

Business Results

1Q 2023



The financial information contained herein has neither been reviewed nor audited by independent auditors. Therefore, no assurance is given that the financial information is accurate or complete, and such financial information may differ from the financial information to be contained in our financial statements audited by independent auditors. The information contained herein is subject to change without further notice.

We also note the following:

- Financial information has been prepared in accordance with the Korean IFRS (K-IFRS).
- The financial figures for periods starting January 1, 2023 have been stated in accordance with K-IFRS No.1117, '*Insurance Contracts*'. The figures for periods starting January 1, 2022 have been restated for the purpose of improved comparability, whereas, the figures for periods prior to December 31, 2021 have not been restated.
- The financial figures for periods starting January 1, 2019 have been stated in accordance with K-IFRS No. 1116, '*Leases*', and the figures for periods prior to December 31, 2017 have not been restated.
- Upon the acquisition of 60% stake in Asia Trust Co., Ltd. ("Asia Trust", which was later rebranded to Shinhan Asset Trust on June 1, 2022), acquisition accounting has been applied for periods starting April 1, 2019, which is the deemed acquisition date. Then, on May 16, 2022, remaining shares of Asia Trust have been acquired.
- On January 15, 2021, Shinhan Financial Group ("SFG" or "the Group") acquired the remaining 35% stake of Shinhan BNP Paribas Asset Management, which was rebranded to Shinhan Asset Management on the same day. On January 5, 2022, Shinhan Alternative Asset Management was merged into Shinhan Asset Management.
- Upon the acquisition of 94.54% stake in BNP Paribas Cardif General Insurance Co., Ltd on September 30, 2022, which was rebranded to Shinhan EZ General Insurance Co., Ltd. on the same day, acquisition accounting has been applied for periods starting June 30, 2022.
- On of July 28, 2022, SFG sold its 100% stake in Shinhan Credit Information to Shinhan Card. Consequently, Shinhan Credit Information is now a sub-subsiary of SFG.
- On of April 3, 2023, Shinhan Fund Partners was rebranded to Shinhan Fund Partners.

This presentation contains forward-looking statements, which is related to future events, not the actual events in the past. Forward-looking statements refers to the Group's expected business developments and financial performance figures in the future, and contains expressions including, but not limited to, '*forecast*', '*estimate*', '*plan*', '*expectation*', '*(e)*', and '*(p)*'. The forward-looking statements are subject to known and unknown risks and uncertainties, therefore, actual results may differ from those expressed or implied in the forward-looking statements. In addition, forward-looking statements are based on the current market conditions and the Group's management direction. Therefore, deviations may arise due to changes in the future market environment and revisions on business strategies. Under no circumstances can this data be used as proof of legal responsibility for the investor's investment results. The Group takes no obligation to update forward-looking statements.

This presentation material is available at our website, www.shinhangroup.com.

Contents

- I. 1Q23 Result Highlights**
- II. Supplements**

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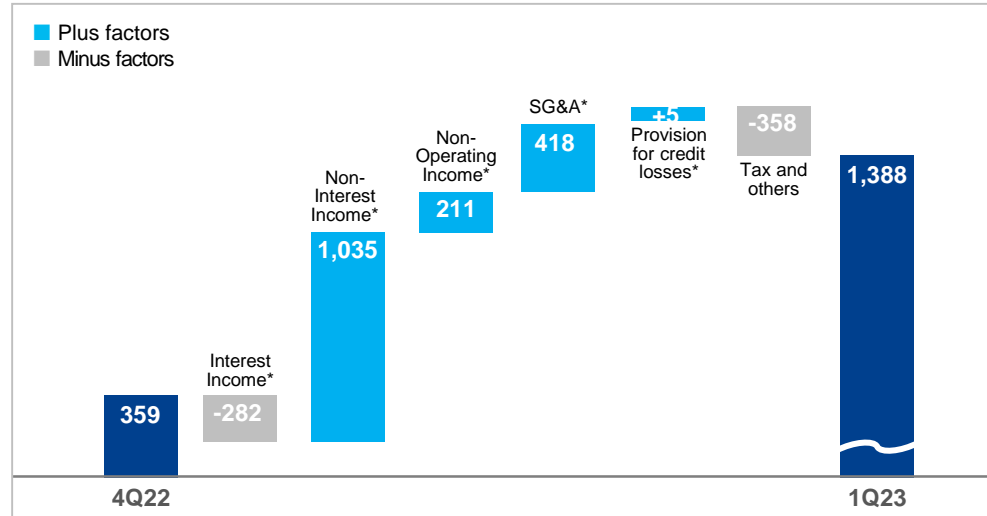
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I. 1Q23 Result Highlights



Movements (Consolidated basis, QoQ)

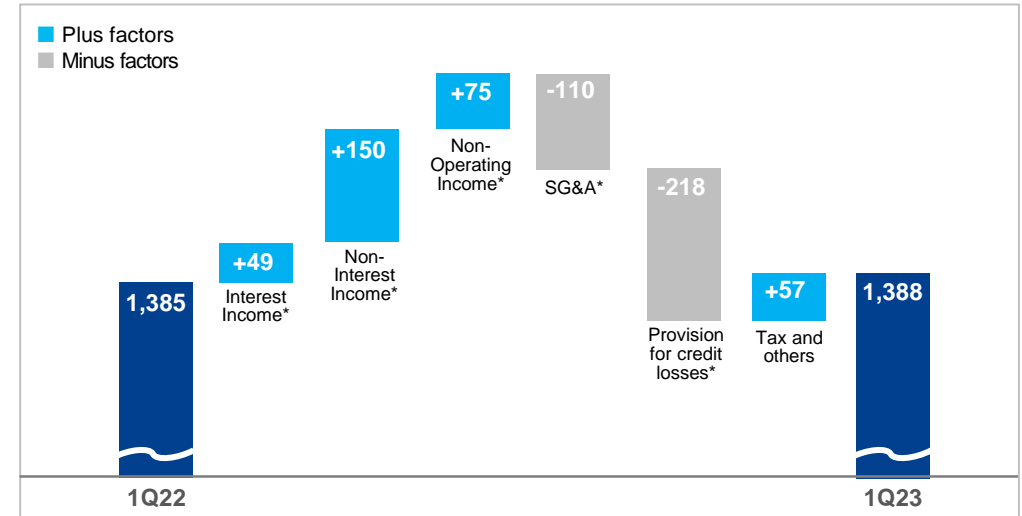
(KRW bn)



* All figures before income tax

Movements (Consolidated basis, YoY)

(KRW bn)



* All figures before income tax

Solid earnings thanks to strong non-interest income, despite NIM contraction

Solid earnings driven by turnaround in fee income and securities-related income

KRW 1,388 billion

[+287% QoQ / +0.2% YoY]

(1Q23 Consolidate Net Income)

Strong non-interest income driven by higher fee income and securities-related gains

Jump in non-interest income thanks to rebound in fee income and strong securities-related income reflecting falling rates

KRW 1,033 billion

[+17.0% YoY]

(1Q23 Non-interest Income)

Disciplined and sustainable expense control

Cost-income ratio managed at a stable level, despite inflationary pressure

37.9%

[+1.0%p YoY]

(1Q23 Group Cost-Income Ratio)

Countercyclical provisions on top of recurring provisions

Bracing for uncertainties especially related to real estate PF and COVID-19 financial relief programs

48bp

[+22bp YoY /
1Q23 recurring CCR 29bp]

(1Q23 Group Credit Cost Ratio)

Capital policy for greater shareholder value

Shareholder return in consideration of future uncertainties and regulatory updates on capital adequacy

DPS 525 won (1Q)
SBB&C 137Wbn (1Q)
SBB&C 150Wbn (2Q)(resolved)

(2023 Cash Dividend / Share Buyback and Cancellations)

[Note 1] Financial Impact of IFRS 17

| BS | IFRS 4 | | IFRS 17 | |
|-----------|--------------|---------------|--------------|---------------|
| | Jan. 1, 2022 | Dec. 31, 2022 | Jan. 1, 2022 | Dec. 31, 2022 |
| | Equity | 5.2Wtn | 3.5Wtn | 8.3Wtn |
| Asset | 70.5Wtn | 66.8Wtn | 65.4Wtn | 56.5Wtn |
| Liability | 65.4Wtn | 63.3Wtn | 57.1Wtn | 48.4Wtn |

| PL | IFRS 4 | IFRS 17 | IFRS 17 |
|---|--------------------------------------|---|-----------------|
| | IFRS 9 Overlay Approach ¹ | (IFRS 9 Overlay Approach ¹) | (IFRS 9) |
| | FY 2022 | FY 2022 | |
| Earnings before Tax | 598.2Wbn | 738.3Wbn | 532.9Wbn |
| Insurance Service Income & Other Income | 462.2Wbn | 572.2Wbn | 572.2Wbn |
| Insurance Finance Income | 136.0Wbn | 166.1Wbn | △39.3Wbn |

※ Based on 'Preliminary financial impact assessment' disclosure within FY2022 audit report (includes reinsurance)

NOTE 1 Transitional provision that allows the reclassification of gains and losses of financial assets(FVPL) related to insurance contracts into OCI rather than PL prior to the adoption of IFRS 17 (classification overlay)

Equity

- In IFRS 17, equity is increased by 3.1Wtn to 8.3Wtn
- Despite market rate hikes in 2022, there were only limited equity fluctuations

Asset

- Decrease in asset due to valuation on assets such as insurance contract loans and unamortized insurance acquisition cash flows

Liability

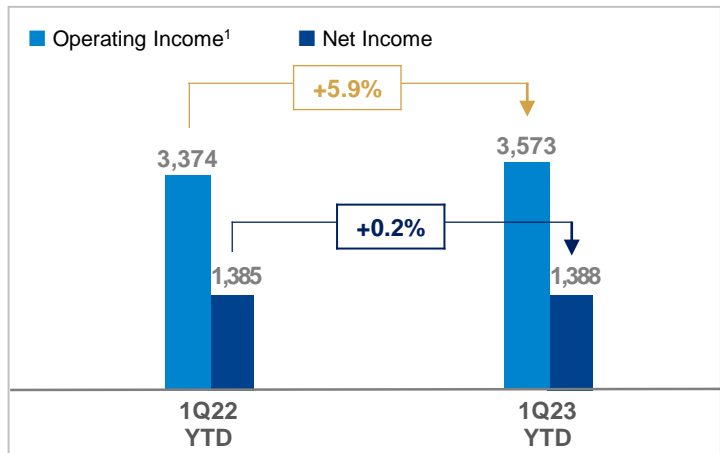
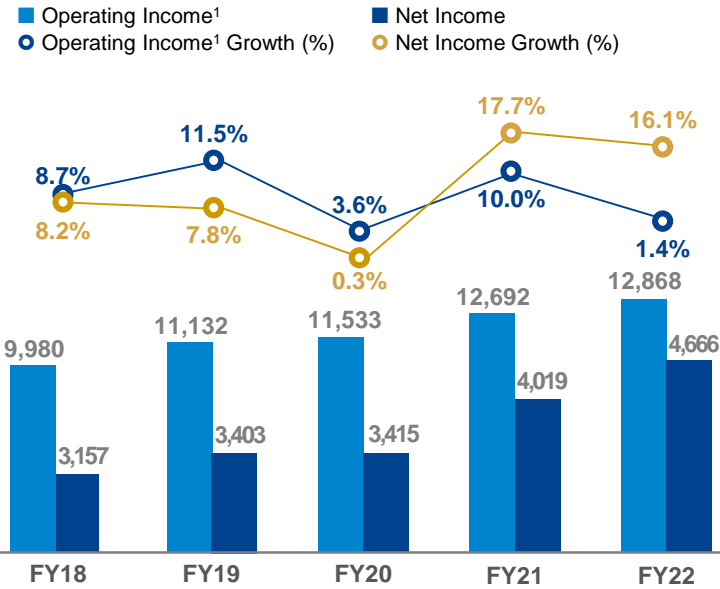
- As of the end of 2022, Best Estimate of Liabilities(BEL) is 35.0Wtn, Contractual Service Margin(CSM) is 6.7Wtn, and Risk Adjustment(RA) is 1.1Wtn

Net Income

- Under IFRS 17, recurring net income is expected to increase due to larger Insurance Service Income
- Nevertheless, Insurance Finance Income decreased under IFRS 9 in 2022 due to increased market volatility

1Q23 Financial Overview

SFG Net Income



NOTE Annual and Quarterly figures not to the same scale

NOTE 1 Operating Income before Expenses

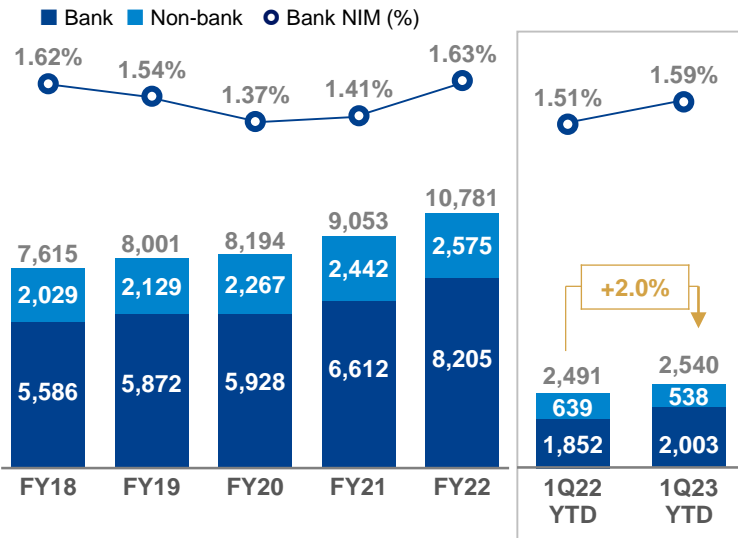
| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|----------------------------------|---------|---------|-------|---------|---------|---------|---------|---------|
| Operating Income before Expenses | 3,573.1 | 3,373.8 | 199.3 | 5.9% | 3,573.1 | 2,820.1 | 753.0 | 26.7% |
| Interest Income | 2,540.1 | 2,491.1 | 49.0 | 2.0% | 2,540.1 | 2,822.2 | -282.1 | -10.0% |
| Non-interest Income | 1,032.9 | 882.7 | 150.3 | 17.0% | 1,032.9 | -2.1 | 1,035.1 | n.a. |
| G&A Expenses (Δ) | 1,355.9 | 1,245.9 | 110.1 | 8.8% | 1,355.9 | 1,774.1 | -418.2 | -23.6% |
| Operating Income | 2,217.2 | 2,127.9 | 89.2 | 4.2% | 2,217.2 | 1,045.9 | 1,171.2 | 112.0% |
| Non-Operating Income | 100.6 | 25.2 | 75.4 | 299.5% | 100.6 | -110.0 | 210.6 | n.a. |
| Pre-Provision Income | 2,317.7 | 2,153.1 | 164.6 | 7.6% | 2,317.7 | 935.9 | 1,381.8 | 147.6% |
| Provision for Credit Losses (Δ) | 461.0 | 243.4 | 217.5 | 89.4% | 461.0 | 465.8 | -4.8 | -1.0% |
| Earnings before Income Tax | 1,856.8 | 1,909.7 | -52.9 | -2.8% | 1,856.8 | 470.1 | 1,386.7 | 295.0% |
| Income Tax (Δ) | 442.4 | 504.6 | -62.2 | -12.3% | 442.4 | 84.3 | 358.1 | 424.7% |
| Consolidated Net Income | 1,388.0 | 1,384.8 | 3.1 | 0.2% | 1,388.0 | 358.9 | 1,029.1 | 286.8% |
| Cost to Income Ratio | 37.9% | 36.9% | | 1.0%p | 37.9% | 62.9% | | -25.0%p |
| Credit Cost Ratio | 0.48% | 0.26% | | 0.22%p | 0.48% | 0.46% | | 0.02%p |
| ROE | 11.54% | 12.18% | | -0.64%p | 11.54% | 10.04% | | 1.50%p |
| CET1 Ratio (Group) | 12.5% | 13.0% | | -0.48%p | 12.5% | 12.8% | | -0.3%p |

NOTE 2 ROE in year-to-date cumulative basis. Capital ratio (CET1 Ratio) is a preliminary estimate.

