.

(g) In the event that the Cardholder violate the stipulations of the application for card issuance and/or this Credit Card Terms and Conditions.

14.3. The Bank can release the card use for the Cardholder if the Bank assesses that the Cardholder is still qualified to use the card according to the Bank's regulations. However, the card use shall not be automatically released and shall only be considered if there is the Cardholder's request by writing for the following cases:

(a) The card suspension was by the Cardholder's request

(b) The Cardholder repaid fully card overdue amount. However, the Cardholder has the accumulative number of overdue days of card debt exceeding 30 days within the last one year.

(c) Other cases that the Bank assesses to remain credit risk.

In the case b and c, the Bank has the right to reject the card release based on the Bank's risk credit analysis.

14.4. If a Card is suspended because the Bank assesses that the Cardholder is no more qualified to use the Bank's Card, the Bank can request the Cardholder to immediately return the card or destroy the card by cutting it (including any Chip on the Credit Card) diagonally in half and repay any debts owed up to that date.

15. Card Termination

15.1. A Primary and/or Supplementary Card shall be terminated if the Primary Cardholder submits termination request form. The Bank shall also terminate the family card if receiving the Supplementary Cardholder's requests.

The primary card is only permitted to terminate as the Primary Cardholder's request when:

(a) Primary Cardholder fully repays card outstanding balance, including the amount not invoiced in the statement.

(b) The card requested to terminate must have no pending transaction to acquire from merchants.

Any collateral related to secured card may be hold for 45 days since the card termination date

15.2. The Bank has the right to terminate the card without the Cardholder's request if the Cardholder fully repaid overdue debt but the Cardholder is no longer qualified to use card as the final decision of the Bank, based on its own risk analysis. This decision shall be notified to the Cardholder in the way that the Bank considers to be the most reasonable.

16. Card Renewal

16.1. The card's expiry date shall be printed on the card. The card is renewed which means that the Primary Cardholder shall receive a new card with a new extended date printed on the Card. The old one shall be invalid after the Cardholder receives and activates the renewal card.

16.2. The Bank may independently consider the automatic card renewal for Vietnamese, based on the card use history and the Cardholder's credit situation at the time before the card expiry

date. In any circumstance, the Bank shall inform the Cardholder about the qualification of automatic card renewal or the required process the Cardholder should take if the Cardholder is not qualified for card auto-renewal.

16.3. If the Cardholder is qualified for card auto-renewal and the Bank does not receive any objection from the Cardholder upon receiving information of card auto-renewal decision, the renewal card shall be automatically issued without the Cardholder's card renewal request by writing.

16.4. If the Cardholder is not qualified for card auto-renewal or the Cardholder wants to renew the card in advance, the Cardholder must go to the Bank's branches to apply for card renewal according to the Bank regulation at any working days within 3 months before the card expiry date.

16.5. If the card is not renewed before the card expiry date, the Cardholder must pay the entire remaining card balance (including installments) after the card expires.

17. Provision and Use of Credit Information

17.1. Credit information includes personal identification information (name, ID, address, telephone number, e-mail and etc.), credit transaction information (loan, collateral, debt guarantee status, card issuance, card usage and related transactions), information on payment obligation of delinquency (overdue, bankruptcy and etc.), credit capability information (occupation, asset (property), total amount of debt and etc.), and other information comprehensively which can be used to determine Cardholder's credit.

17.2. The Cardholder shall agree to the Bank's provision and utilization of the credit information acquired or created in connection with the application for card issuance, this Credit Card Terms and Conditions and Card utilization to global Shinhan Financial Group's affiliates, credit information organizations affiliated with the Bank and other partners and affiliates that the Bank deems appropriate.

17.3. The Cardholder shall agree to the Bank's inquiry of information from credit information institution or credit bureaus (Korea Credit Bureau (KCB), Nice Credit Bureau, KIS and etc. are included for Korean Cardholders) to determine Cardholder's credit, maintain transaction or post management and shall also agree to the Bank's provision of credit information acquired to credit information institutions.

17.4. The Cardholder may request the Bank to correct any incorrect information related to the Cardholder's credit information in the Bank by writing. The Bank has responsibility to check and adjust information if the Bank acknowledges the Cardholder's request to be reasonable.

18. Notice of Changes and Authorization of Changes

18.1. In the event of any change in the Cardholder's address, phone number, work place, department, position, assigned payment account, family relations or credit status of the Supplementary Cardholder etc., the Cardholder shall immediately notify the Bank in writing or by a recorded call to Contact Center 1900-1577. The Cardholder shall bear the responsibility for damages caused by delaying to notice or careless notice documents about such changes to the Bank and according legal effects caused by such delays of the Cardholder's notification.

18.2. Any changes made to the Credit Card Terms and Conditions, fee and interest system and card related services, the Bank has obligation to notify such changes in a proper method decided by the Bank within minimum 7 days from the applied date so that the Cardholder can acknowledge changes. Such changes to the terms and conditions shall be regarded as accepted if there is no objection from the Cardholder by the date that changes are applied.

