

Training for executives and employees
to protect financial customer in Shinhan Financial
Group

In order to strengthen the capability of financial consumer protection, Shinhan Financial Group provides training course of consumer protection every year to all employees including executives.

Shinhan Bank announces its annual training - schedule for financial consumer protection at the beginning of every year and conducts the "Soboro Class" course for consumer protection to enhance customer-oriented minds and strengthen systematic work capabilities.

It is mandatory to educate all executives and employees about the process of understanding the Financial Consumer Protection Act, and established a course for key personnel in the field of financial consumer protection in 2023. It protects financial consumer rights and fosters talented people who practice and spread the culture of consumer protection, through core courses of consumer protection such as the system of financial consumer protection and damage relief, internal control, and financial ethics.

In addition, major proceeding agenda of 「Consumer protection groups」 are shared and customer-oriented culture is spread through customized training for each site, training for head of regional headquarters, and training for customer-centered leader.

Shinhan Card regularly and frequently provides the training for financial consumer protection to executives and employees, including the content of financial consumer rights, preventing complaints, and compliance with financial consumer protection laws, in accordance with internal control standards for financial consumer protection.

In addition, if the completion rate of education targets is less than 100%, the evaluation of financial consumer protection is deducted by 0.5 points, and continuing education is provided for those who have not completed education within the period.

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