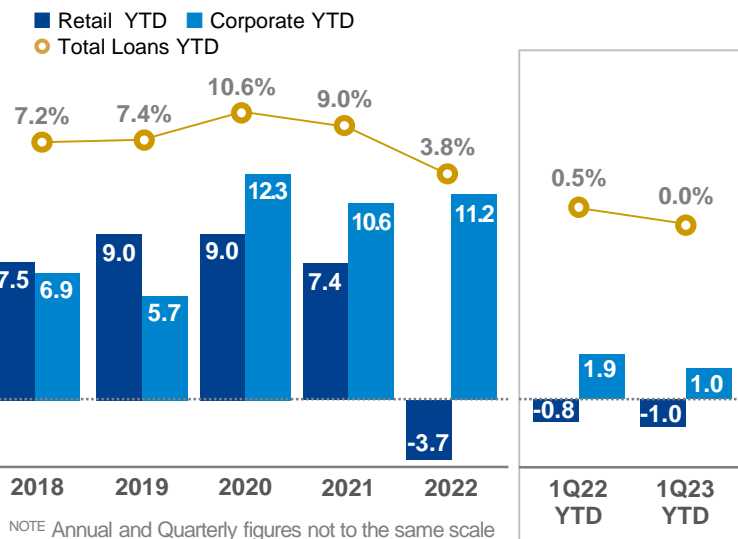
- Despite 0.9% growth in interest-bearing assets, interest income went down by 10.0% QoQ reflecting 4bp NIM contraction and fewer days during the period
- Non-interest income increased significantly QoQ due to low base effect, as well as higher securities-related income reflecting lower rates
- G&A costs down 23.6% QoQ due to high base effect, but up 8.8% YoY (up 6.1% YoY when excluding Shinhan Life's ERP costs) owing to digital investments and overall increase in cost due to inflation
- Provision for credit losses flat QoQ reflecting slight pick-up in delinquency and additional provisioning set aside for countercyclical buffer
- Non-operating income increased QoQ due to low base effect (-180.2Wbn in investment product-related losses in 4Q22) and gains related to real estate sales and equity investments in 1Q23
- Net income marked 1,388Wbn, up 287% QoQ predominantly driven by low base effect, and up 0.2% YoY reflecting higher operating income, partially offset by additional provisioning

Interest Income

Group Interest Income and NIM (KRW bn)



KRW Loan Growth (%)



NOTE Annual and Quarterly figures not to the same scale

Details of Interest Income

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY% | 1Q23 | 4Q22 | QoQ | QoQ% |
|--|----------------|----------------|----------------|---------------|----------------|----------------|---------------|---------------|
| Interest Revenue (a) | 6,459.0 | 4,153.8 | 2,305.1 | 55.5% | 6,459.0 | 6,163.4 | 295.6 | 4.8% |
| Loans | 5,192.8 | 3,327.8 | 1,865.0 | 56.0% | 5,192.8 | 4,935.1 | 257.8 | 5.2% |
| Securities | 1,057.6 | 748.8 | 308.9 | 41.2% | 1,057.6 | 1,026.5 | 31.1 | 3.0% |
| Others | 208.5 | 77.2 | 131.3 | 169.9% | 208.5 | 201.8 | 6.7 | 3.3% |
| Interest Expense (b) | 3,918.8 | 1,662.7 | 2,256.1 | 135.7% | 3,918.8 | 3,341.2 | 577.7 | 17.3% |
| Deposits | 2,286.7 | 726.0 | 1,560.7 | 215.0% | 2,286.7 | 1,884.4 | 402.3 | 21.3% |
| Debentures | 1,089.2 | 501.4 | 587.7 | 117.2% | 1,089.2 | 971.9 | 117.2 | 12.1% |
| Others | 476.4 | 410.7 | 65.7 | 16.0% | 476.4 | 424.0 | 52.4 | 12.4% |
| Interest portion of provision for policy reserve | 66.5 | 24.5 | 42.0 | 171.3% | 66.5 | 60.8 | 5.7 | 9.5% |
| Interest Income (a-b) | 2,540.1 | 2,491.1 | 49.0 | 2.0% | 2,540.1 | 2,822.2 | -282.1 | -10.0% |

Interest Rate & NIM Movement

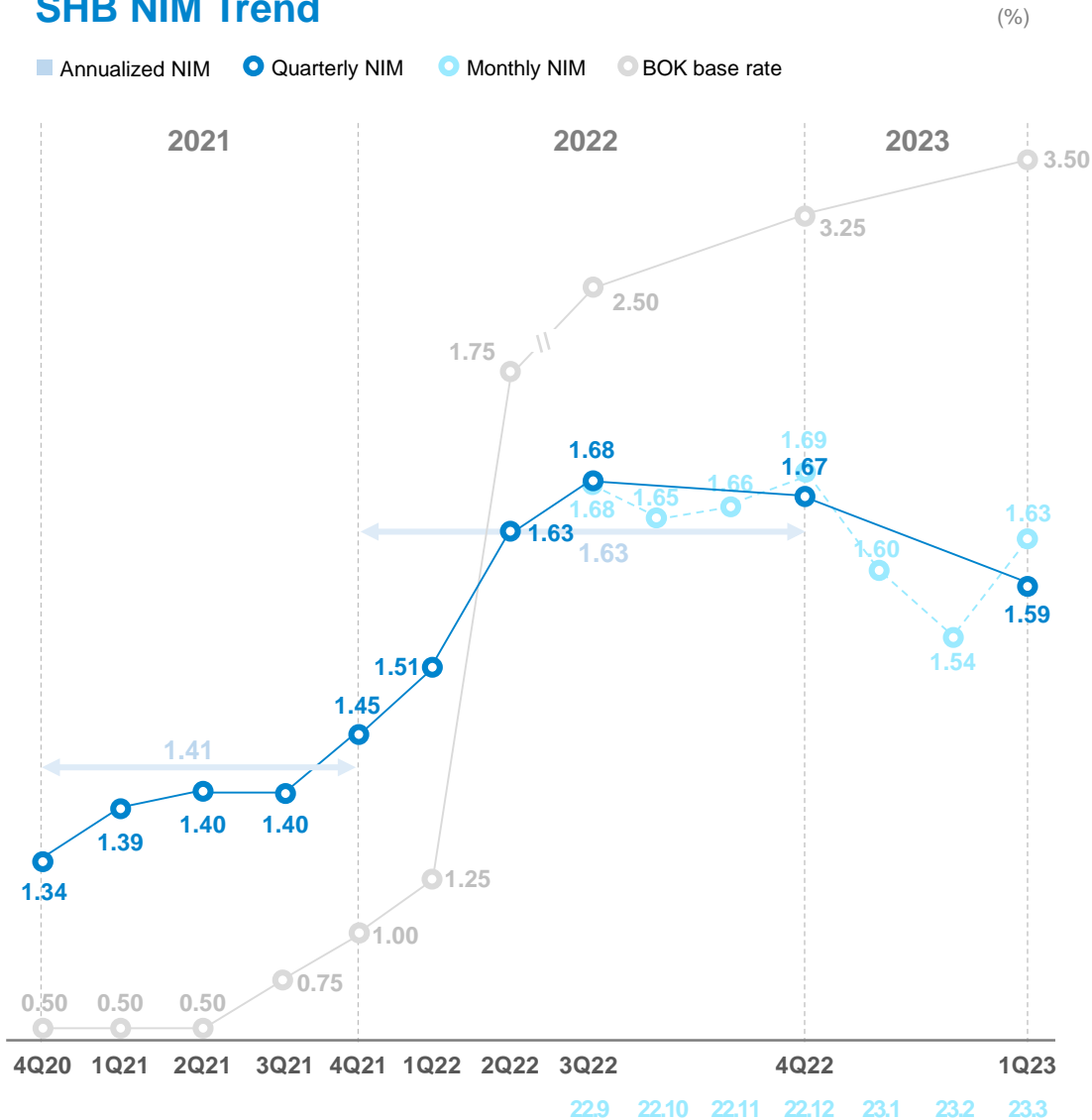
| (%) | 4Q21 | 1Q22 | 2Q22 | 3Q22 | 4Q22 | 1Q23 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| BOK Base rate | 1.00 | 1.25 | 1.75 | 2.50 | 3.25 | 3.50 |
| 3-y T Bond yield (average) | 1.80 | 2.66 | 3.55 | 4.19 | 3.73 | 3.34 |
| NIS (Bank, for the quarter) (a-b) | 1.79 | 1.87 | 2.04 | 2.13 | 2.14 | 2.03 |
| Interest-bearing asset yield (a) | 2.65 | 2.89 | 3.17 | 3.58 | 4.28 | 4.73 |
| Liability funding cost (b) | 0.86 | 1.01 | 1.13 | 1.45 | 2.14 | 2.71 |
| NIM (Group, for the quarter) | 1.83 | 1.89 | 1.98 | 2.01 | 1.98 | 1.94 |
| NIM (Bank, for the quarter) | 1.45 | 1.51 | 1.63 | 1.68 | 1.67 | 1.59 |
| NIM (Group, YTD) | 1.81 | 1.89 | 1.94 | 1.96 | 1.96 | 1.94 |
| NIM (Bank, YTD) | 1.41 | 1.51 | 1.58 | 1.61 | 1.63 | 1.59 |

NOTE Group NIM is the sum of Bank NIM and Card NIM

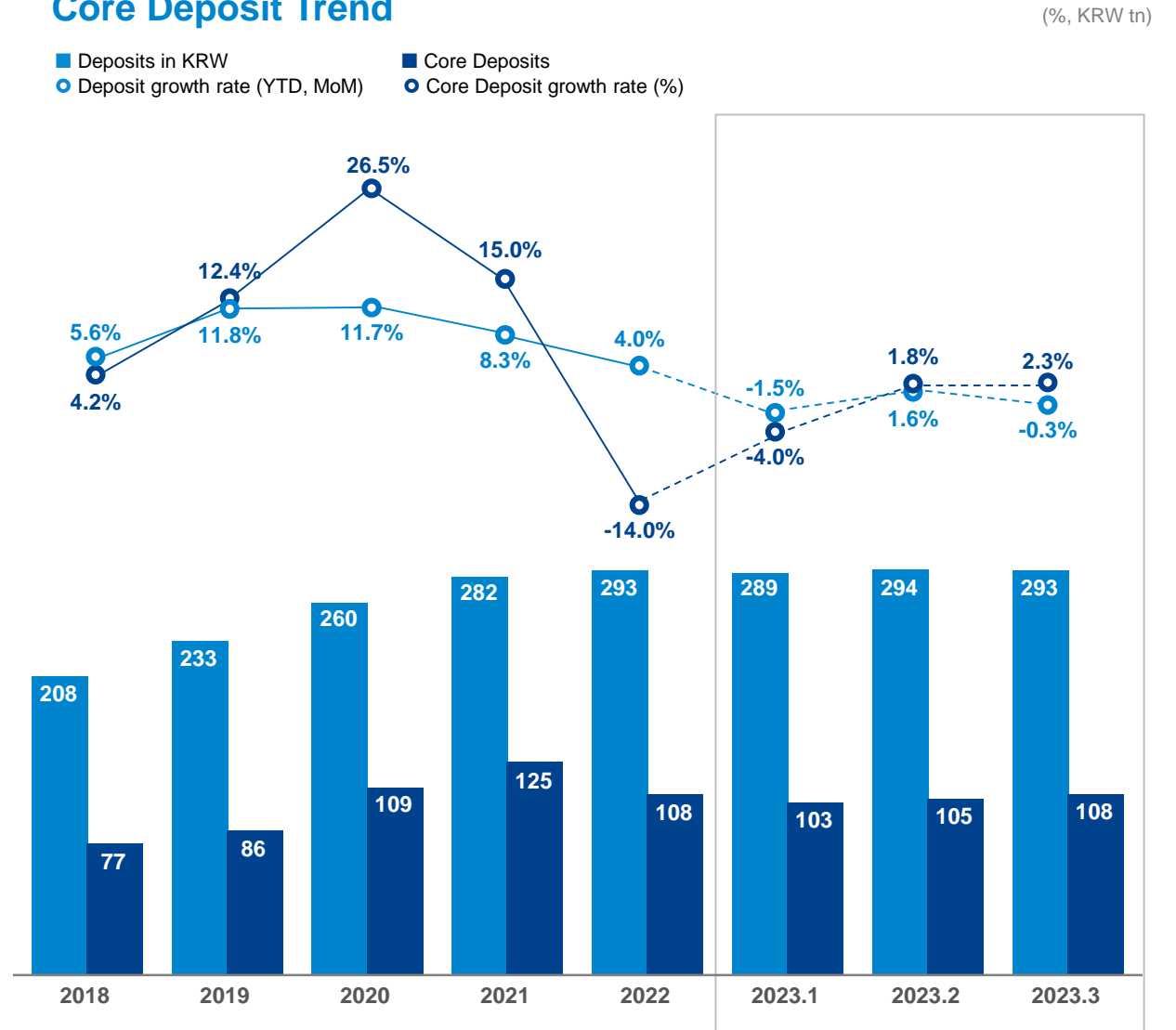
- Despite 0.9% growth in interest-bearing assets, Group interest income went down 10.0% QoQ reflecting 4bp NIM contraction and fewer days during the period. On YoY basis, Group interest income went up 2.0% thanks to 3.5% growth in interest-bearing assets and 8bp NIM improvement, which was partially offset by non-bank's higher funding costs
- Bank's quarterly NIM marked 1.59%, down 8bp QoQ, due to downward margin pressures from assets with short-term floating rates amid market rate declines and high-interest time deposits procured in 4Q22
- Bank's KRW loan growth flat YTD. Retail loans decreased 1.0% YTD reflecting weaker demand amid tightened regulations and slow property market, as well as continued securitization of *Relief Conversion Loans*. Corporate loans grew 1.0% YTD thanks to solid demand, especially from large corporates
- Card's earning assets decreased by 2.4% YTD while its cash advance assets, which are the assets with higher risk, decreased by 11.0% YTD, owing to Shinhan Card's preemptive credit management measures

[Note 2] Shinhan Bank NIM / Loans / Deposits

SHB NIM Trend



Core Deposit Trend



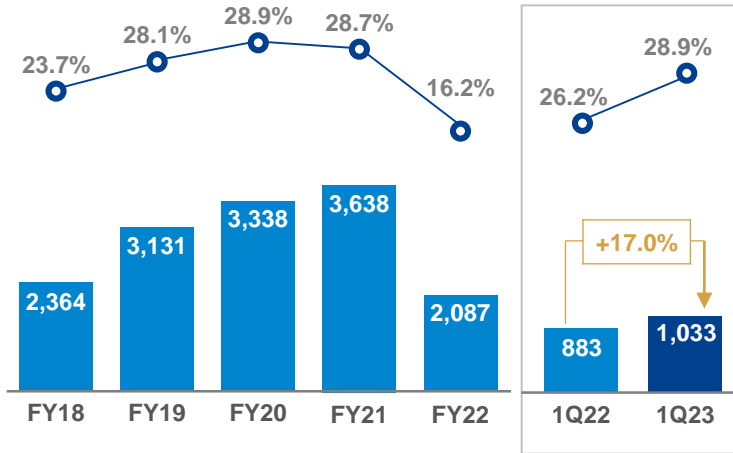
Non-interest Income

Non-interest Income

(KRW bn, %)

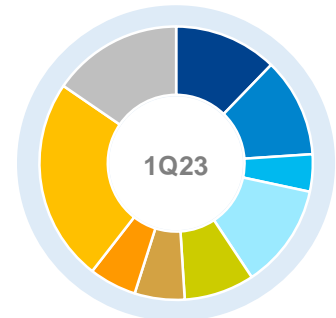
■ Non-interest income

● Non-interest income weight (Operating income/Non-interest income)