19. Responsibility for Violations

Each party, the Bank or the Cardholder shall be responsible for any consequence that may arise due to its/his/her violation of one of the application for card issuance, this Credit Card Terms and Conditions and the faulty party shall compensate damages caused by such violation for another party if any.

20. Other conditions

20.1. If any clause in this Credit Card Terms and Conditions conflicts with the law, is invalid or cannot be performed, all other clauses shall retain complete validity.

20.2. This Credit Card Terms and Conditions shall be interpreted in accordance with and governed by the substantive laws of Vietnam and shall be written in Vietnamese and English that have the same validity. The Vietnamese version shall prevail in case that there is difference in the way of interpretation between two versions.

20.3. Any matters not stipulated in the application for card issuance, this Credit Card Terms and Conditions shall follow the Bank's regulations or generally accepted commercial practices.

TERMS AND CONDITIONS OF THE REVOLVING CREDIT CARD PAYMENT PLAN

This Terms and Conditions on Revolving Credit Card Payment Method is applied to Cardholders whose application has been accepted by the Bank. This Terms and Conditions on Revolving Credit Card Payment Method is an integral part of the Credit Card Terms and Conditions.

If the Cardholder agrees to use the Revolving Credit Card Payment Method, it means that the Cardholder accepts and complies with this Terms and Conditions on Revolving Credit Card Payment Method.

1. Definitions

1.1. "Revolving payment method" shall refer to the monthly payment method of a part of card balance that follows a fixed payment rate (lower than 100%) chosen by the Cardholder according to the Bank regulation.

1.2. "Revolving card payment amount" shall refer to the card payment amount invoiced by the Bank in accordance with the revolving payment method.

2. Scope of Application

2.1. The revolving payment method shall apply to the purchase transactions and cash advances used by the Cardholder both domestically and overseas. It shall not apply to converted installment transactions.

2.2. When the revolving payment method is applied to the Cardholder, it shall be automatically applied to the accordingly Supplementary Card(s).

2.3. The revolving payment method shall continue to apply to a re-issued card(s), additional card(s) and renewal card(s).

3. Revolving payment rate and payment method modification

3.1. The Cardholder shall select a fixed monthly revolving payment rate (so-called as "payment rate") according to fixed payment rates provided by the Bank

3.2. The Cardholder can change the payment method and/or payment rate according to the Bank's designated method by visiting the Bank's branches, or calling to Contact Center 1900-1577 for such request.

3.3. If the Cardholder wants to transfer from revolving payment method to normal payment method (payment of 100% outstanding balance) or higher revolving payment rate, the Cardholder has to pay all credit card outstanding balance before transferring payment method. The new payment method shall be applied from the following month after the change is updated in the system.

3.4. When the Cardholder changes normal payment method to revolving payment method, principle plus interest of existing transactions shall be transferred to revolving balance of the Cardholder in the following payment due date.

4. Revolving interest

4.1. Revolving interest is applied when the Cardholder registers revolving payment method (referring revolving interest in the Fees and Charges of the Bank). The Bank has the right to change revolving interest applied for the Cardholder when there is change in the Cardholder's financial situation, credit rating or any similar reason.

4.2. When applying the revolving payment method, revolving interest shall be applied for all goods/services purchase transactions (excluding installment transactions) from the acquiring transaction date in the Bank system

(a) If the Cardholder repays the entire value of a transaction from the Card before the first payment due date of the corresponding transaction, the Cardholder shall be released of its revolving interest.

(b) If the Cardholder does not repay the entire value of a transaction from the Card before the first payment due date of the corresponding transaction, the Cardholder must pay monthly revolving interest calculated on reducing balance of the corresponding transaction until it is fully paid.

4.3. Interest of cash advance transactions shall still apply its own separated way of calculating interest.

5. Calculation of Statement Amount

5.1 The Cardholder shall pay the card due payment amount including the revolving payment amount plus the installment payment amount and fee (if any)

5.2 The revolving payment amount that the Bank invoices in the monthly statement to the Cardholder shall be the amount calculated at the registered revolving payment percentage of the sum of the revolving principle amount plus corresponding interests with details as follows:

- (a) The statement amount: Revolving amount outstanding (Revolving principal amount + Revolving interest) x Monthly Revolving Payment Rate
- (b) The revolving principal amount: Outstanding revolving balance after the repayment of the previous month + New card transactions amount in the current month
- (c) Revolving interest = (Revolving interest of outstanding revolving balance of the previous month + Revolving interest of newly-acquired transactions in current month)
- (i) Revolving interest of outstanding revolving balance of the previous month = (Outstanding revolving balance after the payment of the previous month x The number of days from the previous payment due date to the current payment due date x Revolving interest rate) ÷ 365
- (ii) Revolving interest of new revolving transactions in the current month = Total accumulated revolving interests of all new revolving transactions, in which Revolving interest of each transaction = (New transaction amount x The number of days from the acquired date to the current payment due date x Revolving interest rate) ÷ 365
- 5.3 When revolving outstanding balance is less than 50,000,000 VND, the Bank will invoice the total remaining revolving balance. And when total revolving payment amount invoiced in the statement is less than 50,000 VND, the Bank will invoice 50,000VND.

