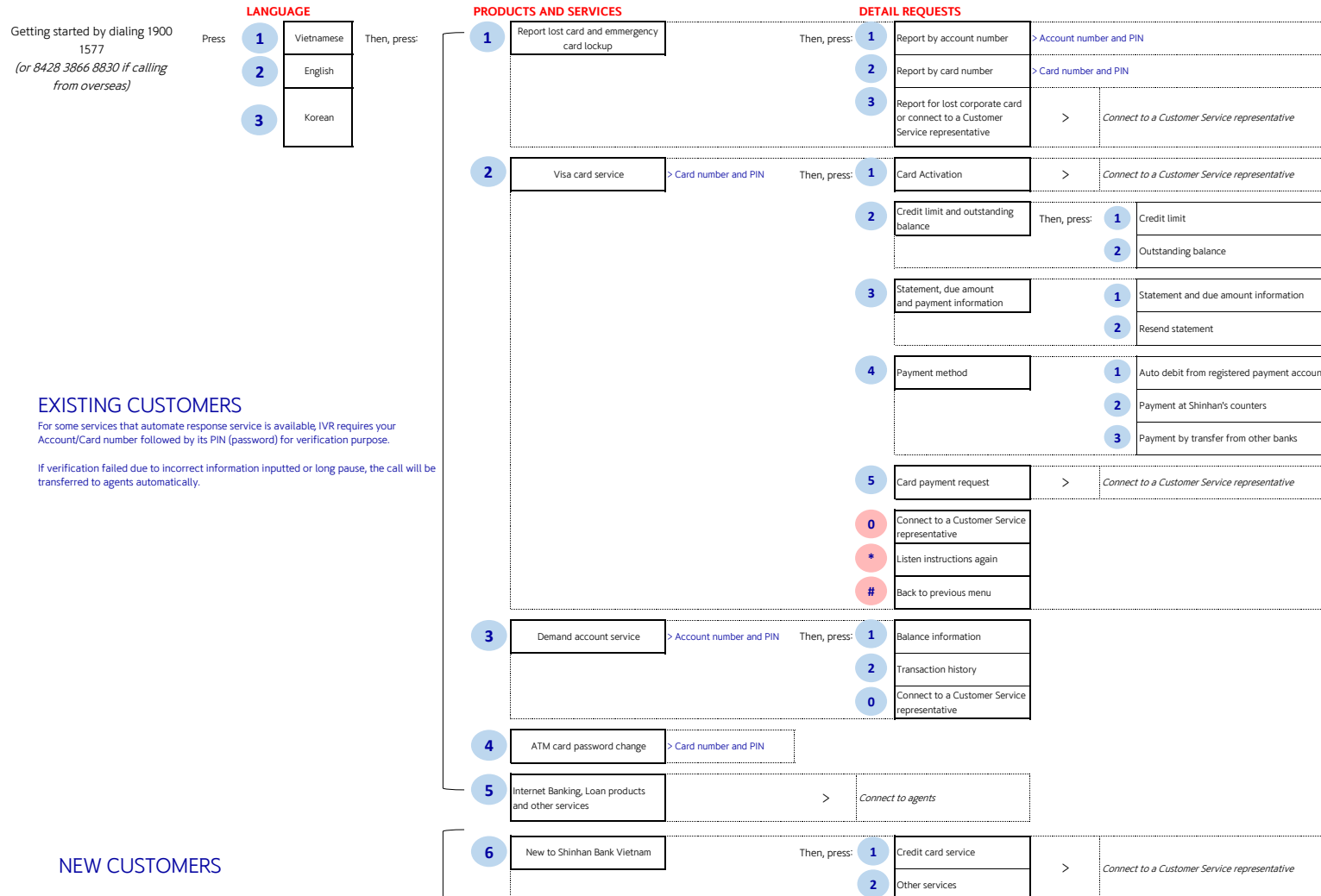


## SHINHAN BANK VIETNAM IVR (INTERACTIVE VOICE RESPONSE) SYSTEM INSTRUCTIONS

When you make a call to our Contact Center, the IVR system will respond by asking you to choose an option from our set menu.  
 After choosing specific products/services, IVR will request you to input your account/card details and support you to:  
 - Inquiry about account balances, statement amounts, payment instructions, etc, without connecting to a Customer Service representative.  
 - Or routes your call to a Customer Service representative for further support.

### SET MENU OF SHINHAN BANK VIETNAM'S IVR IN DETAILS:



### EXISTING CUSTOMERS

For some services that automate response service is available, IVR requires your Account/Card number followed by its PIN (password) for verification purpose.

If verification failed due to incorrect information inputted or long pause, the call will be transferred to agents automatically.

### NEW CUSTOMERS