Fees & Commission

(%)



| | |
|--------------------------|-------|
| ■ Credit Card Fee Income | 12.2% |
| ■ Brokerage Commissions | 11.7% |
| ■ Fund & Bancassurance | 4.4% |
| ■ Trust Fee Income | 12.3% |
| ■ F/X Fee Income | 8.3% |
| ■ Electronic Transaction | 5.9% |
| ■ Investment Banking | 5.6% |
| ■ Lease Financing Fees | 24.0% |
| ■ Others | 15.4% |

Details of Non-interest Income

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY% | 1Q23 | 4Q22 | QoQ | QoQ% |
|---|----------------|--------------|--------------|--------------|----------------|-------------|----------------|-------------|
| Non-Interest Income | 1,032.9 | 882.7 | 150.3 | 17.0% | 1,032.9 | -2.1 | 1,035.1 | n.a. |
| Fees & Commission | 603.4 | 701.5 | -98.1 | -14.0% | 603.4 | 510.7 | 92.7 | 18.1% |
| Securities related & FX Trading/Derivatives | 645.2 | 278.5 | 366.7 | 131.7% | 645.2 | -166.3 | 811.5 | n.a. |
| Insurance-related Income | 236.8 | 265.2 | -28.4 | -10.7% | 236.8 | 300.5 | -63.7 | -21.2% |
| Others | -452.5 | -362.5 | -90.0 | n.a. | -452.5 | -647.1 | 194.6 | n.a. |
| (Contribution Expenses) | -118.1 | -108.1 | -10.0 | n.a. | -118.1 | -112.0 | -6.1 | n.a. |
| (Insurance Fees on Deposits) | -119.1 | -111.5 | -7.6 | n.a. | -119.1 | -74.4 | -44.7 | n.a. |

Details of Fees & Commission

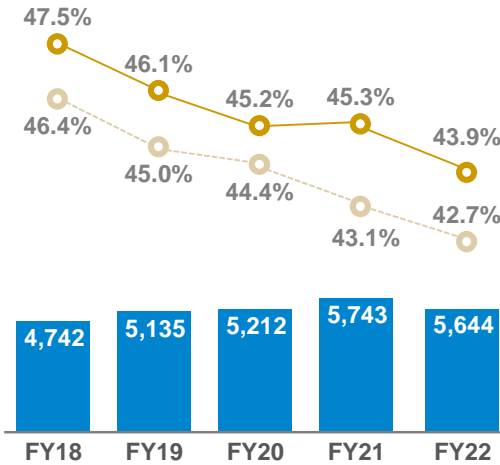
| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY% | 1Q23 | 4Q22 | QoQ | QoQ% |
|------------------------------|--------------|--------------|--------------|---------------|--------------|--------------|-------------|--------------|
| Fees & Commission | 603.4 | 701.5 | -98.1 | -14.0% | 603.4 | 510.7 | 92.7 | 18.1% |
| Credit Card Fee Income | 73.5 | 90.3 | -16.8 | -18.6% | 73.5 | 34.8 | 38.6 | 110.9% |
| Brokerage Commissions | 70.9 | 76.6 | -5.7 | -7.4% | 70.9 | 53.2 | 17.6 | 33.1% |
| Fund & Bancassurance | 26.8 | 30.2 | -3.4 | -11.4% | 26.8 | 39.4 | -12.6 | -32.0% |
| Trust Fee Income | 74.4 | 79.9 | -5.5 | -6.9% | 74.4 | 72.9 | 1.5 | 2.1% |
| F/X Fee Income | 50.0 | 53.9 | -3.9 | -7.2% | 50.0 | 56.5 | -6.5 | -11.5% |
| Electronic Transaction | 35.9 | 36.5 | -0.6 | -1.7% | 35.9 | 37.1 | -1.3 | -3.5% |
| Investment Banking | 34.0 | 96.6 | -62.6 | -64.8% | 34.0 | 30.8 | 3.1 | 10.2% |
| Lease Financing Fees | 144.9 | 106.8 | 38.1 | 35.7% | 144.9 | 135.3 | 9.6 | 7.1% |
| Others | 93.2 | 130.8 | -37.6 | -28.7% | 93.2 | 50.6 | 42.6 | 84.3% |

- Non-interest income increased significantly QoQ due to low base effect (large one-off valuation losses in the previous quarter), as well as higher securities-related income reflecting falling rates, and turnaround in fee income
- Despite YoY decrease in fee income, non-interest income increased 17.0% YoY thanks to low base effect (low trading gains in the previous year due to rising rates), and higher securities-related income
- Fee income up 18.1% QoQ, driven by higher income from credit card fees, brokerage fees, and lease financing fees
- Despite decrease in credit card purchases, credit card fee income grew 111% QoQ thanks to a drop in marketing expenses. On YoY basis, credit card fee income down 18.6% owing to merchant fee adjustments in February 2022 and increased marketing expenses
- Brokerage fee income up 32.9% QoQ reflecting increased trading volume
- IB commissions up 10.2% QoQ, largely driven by increased underwriting and arrangement fee. On YoY basis, IB commissions decreased due to high base effect (big IPO and real estate deals in the previous year)
- Lease financing fees up 7.1% QoQ driven by sales growth and higher lease rate

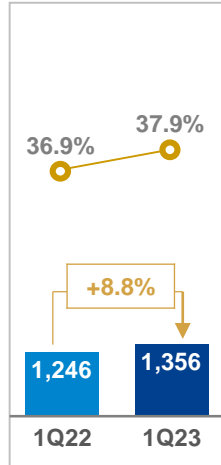
Expenses and Provisioning

G&A Expense

■ G&A Expenses ● CIR ● CIR (excluding ERP)

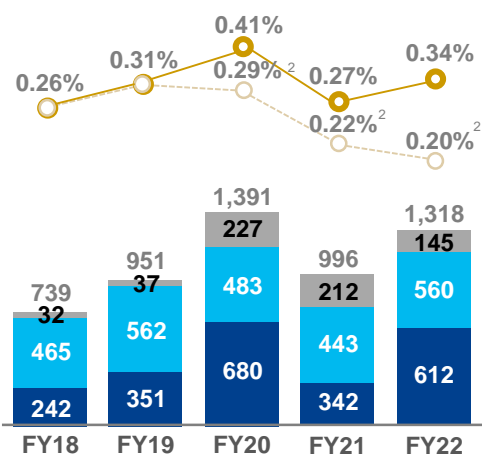


(KRW bn, %)

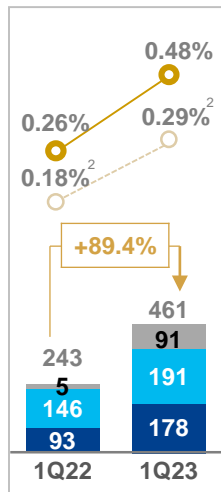


Credit Cost

■ Bank ■ Card ■ Others ● Credit Cost ratio



(KRW bn, %)



Details of G&A Expense

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY% | 1Q23 | 4Q22 | QoQ | QoQ% |
|-------------------------------------|----------------|----------------|--------------|-------------|----------------|----------------|---------------|---------------|
| G&A Expense | 1,355.9 | 1,245.9 | 110.1 | 8.8% | 1,355.9 | 1,774.1 | -418.2 | -23.6% |
| Salary & Employee benefits | 874.9 | 823.6 | 51.3 | 6.2% | 874.9 | 1,125.1 | -250.2 | -22.2% |
| (Early Retirement Program Expenses) | 34.3 | 0.6 | 33.6 | n.m. | 34.3 | 156.1 | -121.8 | -78.1% |
| D&A | 174.1 | 159.2 | 15.0 | 9.4% | 174.1 | 171.0 | 3.2 | 1.9% |
| Other Expenses | 306.9 | 263.1 | 43.8 | 16.6% | 306.9 | 478.1 | -171.2 | -35.8% |
| (Advertising Expenses) | 42.4 | 42.7 | -0.4 | -0.8% | 42.4 | 146.2 | -103.8 | -71.0% |
| (Taxes and Dues) | 52.8 | 40.1 | 12.7 | 31.8% | 52.8 | 53.4 | -0.6 | -1.1% |

Provision for Credit Losses / Delinquency

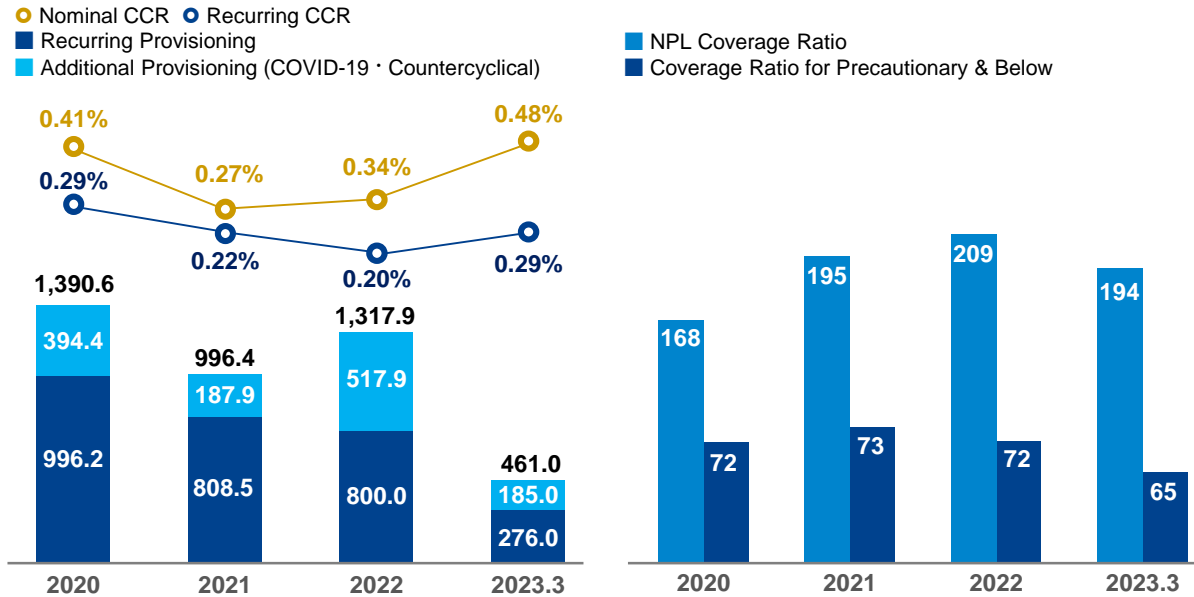
| (KRW bn, %) | 1Q23 | 1Q22 | YoY | YoY% | 1Q23 | 4Q22 | QoQ | QoQ% |
|------------------------------------|--------------|--------------|---------------|--------------|--------------|---------------|-------------|--------------|
| Provision for Credit Losses | 461.0 | 243.4 | 217.5 | 89.4% | 461.0 | 465.8 | -4.8 | -1.0% |
| Shinhan Bank | 178.5 | 92.8 | 85.6 | 92.2% | 178.5 | 217.4 | -38.9 | -17.9% |
| Shinhan Card | 189.7 | 145.5 | 44.2 | 30.4% | 189.7 | 191.7 | -2.0 | -1.0% |
| Other | 92.7 | 5.0 | 87.7 | n.m. | 92.7 | 56.7 | 36.0 | 63.5% |
| SHB Delinquency | 0.28% | 0.21% | 0.08%p | 0.28% | 0.22% | 0.06%p | | |
| SME (incl SOHO) | 0.33% | 0.28% | 0.05%p | 0.33% | 0.26% | 0.07%p | | |
| SOHO | 0.33% | 0.15% | 0.18%p | 0.33% | 0.22% | 0.12%p | | |
| Retail | 0.26% | 0.17% | 0.09%p | 0.26% | 0.20% | 0.06%p | | |
| SHC Delinquency | 1.37% | 0.88% | 0.49%p | 1.37% | 1.04% | 0.33%p | | |

- G&A costs decreased by 23.6% QoQ due to high base effect (ERP and other seasonal costs in the previous quarter). On YoY basis, G&A costs went up 8.8%, but 6.1% increase when excluding Shinhan Life's ERP costs (32.3Wbn). YoY increase is primarily driven by overall increase in general cost levels due to inflation
- Group CIR managed stably at 37.9%, up 1.0%p YoY. Bank CIR improved by 0.8%p YoY to 37.9%, driven by high income growth
- Credit cost flat QoQ, up 89.4% YoY owing to increased recurring provisions reflecting higher delinquency rates and additional countercyclical provisioning of 185.0Wbn
- Despite higher NPL levels, reflecting additional COVID19-related and countercyclical provisions accumulated over the past three years, NPL coverage ratio is managed at robust levels of 194%, providing sufficient loss absorption capacity
- Delinquency ratio for SHB up 6bps QoQ, reflecting rate hikes and unfavorable economic conditions
- Delinquency ratio for SHC up 33bp QoQ, reflecting rate hikes, and credit limit cuts on financial products as part of SHC's preemptive credit management

[Note 3] Bracing for Future Uncertainties

Frontloading Provisions for Resilience

(KRW bn, %)



| (KRW bn) | 2020 | | 2021 | | 2022 | | 2023 | |
|---|---------|-------|-------|-------|---------|-------|-------|-------|
| | CCR | CCR | CCR | CCR | CCR | CCR | 1Q23 | |
| Nominal Provisioning | 1,390.6 | 0.41% | 996.4 | 0.27% | 1,317.9 | 0.34% | 461.0 | 0.48% |
| Recurring Provisioning | 996.2 | 0.29% | 808.5 | 0.22% | 800.0 | 0.20% | 276.0 | 0.29% |
| COVID-19 · Countercyclical Provisioning | 394.4 | 0.12% | 187.9 | 0.05% | 517.9 | 0.14% | 185.0 | 0.19% |
| Collective Assessment | 228.6 | | 83.0 | | 396.9 | | 132.9 | |
| DCF* | 165.8 | | 104.9 | | 121.0 | | 52.1 | |

* DCF: Discounted Cash Flow

Tightened Risk Monitoring and Management on Real Estate Financings

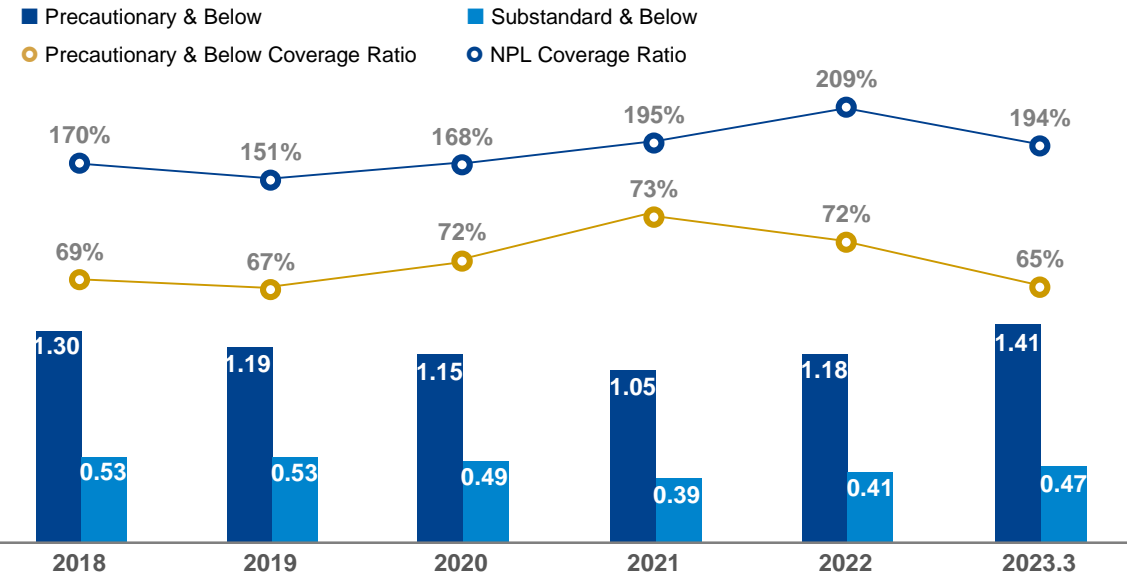
Group Real Estate-related Exposure (Balance as of end of March, 2023)

| (KRW bn) | 2023. 3 | Note |
|-----------------------------|----------------|---|
| Total | 8,776.2 | |
| Real Estate PF | 6,853.4 | Shinhan Bank weight 43.7% |
| Bridge Loan | 1,922.8 | Shinhan Capital weight 57.3% |
| By Asset Quality | 8,776.2 | |
| NPL Ratio (%) | 1.22% | Delinquent: 179.5Wbn (as of Mar.31, 2023) Delinquency ratio: 2.05% |
| Normal | 8,062.0 | |
| Precautionary | 606.7 | |
| Substandard & below | 107.5 | |
| By Region (%) | 100% | 27.5% outside of Seoul Metropolitan area |
| Seoul Metropolitan Area | 72.5% | |
| Other Metropolitan Area | 16.9% | |
| Others | 10.6% | |
| Residential Real Estate (%) | 59.7% | |