6. Others

- 6.1. The Bank may change the required payment amount, operational range of the required payment, redemption method, and minimum monthly revolving payment amount and revolving interest.
- 6.2. Any changes in Point 1 above or other changes in this Terms and Conditions on Revolving Credit Card Payment Method shall be informed by the Bank within 7 days before the actual applied date so that the Cardholder can acknowledge new information. Changes are considered to be accepted if the Cardholder does not cancel the Revolving payment method. If the Cardholder does not agree such changes, he/she may terminate the Revolving payment method.
- 6.3. If any clause of this Terms and Conditions on Revolving Credit Card Payment Method conflicts with the law, is invalid or cannot be performed, the other clauses shall retain complete validity.
- 6.4. Any matters not covered by this Terms and Conditions on Revolving Credit Card Payment Method shall follow the law, the application for card issuance and the Bank's Credit Card Terms and Conditions.

TERMS AND CONDITIONS OF USING MESSAGE SERVICE THROUGH MOBILE PHONE

This Terms and Conditions on Mobile Message Service is applied to the Cardholder(s) whose application has been accepted by the Bank. This Terms and Conditions on Mobile Message Service is integral part of the Credit Card Terms and Conditions.

If the Cardholder agrees to use the Mobile Message Service, it means that the Cardholder accepts and complies with this Terms and Conditions on Mobile Message Service.

1. Definitions

"Service" shall refer to the service of transmitting approval/denial of the Cardholder's transaction authorization or other transaction information from an information processing device, such as a computer to the Cardholder-designated mobile phone device, using the date communication function of the mobile phone short message service (SMS) provided by mobile telecom companies.

2. Service contents

- 2.1. The Bank shall provide the Cardholder with the following information:
- (a) Approvals/denials details of Cards' transaction authorization
- (b) The payment due amount, payment due date, late payment amount and others;
- (c) Other information concerning the Cardholder's Card and status.
- 2.2. The Bank may provide the Cardholder with additional information other than what is stated in the Article 2.1 aforementioned; however, advertising information is only sent upon the Cardholder's acceptance.
- 2.3. The Bank shall make the service available 24 hours a day all year round unless there is an extraordinary situation or unless the Bank and the relevant mobile telecom provider are obliged to overhaul the system.

3. Service fee and billing

- 3.1. By using the SMS service, the Cardholder must pay monthly using fee (referring this fee in the Bank's Fees and Charges on website shinhan.com.vn) on the registered payment due date.
- 3.2. The service fee may be changed or suspended depending on the bank's general policies or

its branches' particular policies. The Bank shall inform any changes as mentioned in a proper method to the Cardholder 7 days in advance. If the Cardholder does not agree with such change, he or she can terminate the Service.

However, this shall not apply to changes under each branch's particular policies, or in cases of bankruptcy, natural calamity, sudden changes in the financial environment, a business crisis at the Bank or other inevitable changes arising for other similar reasons.

4. Bank's obligations

4.1. The Bank shall do its best to make the service available for the Cardholder from the day on which the service application is accepted by the Bank unless there is otherwise stipulation.

4.2. The Bank shall continue to provide the service stably in accordance with this Terms and Conditions on Mobile Message Service.

4.3. In the event of service interruption, the Bank shall do its best to repair it as promptly as possible.

5. Cardholder's obligations

5.1. The Cardholder is responsible for providing the Bank with accurate personal information as requested by the Bank for optimal usage of the service. Such information will be provided to and used by the outside service providing company and the mobile telecom provider for purposes related to the service. The responsibility not to reveal, provide and use the Cardholder information for purposes that are not related to this service shall be regulated strictly in mutual contracts between the bank and aforementioned service company and provider

5.2. The Cardholder shall inform the Bank of a change in (or cancellation of) the number of his/her mobile phone or wireless telecom device by which he/she receives the service. All consequences that may arise due to a delay in, or failure to give, such a notice shall be responsibility of the Cardholder.

5.3. The Cardholder shall keep his/her mobile telecom device turned on for continuance of the service.

5.4. If the Cardholder is unable to receive message due to a problem with the software of his/her mobile telecom handset, the Cardholder shall have the mobile telecom provider upgrade/repair the software.

6. Limiting Service Use

When one of the following is applicable, the Bank may put limit on, or cancel or reject the Cardholder's use of the service or a new Cardholder application.

(a) When it is judged the Cardholder or an application has a credit problem or when the Cardholder's transactions are suspended by the Bank;

(b) When the Cardholder is found to be in violation of the application for card issuance, Credit Card Terms and Conditions and this Terms and Conditions on Mobile Message Service;

(c) When the system facility does not have sufficient room for the service or there is a technical/-legal problem;

(d) When the applicant is company or corporation and is not qualified for the service.

(e) When it is feared that the Cardholder may suffer loss or damage due to the hacking of the Bank's or the outside service providing company's system.

(f) When the Cardholder registers to terminate the use of the service in accordance with the Bank's process and the service termination shall be effective from the registration date