

# TERMS AND CONDITIONS

## UTILITY

### EXCLUSIVE DEAL

The Utility “**EXCLUSIVE DEAL**” (“**Utility**”) is a cooperative service between **Shinhan Bank Vietnam Limited (“Bank”)** and **Samsung Electronics Vietnam Thai Nguyen Co., Ltd. – Ho Chi Minh City Branch (“SEVT-S”)** and **Samsung Electronics HCMC CE Complex Co., Ltd. – Ho Chi Minh City Branch (“SEHC-S”)** (SEVT-S and SEHC-S shall be collectively referred to as “**Samsung**”) applied to all individual customers of the Bank, with the following terms and conditions:

#### 1. Period and location:

Utility period: From date 26/02/2025 until Bank officially announces the termination. The termination time will be updated and announced on the Bank’s official website at: [www.shinhan.com.vn](http://www.shinhan.com.vn).

Location: Nationwide

#### 2. Eligible customers:

All individual customers use Shinhan SOL Vietnam App (“**SOL App**”), and have a need to purchase Samsung branded products through the Utilities integrated on the SOL App (“**Customers**”).

#### 3. Program content

- a) Customers can access the SOL App to experience the Utilities, view information and order Samsung branded products with exclusive offers.
- b) Shopping transactions are made on Samsung's platform, through links from the SOL App.

#### 4. Scope of Customer service supportation:

To ensure the best experience for Customers, the responsibility to support and answer questions is as follows:

- a) Bank is only the party providing solutions to link and display the Utilities on the SOL App. To clarify, Bank does not directly perform transactions, payments or process requests related to orders.

- b) Samsung is the provider of the Utility, products and related services and is responsible for answering all questions related to this Utility (ordering, changing orders, canceling orders, payment, shipping, warranty, exchange, refund, etc.). Customers please contact Samsung Customer Service hotline 1800588889 for support and answers.

## **5. General terms**

- a) The Utility may end or change its content according to the decision of the Bank and Samsung without prior notice.
- b) Customers need to carefully read and comply with the terms and conditions of the program when participating.
- c) Any disputes arising (if any) will be handled according to the provisions of Vietnamese law.

End.