- **Group's exposure to real estate PF and bridge loans amounts to 8.8Wtn, which is equivalent to 2.1% of Group's total loan assets**
- **Rigorous risk management**
 - Active support for business restructuring of PF lenders
 - Concentrated efforts on monitoring and managing high-risk PF deals
 - > Minimize insolvency by concentrating risk management capabilities on selected assets and high-risk assets
 - Emphasis on collection and monitoring on existing PF and bridge loans
 - Reinforced crisis analysis on various stress scenarios and develop countermeasures

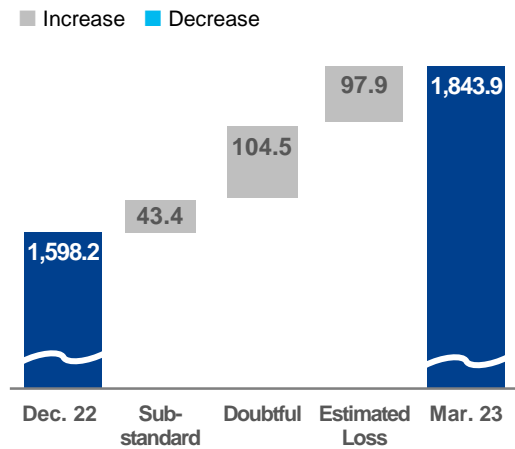
[Note 4] Asset Quality

Group Asset Quality



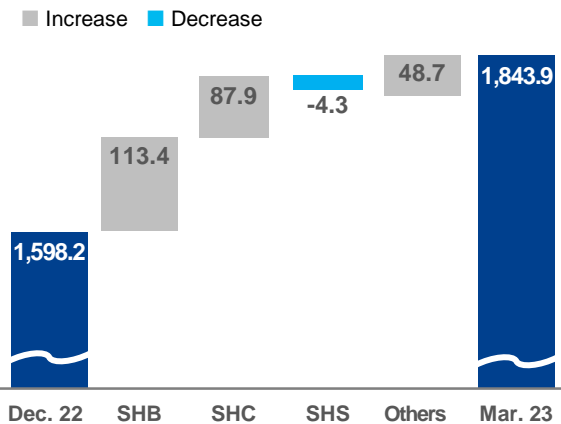
Breakdown of NPL

(KRW tn)

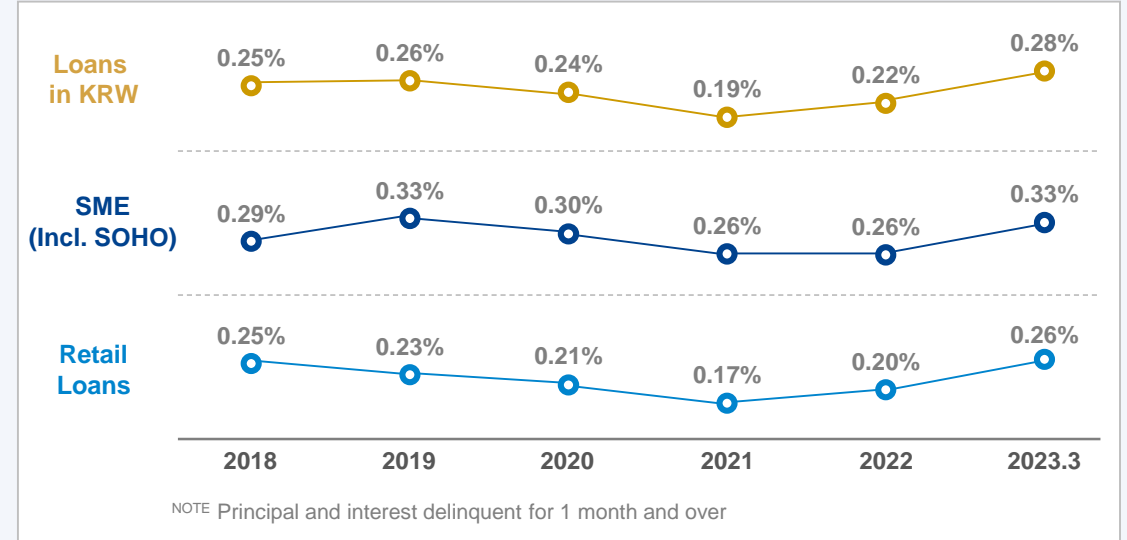


Breakdown of NPL (by subsidiary)

(KRW tn)



SHB Delinquency Ratio



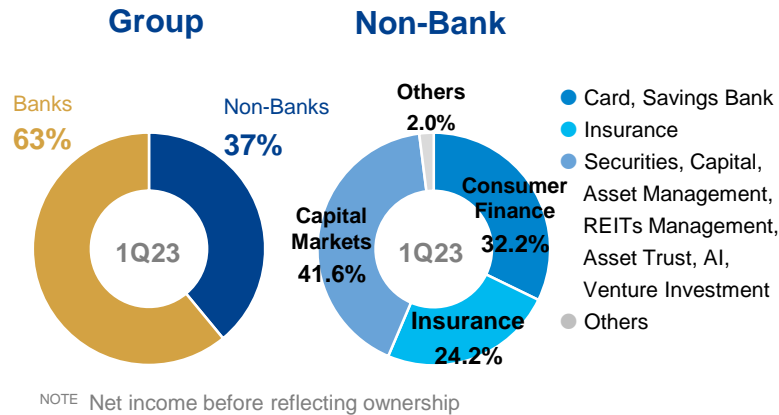
SHC Delinquency Ratio



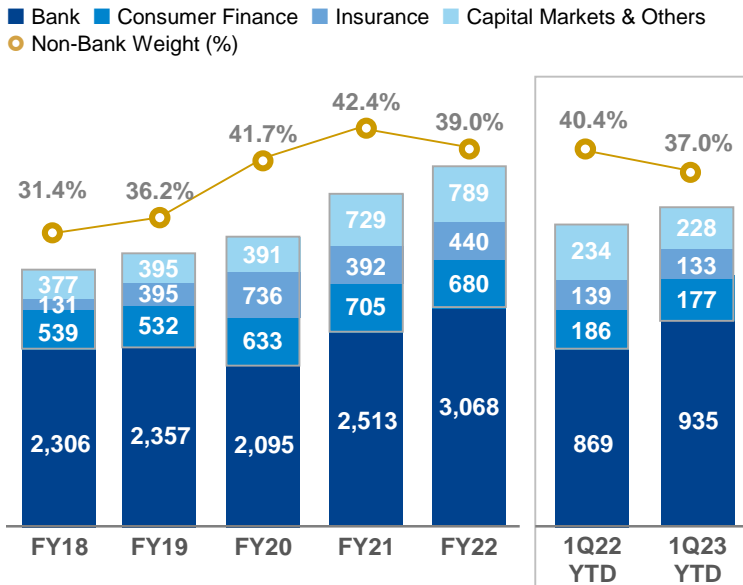
* Shinhan Bank (SHB), Shinhan Card (SHC), Shinhan Securities (SHS)

SFG Income by Subsidiaries

NI Weight by Subsidiaries



NI Contribution by Non-Bank Subsidiaries¹ (KRW bn)



(%)

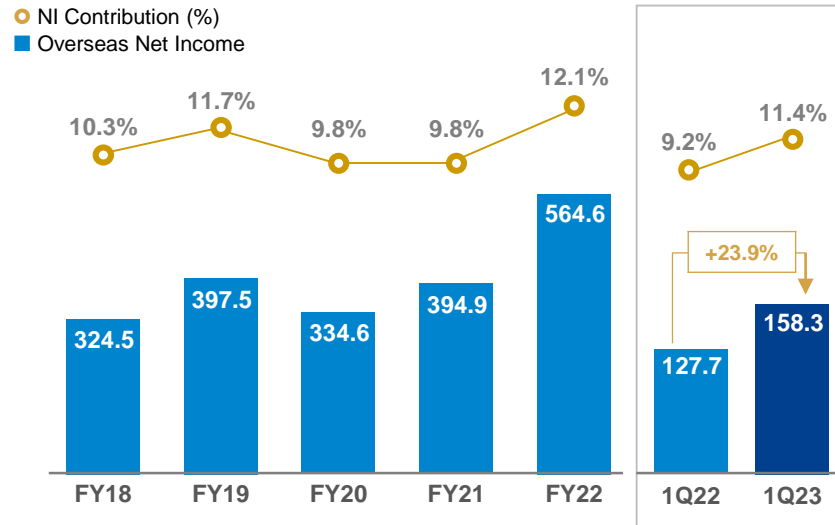
| (KRW bn) | Net Profit (before reflecting ownership) | | | | | | | |
|------------------------------|--|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | 1Q23 | 1Q22 | YoY | | 1Q23 | 4Q22 | QoQ | |
| | | | YoY | YoY % | | | QoQ | QoQ % |
| Bank | 934.9 | 869.2 | 65.6 | 7.5% | 934.9 | 458.4 | 476.5 | 104.0% |
| Shinhan Bank | 931.5 | 863.1 | 68.5 | 7.9% | 931.5 | 452.5 | 479.0 | 105.9% |
| Jeju Bank | 3.3 | 6.1 | -2.8 | -46.1% | 3.3 | 5.8 | -2.5 | -43.4% |
| Non-bank | 549.7 | 590.1 | -40.4 | -6.8% | 549.7 | 8.9 | 540.8 | n.m. |
| Shinhan Card | 166.7 | 175.9 | -9.2 | -5.2% | 166.7 | 53.7 | 113.0 | 210.4% |
| Shinhan Savings Bank | 10.5 | 10.0 | 0.6 | 5.8% | 10.5 | 7.3 | 3.2 | 44.6% |
| Shinhan Life Insurance | 133.8 | 138.6 | -4.8 | -3.5% | 133.8 | 79.0 | 54.8 | 69.4% |
| Shinhan EZ General Insurance | -0.9 | - | -0.9 | n.a. | -0.9 | -5.2 | 4.3 | n.a. |
| Shinhan Securities | 119.4 | 104.5 | 14.9 | 14.3% | 119.4 | -157.9 | 277.3 | n.a. |
| Shinhan Capital | 92.2 | 108.6 | -16.5 | -15.2% | 92.2 | 20.8 | 71.3 | 342.5% |
| Shinhan Asset Management | 6.2 | 26.4 | -20.2 | -76.6% | 6.2 | -3.9 | 10.0 | n.a. |
| Shinhan REITs Management | -1.3 | 0.5 | -1.9 | n.a. | -1.3 | -1.8 | 0.4 | n.a. |
| Shinhan Asset Trust | 17.8 | 18.5 | -0.7 | -3.9% | 17.8 | 18.6 | -0.9 | -4.7% |
| Shinhan AI | -0.9 | 0.1 | -0.9 | n.a. | -0.9 | -1.8 | 0.9 | n.a. |
| Shinhan Venture Investment | 1.3 | 1.7 | -0.4 | -24.9% | 1.3 | -2.7 | 4.0 | n.a. |
| Others ² | 5.0 | 5.3 | -0.3 | -6.5% | 5.0 | 2.6 | 2.4 | 91.1% |

NOTE 2 Others is the sum of Shinhan DS, Shinhan Fund Partners

- Despite larger provisions set aside, SHB's net income increased YoY thanks to balanced growth in interest and non-interest income
- Although SHC's operating income grew evenly throughout its business lines, SHC's net income dropped YoY primarily due to larger provisioning reflecting higher delinquency levels, and higher interest expense reflecting rising funding cost
- SHS's net income grew YoY thanks to higher financial product fee income and proprietary trading gains, which was partially offset by decrease in brokerage fees
- When excluding ERP during the quarter, SHL's net income increased YoY driven by sales/valuation gains of securities
- Despite growth in operating income, Shinhan Capital's net income decreased YoY attributable to increased funding costs and conservative real estate PF-related provisioning
- Net income of Shinhan's capital market businesses, including Shinhan AM, Shinhan Asset Trust, and Shinhan REITs, decreased due to increased market volatility and slow real estate market

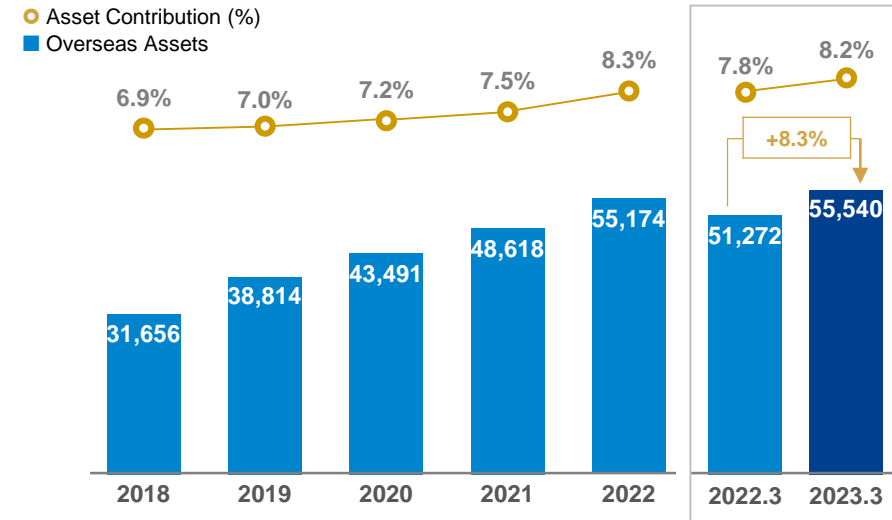
* Shinhan Bank (SHB), Shinhan Card (SHC), Shinhan Securities (SHS), Shinhan Life (SHL), Shinhan Asset Management (Shinhan AM)

NI Contribution by Overseas Business (KRW bn)



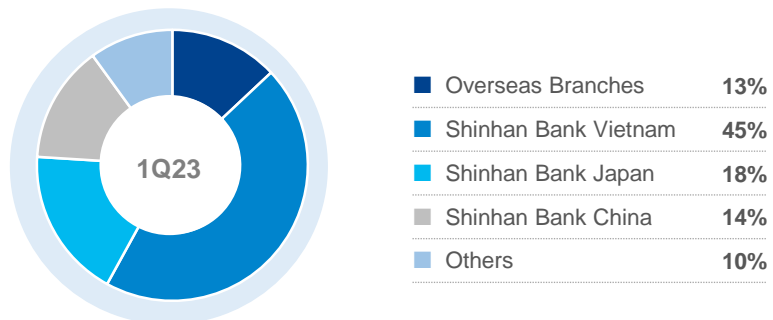
NOTE KRW figures are converted based on the average FX rates of the respective periods
 NOTE Annual and Quarterly figures not to the same scale
 NOTE Reflecting effect of FX rates and provisions for consolidated settlements in KRW

Asset Contribution by Overseas Business (KRW bn)

