

OPEN ACCOUNT ONLINE VIA SOL

1 device – 3 steps – 5 minutes

Step 01: Preparation



Smart phone with Internet (*)



Identification Card or Citizenship Card (**)



Download “SOL Shinhan Vietnam” application at:

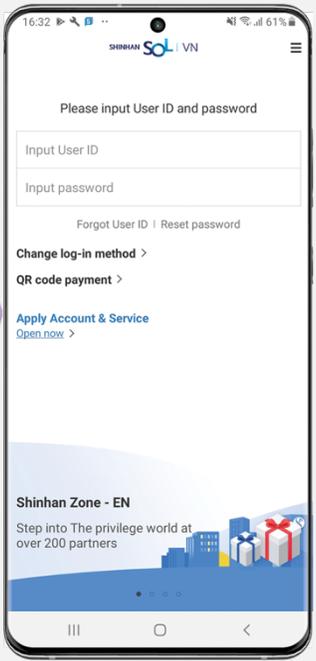






Step 02: Information verification

- Open SOL application
- Select **“Open now”**
- Input **Vietnamese phone number and email**

*Apply for Vietnam phone numbers only

** Valid Vietnamese Identification Card or Citizenship Card

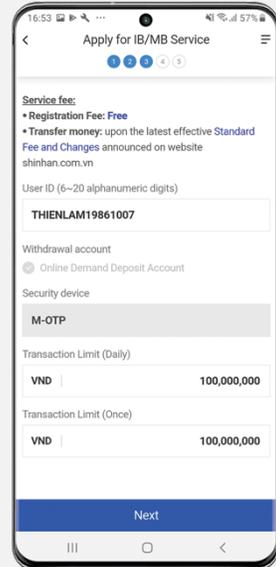
Step 03: Account opening

Take photo of Identity document

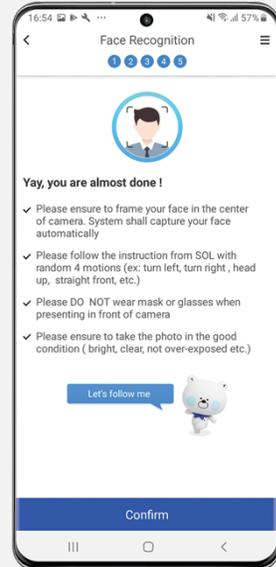


Service application

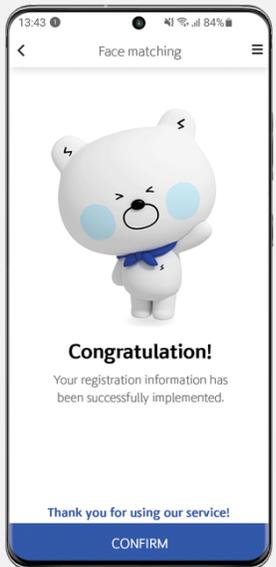
Internet Banking/Mobile Banking/SMS



Face recognition



Successful opening



*** Video Call requirement for existing customers or new customers who select monthly transfer limit more than VND 100 mil per month

FREQUENTLY ASKED QUESTIONS

Step 01: Preparation

How long does it take to complete the online registration process?

The full online registration process normally only takes around 5-10 minutes to complete.

2. Which operating systems SOL Shinhan Vietnam require?

SOL app is available for both iOS and Android operating system. The minimum version for iOS is 9.0 and Android is 5.0.

3. Who is eligible for opening SOL account online?

The process is eligible for Vietnamese resident customers from 18 years old and have full capacity of civil act.

Step 02: Information verification

4. Why couldn't I see "Open now" at log in screen?

The online registration service is available in latest SOL version and provided for iOS from 9.0 or Android from 5.0. Please update SOL app version and Operating System (OS) version of mobile device and try again.

5. What to do if I got popup message that input email address/phone number which was already used for Internet Banking/Mobile Banking service?

Please call our Contact Center 1900-1577 for further assistance.

Step 03: Account opening

6. Why couldn't I access my camera for taking photos?

Please make sure that SOL is allowed to access camera on your device. Otherwise, please go to your device's setting to grant access.

7. What is the maximum number of times for scanning identity document and facial recognition?

The maximum time is applied as below:

- Document scanning: 3 times/day
- Face Recognition: 3 times/day

8. Why do I get popup message for maximum fail count for uploading Identity document?

The maximum time for scanning identity document is 3 times per day. In case of incorrect counting, please visit the nearest branch to update information. In case of exceeding maximum time, please retry on the next day.

9. At what time can I contact for video call?

Please contact Video Call Team from 08:00 to 18:00 on working date (Monday - Friday).

10. What should I do after my successful Shinhan account's application?

Please log in SOL application with User ID/Password received via SMS/email.



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