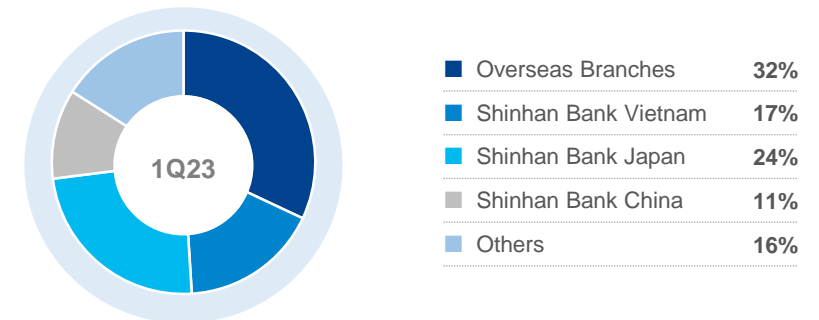


NOTE KRW figures are converted based on the average FX rates at the end of the respective periods
 NOTE Annual and Quarterly figures not to the same scale

SHB's Overseas NI Composition (%)

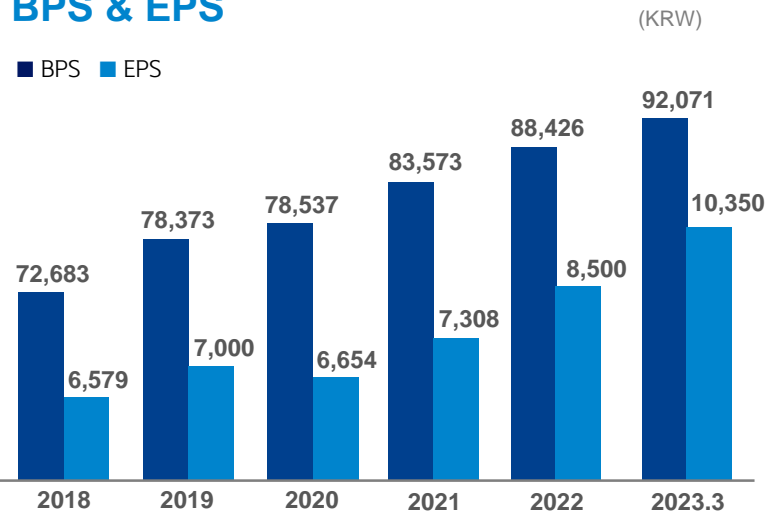


SHB's Overseas Asset Composition (%)

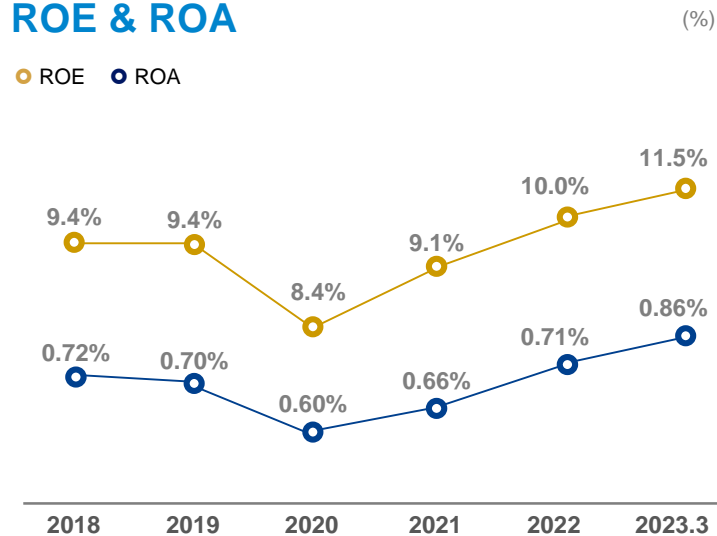


Capital Management and Profitability

BPS & EPS



ROE & ROA

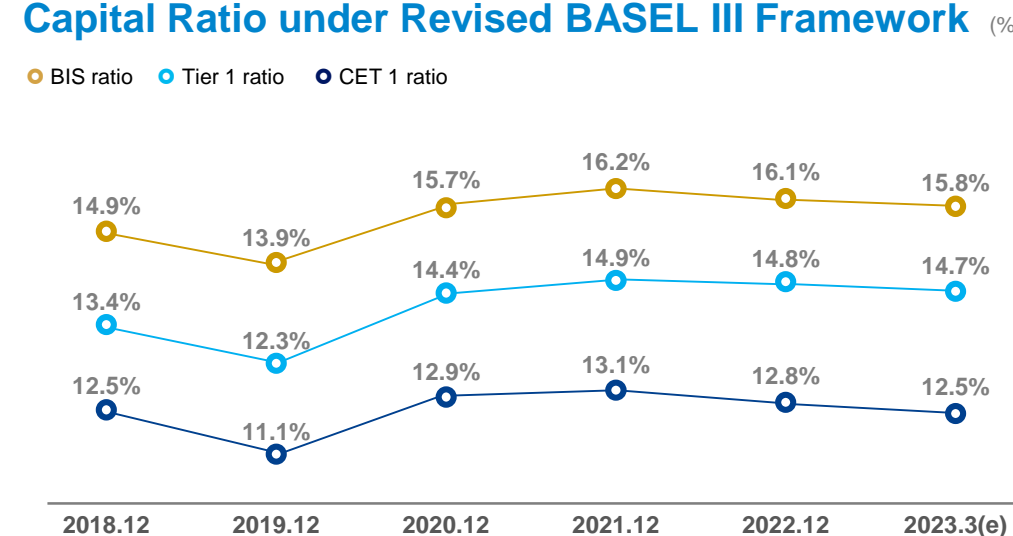


NOTE Annual and Quarterly figures not to the same scale

Group BIS Ratio

| (KRW bn) | 2023.3 | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % |
|--------------------------|---------|---------|--------|--------|---------|--------|--------|
| Risk weighted assets | 309,107 | 279,008 | 30,099 | 10.8% | 291,543 | 17,564 | 6.0% |
| Capital | 48,861 | 45,047 | 3,814 | 8.5% | 46,982 | 1,879 | 4.0% |
| CET1 | 38,761 | 36,318 | 2,443 | 6.7% | 37,288 | 1,473 | 4.0% |
| Tier 1 | 45,321 | 41,777 | 3,544 | 8.5% | 43,267 | 2,054 | 4.7% |
| BIS ratio | 15.8% | 16.1% | | -0.3%p | 16.1% | | -0.3%p |
| CET 1 ratio ¹ | 12.5% | 13.0% | | -0.5%p | 12.8% | | -0.3%p |
| Tier 1 ratio | 14.7% | 15.0% | | -0.3%p | 14.8% | | -0.2%p |

Capital Ratio under Revised BASEL III Framework (%)

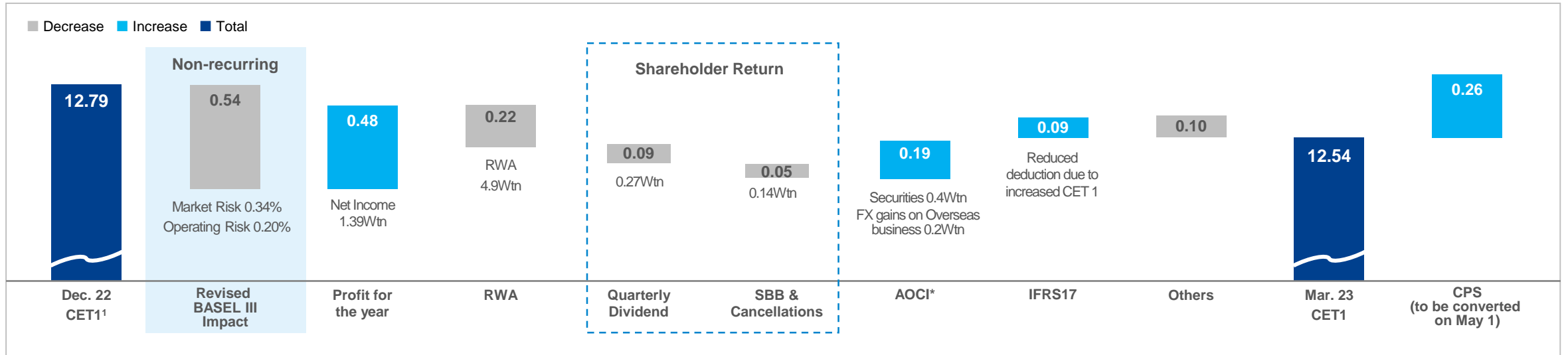


NOTE ¹ Reflecting the full adoption of the revised BASEL III framework

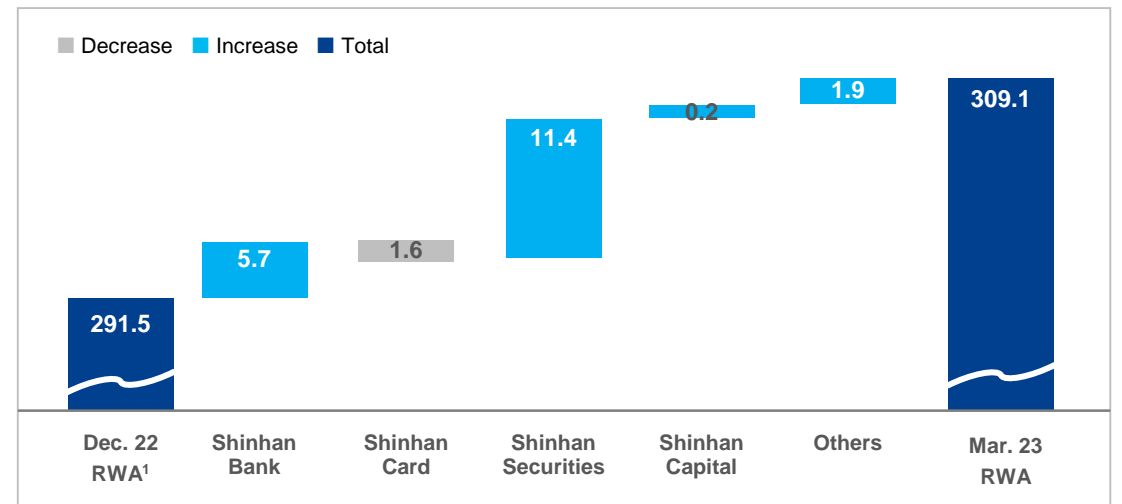
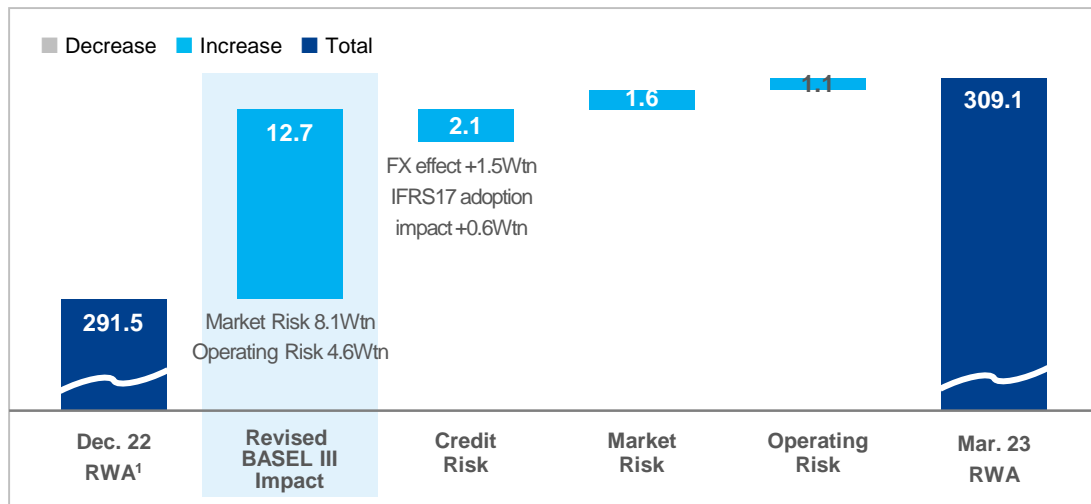
- CET1 ratio is expected to be 12.54%, down 0.25%p YTD. When excluding the impact from the full adoption of the revised BASEL III, CET 1 is expected to be 13.08%, up 0.29%p YTD
- Excluding impact from the full adoption of the revised BASEL III, RWA growth breakdown is as follows: credit risk 2.1Wtn, market risk 1.6Wtn, operating risk 1.1Wtn
- ROE marked 11.5%, driven by solid earnings and efficient capital management efforts
- On April 27th, 2023 the BOD made a resolution to:
 - a quarterly dividend payout of KRW 525
 - an additional round of share buyback and cancellation amounting to 150 Wbn in 2Q23

[Note 5] CET 1 and RWA Movement

CET 1 Movement (%)



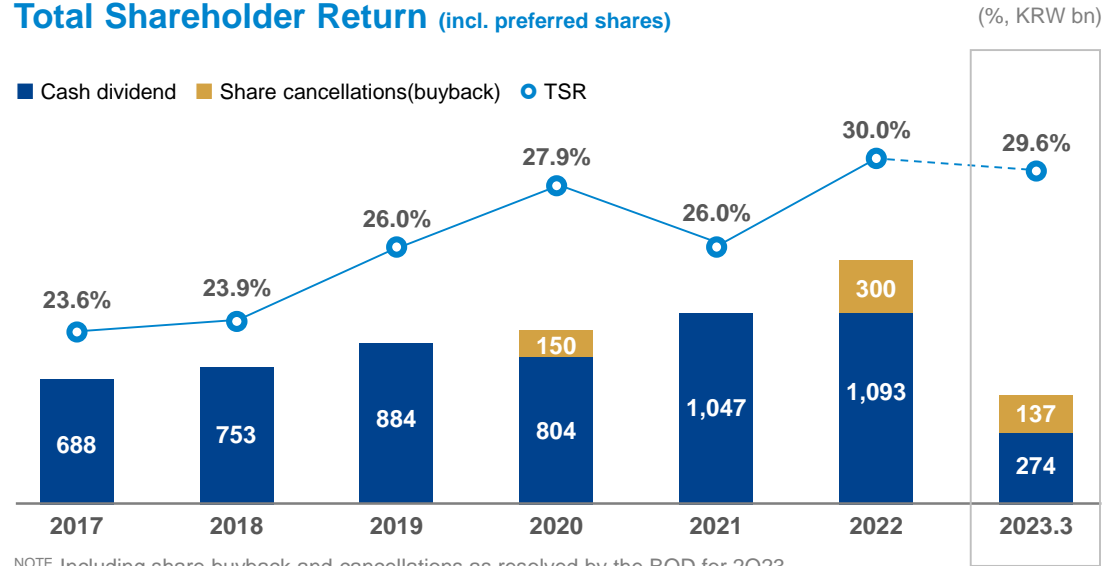
RWA Movement (KRW tn)



NOTE 1 Only reflecting the early adoption of the revised BASEL III credit risk framework

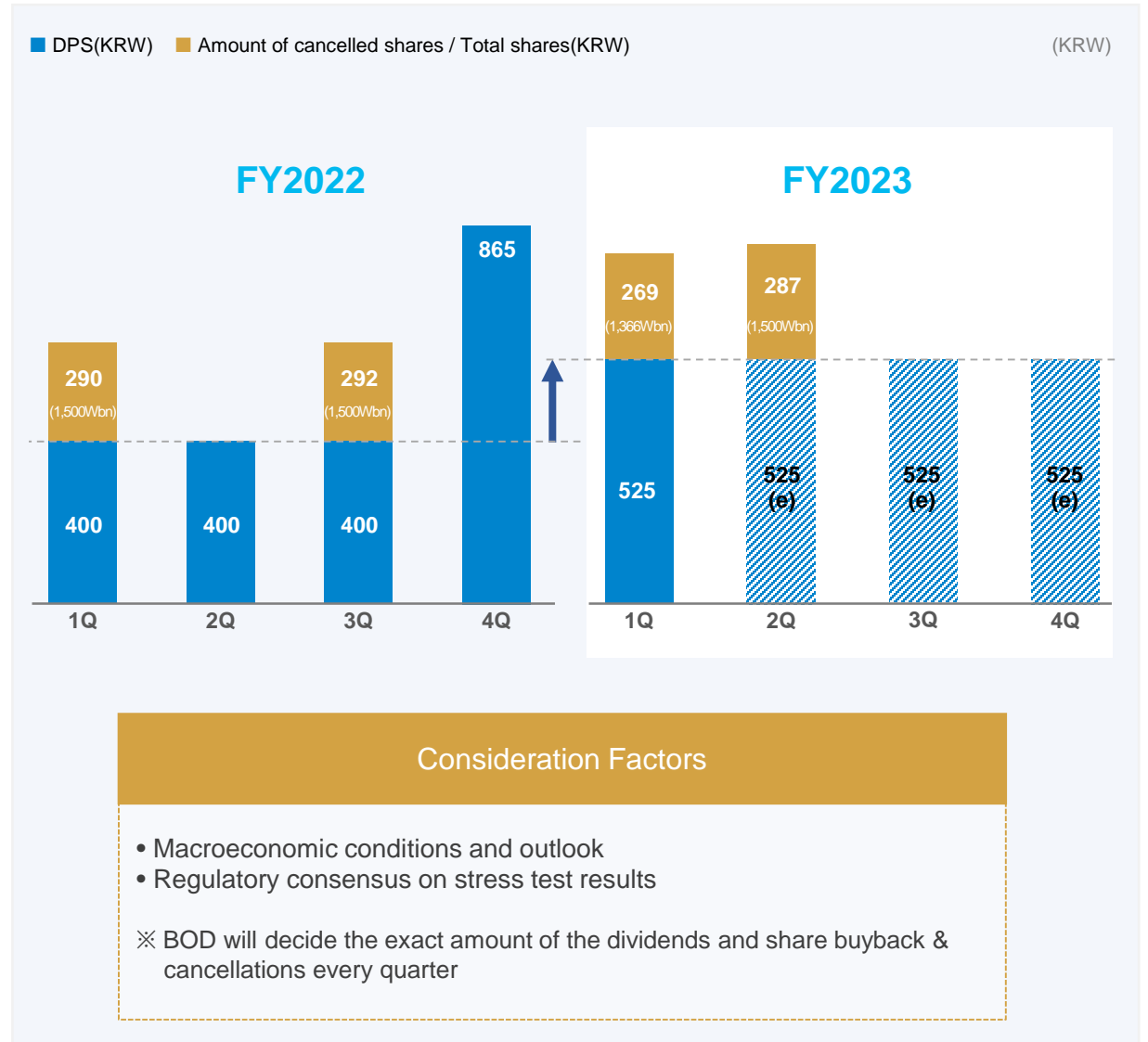
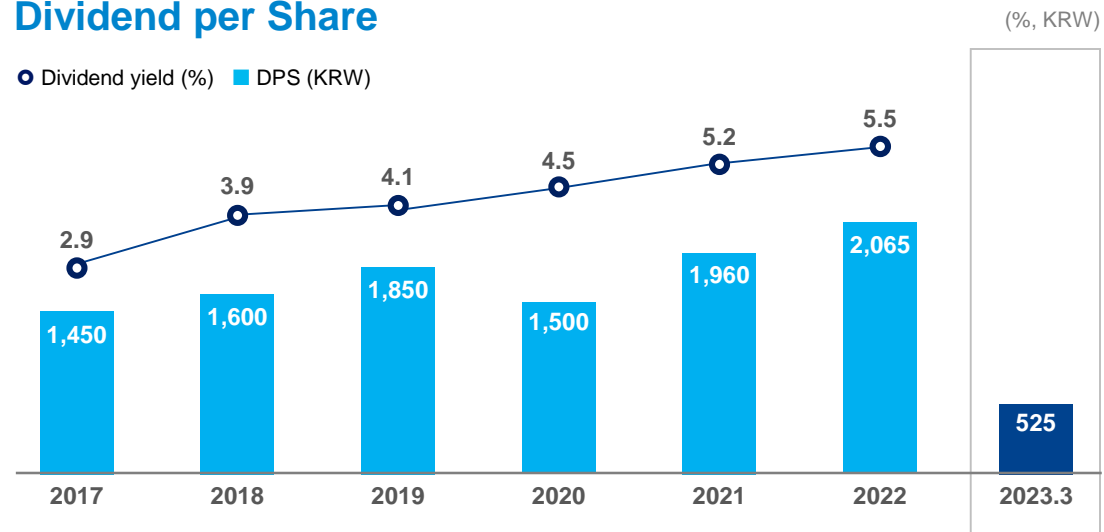
[Note 6] Shareholder Returns for FY2022 and FY2023

Total Shareholder Return (incl. preferred shares)



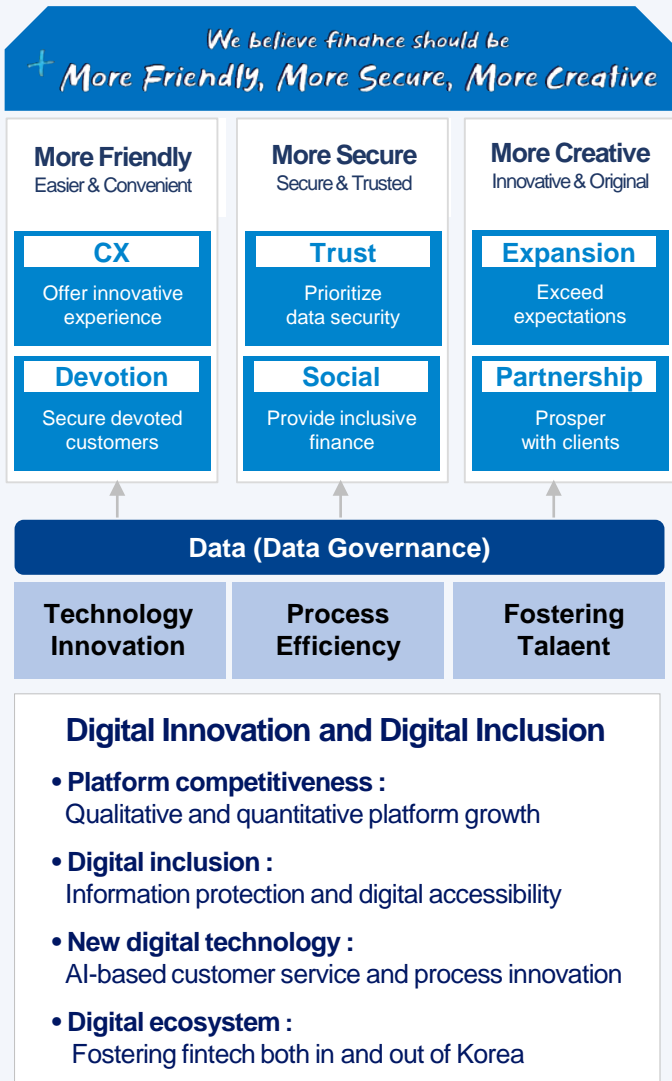
NOTE Including share buyback and cancellations as resolved by the BOD for 2Q23

Dividend per Share



NOTE The converted 17,482,000 common shares from Convertible Preferred Stocks are to be listed on May 18, 2023

Digital Strategy Framework



Key Digital Index (as of end of 1Q23)

| | | | | | | | | |
|---|--|---|--------|--------------|---|--------------|---|---|
| <p>More Friendly</p> <p>CX</p> <p>Continued growth in both financial & non-financial platforms SFG Gross MAU¹</p> <p>YoY +55 million</p> <p>23.5 million</p> <p>19.7 (Financial) 3.8 (Non-financial)</p> <ul style="list-style-type: none"> New digital technology for greater openness Launched Digital Savings Bank | <p>More Secure</p> <p>Trust</p> <p>ATMs with UAD functions</p> <p>Customer Protection Prevent Financial Accidents</p> <ul style="list-style-type: none"> ATMs with AI-based UAD functions Available in all branches since Jan., '23 <p>Social</p> <p>Digital Inclusion for Seniors</p> <p>Seniors Using Financial Platforms³ 7.1%p ↑ (YoY)</p> <ul style="list-style-type: none"> Senior mode in main platforms Digital financial training for seniors | <p>More Creative</p> <p>Expansion & Partnership</p> <p>Fostering Fintech</p> <p>Future's Lab (Cumulative) 375 start-ups</p> <ul style="list-style-type: none"> New group of 42 start-ups joined in Mar. '23 Private-Public partnership for global expansion <p>Virtuous cycle of Fostering Collaboration</p> <p>Fintech Collaboration</p> <p>Future's Lab Collaborative (Cumulative) 201 cases</p> <ul style="list-style-type: none"> 10 more collaborative cases (YTD) Identifying innovative business models | | | | | | |
| <p>Devotion</p> <p>Increased DAU</p> <p>DAU² of SFG's Main Platforms</p> <table border="1"> <tr> <td>'22.1Q</td> <td>16%</td> <td>'23.1Q</td> </tr> <tr> <td>4.09 million</td> <td>↗</td> <td>4.73 million</td> </tr> </table> | '22.1Q | 16% | '23.1Q | 4.09 million | ↗ | 4.73 million | <p>Data</p> <ul style="list-style-type: none"> Utilize 'Shinhan One Data' Strengthened data business competitiveness <p>Technology</p> <ul style="list-style-type: none"> Launched AI-based services (AI voice banking, SOL face recognition service etc.) | <p>Process</p> <p>Promote Process Innovation</p> <p>Productivity ↑ Employee Satisfaction ↑</p> <p>People/Org</p> <p>2-Track Fostering System</p> <ul style="list-style-type: none"> Digital expert pool Promote No/Low-Code utilization |
| '22.1Q | 16% | '23.1Q | | | | | | |
| 4.09 million | ↗ | 4.73 million | | | | | | |

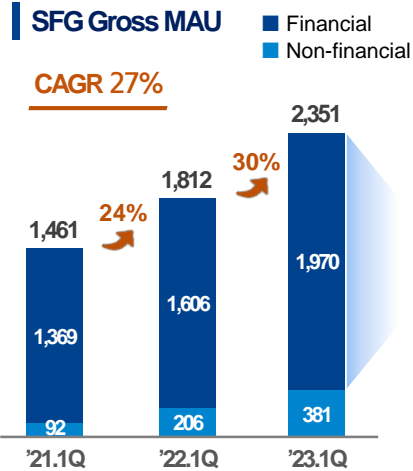
* UAD: Unusual Activity Detection

Creating DT Performance while Strengthening Digital Social Responsibility

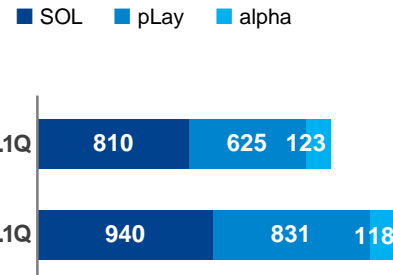
Platform Quantitative Growth

Gross & Financial platform MAU

(Million users)



MAU of SFG's Major Financial Platforms



Platform Qualitative Growth

Main Financial platform DAU

(Million users)

Improve Customer Engagement

Convenience

Simplified UX for Financial Transactions

Personalization

Customized products and MyData services

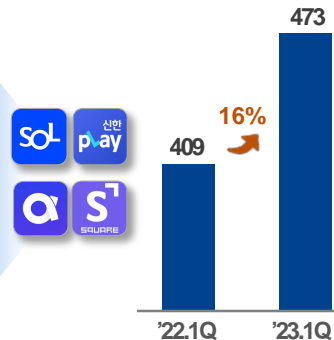
Openness

Open Banking and Open Pay services

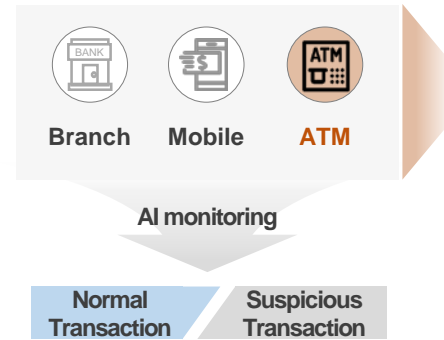
Contents

Developing Lifestyle Contents

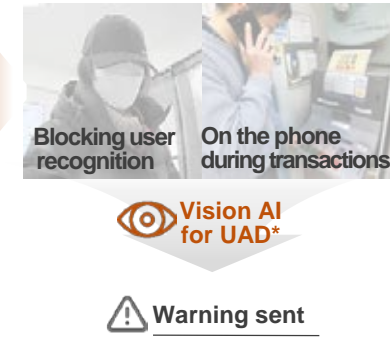
DAU of SFG's Main Financial Platforms



Monitoring and Detecting Suspicious Transactions



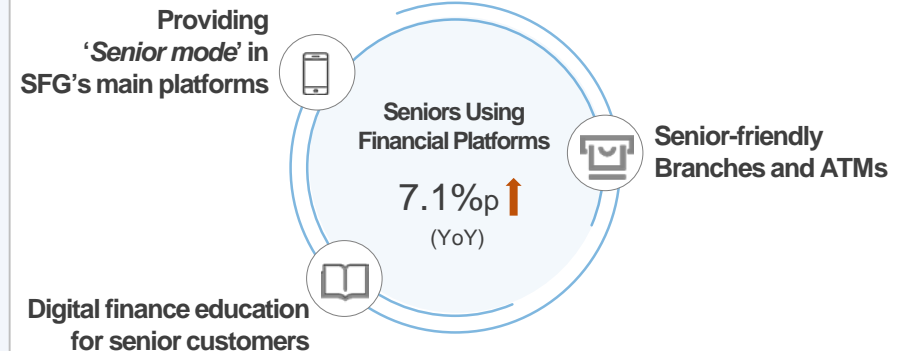
ATMs with AI-based UAD* - To be applied to all branches



Customer Protection

Monitoring Suspicious Transactions & ATMs with UAD features

Support for Senior Customers in using digital finance

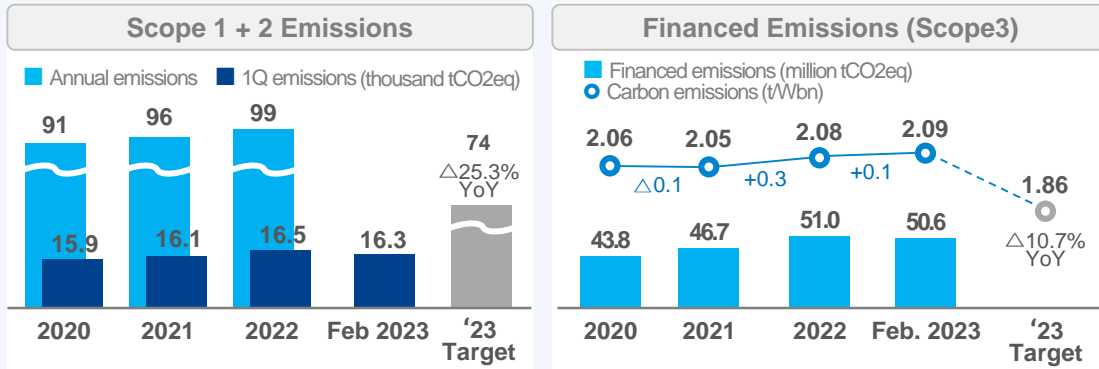


Digital Inclusion

Digital Support for Senior Customers

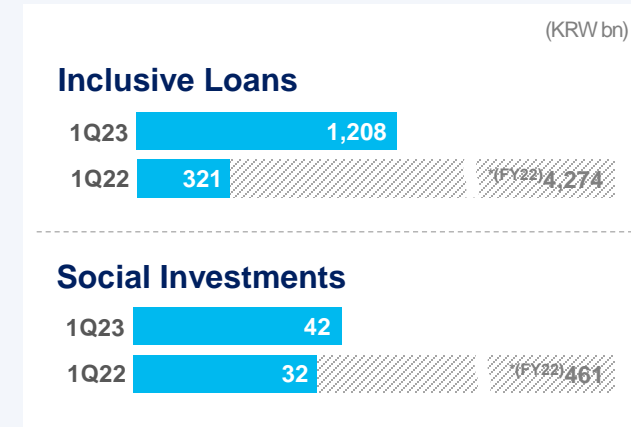
* UAD: Unusual Activity Detection

CO₂ Emissions (Scope1,2 / Scope3)



- Aim to meet the annual emissions target by promoting RE100 of the SFG's data center and purchasing renewable energy
- Continuing reduction efforts, such as expanding transition finance and managing high-emitting industries

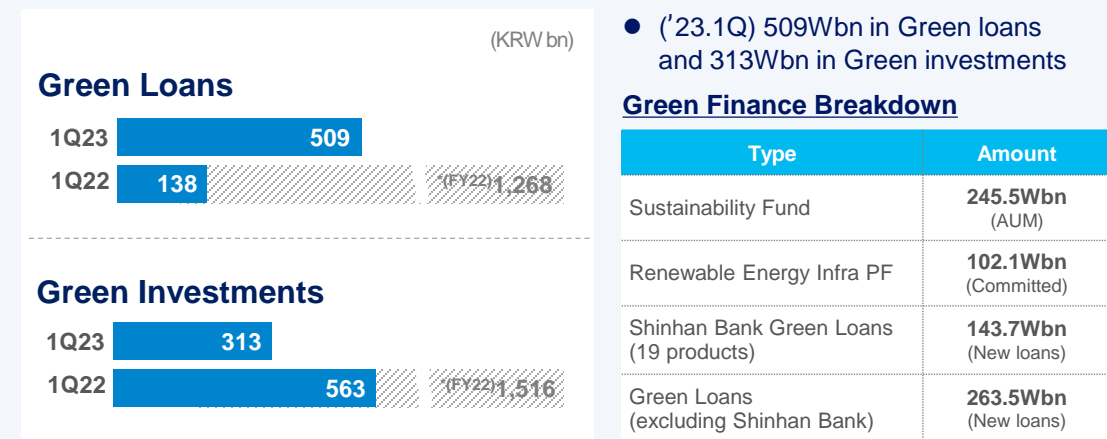
Inclusion Finance



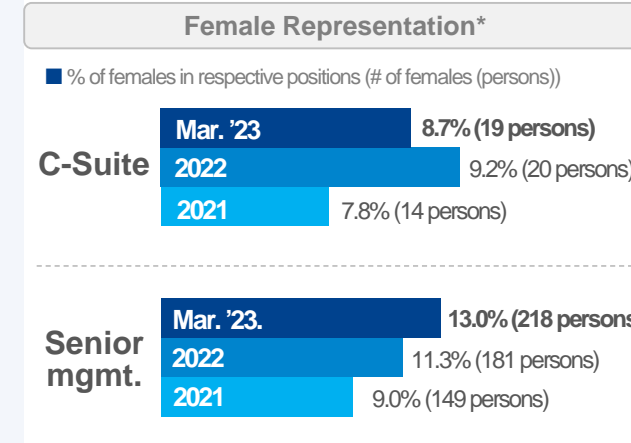
* Annual cumulative amount of new loans/investments

- (1Q23) 1,208Wbn in Inclusive loans, and 42Wbn in Social investments
- Sizable inclusive loans centered on providing support to the lower income brackets (SHB) 211.8Wbn
- in New Spore Loans, etc. (SHC) 602.6Wbn
- in Mid-rate Loans, etc. (Shinhan Capital) 393.4Wbn
- in Sunshine Loans, etc.

Green Finance



Diversity Index



* Includes Shinhan Bank, Shinhan Card, Shinhan Securities, Shinhan Life, Shinhan Capital, Shinhan Asset Management, Jeju Bank

- **Women empowerment**
- Number of women in C-Suite decreased by 1 person, but the ratio of women in senior management increased by +1.7%p YTD
- Fostering more than 200 female employees through Shinhan "SHeroes", a female leader fostering program

II. Supplements



1Q23 Financial Overview

| (KRW bn) | 1Q23 | | 1Q22 | | YoY | | YoY % | | 1Q23 | | 4Q22 | | QoQ | | QoQ % | |
|---|---------|---------|-------|---------|---------|---------|---------|---------|------|--|------|--|-----|--|-------|--|
| | | | | | | | | | | | | | | | | |
| Operating Income before Expenses | 3,573.1 | 3,373.8 | 199.3 | 5.9% | 3,573.1 | 2,820.1 | 753.0 | 26.7% | | | | | | | | |
| Interest Income | 2,540.1 | 2,491.1 | 49.0 | 2.0% | 2,540.1 | 2,822.2 | -282.1 | -10.0% | | | | | | | | |
| Non-interest Income | 1,032.9 | 882.7 | 150.3 | 17.0% | 1,032.9 | -2.1 | 1,035.1 | n.a. | | | | | | | | |
| G&A Expenses | 1,355.9 | 1,245.9 | 110.1 | 8.8% | 1,355.9 | 1,774.1 | -418.2 | -23.6% | | | | | | | | |
| Operating Income | 2,217.2 | 2,127.9 | 89.2 | 4.2% | 2,217.2 | 1,045.9 | 1,171.2 | 112.0% | | | | | | | | |
| Non-Operating Income | 100.6 | 25.2 | 75.4 | 299.5% | 100.6 | -110.0 | 210.6 | n.a. | | | | | | | | |
| Pre-Provision Income | 2,317.7 | 2,153.1 | 164.6 | 7.6% | 2,317.7 | 935.9 | 1,381.8 | 147.6% | | | | | | | | |
| Provision for Credit Losses | 461.0 | 243.4 | 217.5 | 89.4% | 461.0 | 465.8 | -4.8 | -1.0% | | | | | | | | |
| Earnings before Income Tax | 1,856.8 | 1,909.7 | -52.9 | -2.8% | 1,856.8 | 470.1 | 1,386.7 | 295.0% | | | | | | | | |
| Income Tax | 442.4 | 504.6 | -62.2 | -12.3% | 442.4 | 84.3 | 358.1 | 424.7% | | | | | | | | |
| Consolidated Net Income ¹ | 1,388.0 | 1,384.8 | 3.1 | 0.2% | 1,388.0 | 358.9 | 1,029.1 | 286.8% | | | | | | | | |
| Loans in KRW (Bank, KRW tn) | 281.5 | 272.6 | 8.9 | 3.3% | 281.5 | 281.4 | 0.1 | 0.0% | | | | | | | | |
| Group Assets (Consolidated, end of period, KRW tn) | 676.2 | 658.3 | 17.9 | 2.7% | 676.2 | 664.4 | 11.8 | 1.8% | | | | | | | | |
| NIM (Group) | 1.94% | 1.89% | | 0.04%p | 1.94% | 1.98% | | -0.04%p | | | | | | | | |
| Cost to Income Ratio | 37.9% | 36.9% | | 1.0%p | 37.9% | 62.9% | | -25.0%p | | | | | | | | |
| Credit Cost Ratio | 0.48% | 0.26% | | 0.22%p | 0.48% | 0.46% | | 0.02%p | | | | | | | | |
| NPL Ratio | 0.47% | 0.37% | | 0.10%p | 0.47% | 0.41% | | 0.06%p | | | | | | | | |
| ROE ¹ | 11.54% | 12.18% | | -0.64%p | 11.54% | 10.04% | | 1.50%p | | | | | | | | |
| ROA ¹ | 0.86% | 0.87% | | -0.01%p | 0.86% | 0.71% | | 0.15%p | | | | | | | | |
| CET1 Ratio (Group) ² | 12.5% | 13.0% | | -0.5%p | 12.5% | 12.8% | | -0.3%p | | | | | | | | |

NOTE 1 Net Income in Controlling Interest. ROE and ROA are year-to-date cumulative basis

NOTE 2 Capital ratio (CET1 Ratio) is a preliminary estimate

Financial Highlights by Subsidiaries

| (KRW bn) | | Ownership | Total Assets ¹ | Shareholder's Equity | Profit for the Period ² | ROA | ROE |
|------------------|------------------------------|-----------|---------------------------|----------------------|------------------------------------|--------|--------|
| Bank | | | 591,960.0 | 32,373.5 | 934.9 | | |
| | Shinhan Bank | 100.0% | 584,744.6 | 31,845.9 | 931.5 | 0.77% | 11.98% |
| | Jeju Bank | 75.3% | 7,215.4 | 527.7 | 3.3 | 0.19% | 2.56% |
| Non-bank | | | 374,012.4 | 24,679.9 | 549.7 | | |
| Consumer Finance | Shinhan Card | 100.0% | 42,193.4 | 7,666.7 | 166.7 | 1.51% | 8.46% |
| | Shinhan Savings Bank | 100.0% | 3,040.8 | 330.4 | 10.5 | 1.32% | 12.56% |
| Insurance | Shinhan Life Insurance | 100.0% | 58,081.9 | 8,289.8 | 133.8 | 0.95% | 6.61% |
| | Shinhan EZ General Insurance | 85.1% | 230.3 | 136.0 | -0.9 | -2.04% | -4.56% |
| Capital Markets | Shinhan Securities | 100.0% | 73,708.4 | 5,358.5 | 119.4 | 1.01% | 8.93% |
| | Shinhan Capital | 100.0% | 12,832.2 | 2,026.2 | 92.2 | 2.89% | 18.64% |
| | Shinhan Asset Management | 100.0% | 106,251.7 | 230.1 | 6.2 | 11.29% | 8.10% |
| | Shinhan REITs Management | 100.0% | 3,484.8 | 51.7 | -1.3 | -9.12% | -9.98% |
| | Shinhan Asset Trust | 100.0% | 68,405.8 | 342.6 | 17.8 | 17.66% | 23.77% |
| | Shinhan AI | 100.0% | 42.7 | 38.3 | -0.9 | -8.11% | -8.66% |
| | Shinhan Venture Investment | 100.0% | 880.3 | 78.3 | 1.3 | 3.81% | 6.57% |
| Others | Shinhan DS | 100.0% | 106.6 | 49.8 | 2.1 | 8.00% | 17.34% |
| | Shinhan Fund Partners | 99.8% | 99.1 | 81.4 | 2.9 | 12.34% | 14.35% |

NOTE 1 Trust A/C of Shinhan Bank, Jeju Bank, Shinhan Securities, Shinhan Asset Trust, and AUM of Shinhan Asset Management, Shinhan REITs, Shinhan Venture Investment are included

NOTE 2 Net Profit before reflecting ownership

Shinhan Bank Income (1)

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|--|----------------|----------------|--------------|--------------|----------------|----------------|--------------|---------------|
| Operating Income (a=b+c) | 2,264.1 | 2,051.4 | 212.7 | 10.4% | 2,264.1 | 2,094.1 | 170.0 | 8.1% |
| Interest Income (b) | 2,002.6 | 1,852.3 | 150.2 | 8.1% | 2,002.6 | 2,175.3 | -172.8 | -7.9% |
| Non-interest Income (c) | 261.6 | 199.1 | 62.5 | 31.4% | 261.6 | -81.2 | 342.8 | n.a. |
| G&A Expenses (d) | 857.9 | 794.7 | 63.2 | 8.0% | 857.9 | 1,223.9 | -366.0 | -29.9% |
| Pre-Provision Operating Income (e=a-d) | 1,406.2 | 1,256.7 | 149.5 | 11.9% | 1,406.2 | 870.2 | 536.0 | 61.6% |
| Non-operating Income (f) | 12.1 | 13.6 | -1.5 | -11.0% | 12.1 | -57.0 | 69.1 | n.a. |
| Pre-Provision Income (g=e+f) | 1,418.3 | 1,270.3 | 148.0 | 11.7% | 1,418.3 | 813.2 | 605.1 | 74.4% |
| Provision for Credit Losses (h) | 178.5 | 92.8 | 85.6 | 92.2% | 178.5 | 217.4 | -38.9 | -17.9% |
| Earnings Before Income Tax (i=g-h) | 1,239.8 | 1,177.5 | 62.4 | 5.3% | 1,239.8 | 595.8 | 644.0 | 108.1% |
| Income Tax | 308.2 | 314.2 | -6.0 | -1.9% | 308.2 | 143.1 | 165.1 | 115.3% |
| Net Profit¹ | 931.5 | 863.1 | 68.5 | 7.9% | 931.5 | 452.5 | 479.0 | 105.9% |

NOTE 1 Net income in controlling interest

| (%) | 1Q21 | 2Q21 | 3Q21 | 4Q21 | 1Q22 | 2Q22 | 3Q22 | 4Q22 | 1Q23 |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| NIS (a-b, for the quarter) | 1.35 | 1.36 | 1.36 | 1.41 | 1.47 | 1.59 | 1.62 | 1.57 | 1.46 |
| Interest-bearing asset yield (a) | 2.21 | 2.17 | 2.17 | 2.30 | 2.49 | 2.76 | 3.17 | 3.85 | 4.28 |
| Liability funding cost (b) | 0.86 | 0.81 | 0.81 | 0.88 | 1.02 | 1.17 | 1.56 | 2.27 | 2.83 |
| NIM (for the quarter) | 1.39 | 1.40 | 1.40 | 1.45 | 1.51 | 1.63 | 1.68 | 1.67 | 1.59 |
| NIM (cumulative) | 1.39 | 1.39 | 1.40 | 1.41 | 1.51 | 1.58 | 1.61 | 1.63 | 1.59 |

Shinhan Bank Income (2)

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|--|---------------|---------------|--------------|---------------|---------------|----------------|---------------|---------------|
| Non-interest Income (a+b+c) | 261.6 | 199.1 | 62.5 | 31.4% | 261.6 | -81.2 | 342.8 | n.a. |
| Fee & Commission (a) | 236.5 | 265.7 | -29.2 | -11.0% | 236.5 | 229.1 | 7.4 | 3.2% |
| Fund Fees | 13.0 | 17.5 | -4.5 | -25.9% | 13.0 | 13.3 | -0.3 | -2.4% |
| Bancassurance Fees | 8.7 | 6.5 | 2.2 | 34.1% | 8.7 | 19.4 | -10.8 | -55.5% |
| F/X Fees | 36.1 | 37.5 | -1.4 | -3.7% | 36.1 | 44.2 | -8.0 | -18.2% |
| Trust Fees | 45.4 | 49.2 | -3.8 | -7.7% | 45.4 | 41.6 | 3.7 | 8.9% |
| Electronic Transaction Fees | 35.9 | 37.2 | -1.3 | -3.4% | 35.9 | 37.2 | -1.3 | -3.4% |
| Investment banking | 19.7 | 39.2 | -19.5 | -49.8% | 19.7 | 19.0 | 0.6 | 3.4% |
| Others | 77.8 | 78.6 | -0.8 | -1.1% | 77.8 | 54.3 | 23.5 | 43.2% |
| Securities Related & F/X Trading, Derivatives (b) | 304.7 | 142.4 | 162.3 | 114.0% | 304.7 | 147.2 | 157.5 | 107.0% |
| Others¹ (c) | -279.7 | -209.0 | -70.7 | n.a. | -279.7 | -457.6 | 177.9 | n.a. |
| G&A Expenses Details | | | | | | | | |
| G&A Details | 857.9 | 794.7 | 63.2 | 8.0% | 857.9 | 1,223.9 | -366.0 | -29.9% |
| Salary & Employee Benefits | 531.2 | 515.4 | 15.8 | 3.1% | 531.2 | 799.0 | -267.8 | -33.5% |
| (Early Retirement Program Expenses) | 0.1 | 0.0 | 0.1 | 370.3% | 0.1 | 133.1 | -133.0 | -99.9% |
| D&A | 120.6 | 111.2 | 9.4 | 8.5% | 120.6 | 108.6 | 12.0 | 11.0% |
| Other Expenses | 206.1 | 168.2 | 38.0 | 22.6% | 206.1 | 316.3 | -110.2 | -34.8% |
| (Advertising) | 17.7 | 15.8 | 1.9 | 12.3% | 17.7 | 77.6 | -59.9 | -77.2% |
| (Taxes and Dues) | 31.1 | 21.4 | 9.8 | 45.7% | 31.1 | 29.5 | 1.6 | 5.5% |
| Cost to Income Ratio (YTD) | 37.9 | 38.7 | | -0.8%p | 37.9 | 43.7 | | -5.8%p |

NOTE 1 Including Deposit Insurance Premium, Contribution Expenses etc.

Shinhan Card Income

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|---|----------------|----------------|--------------|--------------|----------------|--------------|--------------|---------------|
| Operating Revenue (a) | 1,365.0 | 1,151.5 | 213.5 | 18.5% | 1,365.0 | 758.9 | 606.1 | 79.9% |
| Card business | 741.3 | 729.9 | 11.4 | 1.6% | 741.3 | 716.1 | 25.2 | 3.5% |
| Installment Finance | 52.3 | 41.6 | 10.7 | 25.8% | 52.3 | 57.9 | -5.6 | -9.6% |
| Lease | 166.4 | 115.3 | 51.0 | 44.3% | 166.4 | 148.7 | 17.6 | 11.9% |
| Others | 405.0 | 264.7 | 140.3 | 53.0% | 405.0 | -163.8 | 568.8 | n.a. |
| Interest Expense (b) | 224.5 | 139.6 | 85.0 | 60.9% | 224.5 | 222.7 | 1.9 | 0.8% |
| G&A Expenses (c) | 178.0 | 171.7 | 6.2 | 3.6% | 178.0 | 208.8 | -30.9 | -14.8% |
| Commissions & Other Expenses (d) | 567.5 | 456.9 | 110.5 | 24.2% | 567.5 | 60.2 | 507.3 | 842.3% |
| Pre-Provision Income (e=a-b-c-d) | 395.0 | 383.3 | 11.7 | 3.1% | 395.0 | 267.2 | 127.8 | 47.8% |
| Provision for credit losses (f) | 191.0 | 145.5 | 45.5 | 31.3% | 191.0 | 191.8 | -0.7 | -0.4% |
| Earnings Before Income Tax (g=e-f) | 204.0 | 237.7 | -33.8 | -14.2% | 204.0 | 75.4 | 128.5 | 170.4% |
| Income Tax | 36.7 | 61.2 | -24.5 | -40.0% | 36.7 | 20.2 | 16.6 | 82.1% |
| Net Income¹ | 166.7 | 175.9 | -9.2 | -5.2% | 166.7 | 53.7 | 113.0 | 210.4% |
| Merchant Fee Rates ² | 1.36% | 1.39% | | -0.03%p | 1.36% | 1.38% | | -0.02%p |
| Credit Card Merchant Fee Rate | 1.42% | 1.50% | | -0.08%p | 1.42% | 1.44% | | -0.02%p |
| Delinquency ratio (One Month) | 1.37% | 0.88% | | 0.49%p | 1.37% | 1.04% | | 0.33%p |
| 2 months delinquency migration ratio ³ | 0.43% | 0.24% | | 0.18%p | 0.43% | 0.38% | | 0.05%p |

NOTE 1 Net income in controlling interest

NOTE 2 Including merchant fee rates for credit cards, check cards, prepaid cards, and others

NOTE 3 (2 months overdue assets outstanding as of the end of base month) / (normal assets outstanding as of the end of (base month-2 months))

Shinhan Life Insurance Income

| (KRW bn, %) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|---------------------------|-----------------|-----------------|-----------------|---------------|-----------------|-----------------|-----------------|---------------|
| APE¹ | 225.3 | 168.3 | +57.0 | +33.8% | 225.3 | 209.3 | +16.0 | +7.6% |
| Protection | 217.9 | 150.9 | +66.9 | +44.4% | 217.9 | 155.0 | +62.9 | +40.6% |
| Savings, Annuities | 7.4 | 17.4 | -10.0 | -57.3% | 7.4 | 54.3 | -46.9 | -86.3% |
| Total Assets | 58,081.9 | 62,387.8 | -4,305.9 | -6.9% | 58,081.9 | 56,501.1 | +1,580.8 | +2.8% |
| General Accounts Assets | 49,636.2 | 52,948.4 | -3,312.3 | -6.3% | 49,636.2 | 48,349.2 | +1,287.0 | +2.7% |
| (Fixed Income) | 37,458.5 | 40,602.7 | -3,144.2 | -7.7% | 37,458.5 | 36,059.6 | +1,398.9 | +3.9% |
| (Alternative Investments) | 7,632.1 | 7,516.3 | +115.8 | +1.5% | 7,632.1 | 7,590.3 | +41.8 | +0.6% |
| Separate Account Assets | 8,445.7 | 9,439.4 | -993.7 | -10.5% | 8,445.7 | 8,151.9 | +293.8 | +3.6% |
| Liabilities | 49,792.1 | 53,949.7 | -4,157.6 | -7.7% | 49,792.1 | 48,380.6 | +1,411.5 | +2.9% |
| Equity | 8,289.8 | 8,438.2 | -148.3 | -1.8% | 8,289.8 | 8,120.5 | +169.3 | +2.1% |
| Net Income | 133.8 | 138.6 | -4.8 | -3.5% | 133.8 | 79.0 | +54.8 | +69.4% |
| Insurance Service Income | 135.0 | 182.8 | -47.8 | -26.2% | 135.0 | 127.0 | +7.9 | +6.2% |
| Insurance Finance Income | 64.7 | 13.7 | +51.0 | +373.1% | 64.7 | -71.5 | +136.2 | |
| Other Income | -25.3 | -13.1 | -12.2 | | -25.3 | -19.1 | -6.2 | |
| Earnings before Tax | 174.4 | 183.4 | -9.1 | -4.9% | 174.4 | 36.4 | +138.0 | +378.9% |
| Income Tax | 40.5 | 44.8 | -4.3 | -9.5% | 40.5 | -42.6 | +83.1 | |
| Key Indicators | | | | | | | | |
| ROE | 6.61% | 6.73% | | -0.11%p | 6.61% | 5.51% | | +1.10%p |
| K-ICS Ratio ² | 222.8% | 240.3% | | -17.6%p | 222.8% | 207.2% | | +15.6%p |

NOTE 1 Annual Premium Equivalent

NOTE 2 K-ICS ratio is a preliminary estimate

Shinhan Securities Income

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|--|--------------|--------------|--------------|-----------------|--------------|---------------|--------------|---------------|
| Operating Revenue | 340.0 | 349.1 | -9.0 | -2.6% | 340.0 | 51.3 | 288.7 | 562.4% |
| Fee & Commission | 162.5 | 228.2 | -65.7 | -28.8% | 162.5 | 131.7 | 30.8 | 23.3% |
| Brokerage fees | 81.4 | 91.9 | -10.5 | -11.4% | 81.4 | 64.6 | 16.8 | 26.0% |
| Financial Product fees | 25.3 | 20.6 | 4.6 | 22.5% | 25.3 | 21.1 | 4.2 | 19.7% |
| Investment Banking | 43.9 | 95.7 | -51.7 | -54.1% | 43.9 | 37.7 | 6.3 | 16.7% |
| Others | 11.8 | 20.0 | -8.2 | -40.8% | 11.8 | 8.4 | 3.5 | 41.8% |
| Proprietary Trading | 190.1 | 86.8 | 103.3 | 118.9% | 190.1 | -30.2 | 220.3 | n.a. |
| Others | -12.5 | 34.0 | -46.5 | n.a. | -12.5 | -50.2 | 37.7 | n.a. |
| Operating Expenses | 212.8 | 211.5 | 1.4 | 0.6% | 212.8 | 216.4 | -3.6 | -1.7% |
| G&A Expenses | 180.8 | 174.0 | 6.8 | 3.9% | 180.8 | 186.5 | -5.7 | -3.1% |
| Commission Expenses | 32.4 | 37.2 | -4.8 | -12.9% | 32.4 | 39.8 | -7.4 | -18.5% |
| Provisioning for Credit Losses | -0.4 | 0.2 | -0.6 | n.a. | -0.4 | -9.8 | 9.4 | n.a. |
| Operating Income | 127.2 | 137.6 | -10.4 | -7.6% | 127.2 | -165.1 | 292.3 | n.a. |
| Non-Operating Income | 39.0 | 2.2 | 36.8 | 1,656.0% | 39.0 | -37.7 | 76.7 | n.a. |
| Net Income | 119.4 | 104.5 | 14.9 | 14.3% | 119.4 | -157.9 | 277.3 | n.a. |
| Financial Product¹ (at the end of period , KRW tn) | 96.5 | 86.5 | 10.0 | 11.5% | 96.5 | 88.2 | 8.2 | 9.3% |
| Funds (Beneficiary Certificates) | 37.3 | 33.1 | 4.2 | 12.7% | 37.3 | 32.0 | 5.2 | 16.4% |
| Trust Account | 23.0 | 22.5 | 0.5 | 2.4% | 23.0 | 23.5 | -0.4 | -1.9% |
| ELS | 3.7 | 2.7 | 1.0 | 39.3% | 3.7 | 3.9 | -0.2 | -4.6% |
| Others (WRAP + RP + Micro Debentures) | 32.5 | 28.3 | 4.2 | 14.7% | 32.5 | 28.9 | 3.6 | 12.5% |

NOTE 1 Includes retail and institutional clients

Shinhan Capital Income

| (KRW bn) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % |
|---|-----------------|-----------------|--------------|---------------|-----------------|-----------------|---------------|---------------|
| Operating Income before Expenses (a=b+c-d-e) | 194.1 | 144.4 | 49.6 | 34.4% | 194.1 | 90.2 | 103.9 | 115.1% |
| Interest Income (b) | 139.2 | 105.2 | 34.0 | 32.3% | 139.2 | 132.8 | 6.3 | 4.8% |
| Non-interest Income (c) | 190.3 | 138.3 | 52.0 | 37.6% | 190.3 | 27.8 | 162.5 | 584.2% |
| Securities | 172.5 | 120.3 | 52.1 | 43.3% | 172.5 | 40.2 | 132.3 | 329.3% |
| Others | 17.8 | 17.9 | -0.1 | -0.7% | 17.8 | -12.4 | 30.2 | n.a. |
| Interest Expense (d) | 77.2 | 43.7 | 33.5 | 76.6% | 77.2 | 69.5 | 7.7 | 11.1% |
| Non-interest Expense (e) | 58.1 | 55.3 | 2.8 | 5.1% | 58.1 | 0.9 | 57.3 | 6,543.1% |
| Securities | 47.1 | 48.0 | -0.9 | -1.9% | 47.1 | 25.1 | 22.1 | 88.0% |
| Others | 11.0 | 7.3 | 3.7 | 51.1% | 11.0 | -24.2 | 35.2 | n.a. |
| G&A Expenses (f) | 16.4 | 15.0 | 1.4 | 9.1% | 16.4 | 34.7 | -18.3 | -52.8% |
| Operating Income (g=a-f) | 177.7 | 129.4 | 48.3 | 37.3% | 177.7 | 55.5 | 122.2 | 220.0% |
| Non-Operating Income (h) | 0.0 | -0.1 | 0.1 | n.a. | 0.0 | -0.7 | 0.7 | n.a. |
| Pre-Provision Income (i=g-h) | 177.7 | 129.3 | 48.4 | 37.4% | 177.7 | 54.8 | 122.9 | 224.0% |
| Provision for Credit Losses (j) | 63.7 | -13.7 | 77.5 | n.a. | 63.7 | 28.2 | 35.6 | 126.3% |
| Earnings before Income Tax (k=i-j) | 114.0 | 143.1 | -29.1 | -20.3% | 114.0 | 26.7 | 87.3 | 327.1% |
| Net Income | 92.2 | 108.6 | -16.5 | -15.2% | 92.2 | 20.8 | 71.3 | 342.5% |
| Operating Assets | 11,695.7 | 11,124.9 | 570.8 | 5.1% | 11,695.7 | 11,627.7 | 68.0 | 0.6% |
| Lease Asset | 106.7 | 199.1 | -92.4 | -46.4% | 106.7 | 128.3 | -21.6 | -16.8% |
| Installment Finance | 4.7 | 9.6 | -4.9 | -51.0% | 4.7 | 5.6 | -0.9 | -16.1% |
| Loans/Factoring | 7,530.7 | 7,537.9 | -7.2 | -0.1% | 7,530.7 | 7,579.5 | -48.8 | -0.6% |
| Technology Finance | 1,331.2 | 1,138.7 | 192.5 | 16.9% | 1,331.2 | 1,261.3 | 69.9 | 5.5% |
| Securities | 2,722.4 | 2,239.6 | 482.8 | 21.6% | 2,722.4 | 2,653.0 | 69.4 | 2.6% |
| Other Assets | 1,136.5 | 717.0 | 419.5 | 58.5% | 1,136.5 | 1,408.1 | -271.6 | -19.3% |

SFG Subsidiaries Asset

| (KRW bn) | | 2023.3 | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % | 2023.3 Weight % |
|------------------|---|------------------|------------------|-----------------|--------------|------------------|-----------------|-------------|-----------------|
| Bank | | 591,960.0 | 571,528.7 | 20,431.3 | 3.6% | 588,633.8 | 3,326.2 | 0.6% | 61.3% |
| | Shinhan Bank | 584,744.6 | 564,393.2 | 20,351.5 | 3.6% | 581,202.6 | 3,542.1 | 0.6% | 60.5% |
| | Jeju Bank | 7,215.4 | 7,135.6 | 79.8 | 1.1% | 7,431.3 | -215.9 | -2.9% | 0.7% |
| Non-Bank | | 374,012.4 | 314,255.0 | 59,757.4 | 19.0% | 363,433.4 | 10,579.0 | 2.9% | 38.7% |
| Consumer Finance | Shinhan Card | 42,193.4 | 39,711.3 | 2,482.2 | 6.3% | 43,050.3 | -856.9 | -2.0% | 4.4% |
| | Shinhan Savings Bank | 3,040.8 | 2,890.6 | 150.2 | 5.2% | 3,043.5 | -2.8 | -0.1% | 0.3% |
| Insurance | Shinhan Life Insurance | 58,081.9 | 47,602.0 | 10,479.9 | 22.0% | 56,501.1 | 1,580.8 | 2.8% | 6.0% |
| | Shinhan EZ General Insurance ² | 230.3 | - | 230.3 | n.a | 223.0 | 7.4 | 3.3% | 0.0% |
| Capital Markets | Shinhan Securities | 73,708.4 | 72,009.2 | 1,699.2 | 2.4% | 67,885.5 | 5,822.9 | 8.6% | 7.6% |
| | Shinhan Capital | 12,832.2 | 11,841.8 | 990.4 | 8.4% | 13,035.9 | -203.7 | -1.6% | 1.3% |
| | Shinhan Asset Management | 106,251.7 | 66,813.1 | 39,438.6 | 59.0% | 101,446.4 | 4,805.3 | 4.7% | 11.0% |
| | Shinhan REITs Management | 3,484.8 | 2,720.2 | 764.6 | 28.1% | 2,867.9 | 616.9 | 21.5% | 0.4% |
| | Shinhan Asset Trust | 68,405.8 | 65,151.8 | 3,254.0 | 5.0% | 70,048.7 | -1,642.9 | -2.3% | 7.1% |
| | Shinhan AI | 42.7 | 43.4 | -0.7 | -1.6% | 41.4 | 1.3 | 3.0% | 0.0% |
| | Shinhan Venture Investment | 880.3 | 735.1 | 145.2 | 19.7% | 873.4 | 6.8 | 0.8% | 0.1% |
| Others | Shinhan DS | 106.6 | 95.7 | 10.9 | 11.3% | 107.4 | -0.8 | -0.7% | 0.0% |
| | Shinhan Fund Partners | 99.1 | 86.6 | 12.6 | 14.5% | 94.7 | 4.4 | 4.6% | 0.0% |
| | Others | 4,654.5 | 4,524.3 | 130.2 | 2.9% | 4,214.1 | 440.4 | 10.5% | 0.5% |

NOTE 1 Trust A/C of Shinhan Bank, Jeju Bank, Shinhan Securities, Shinhan Asset Trust, and AUM of Shinhan Asset Management, Shinhan REITs, Shinhan Venture Investment are included

NOTE 2 Upon the acquisition of 94.54% stake in BNP Paribas Cardif General Insurance Co., Ltd on September 30, 2022 (rebranded to Shinhan EZ General Insurance Co., Ltd. on the same day), the acquisition accounting has been applied for periods starting June 30, 2022

Shinhan Bank Loans & Deposits

| (KRW bn) | 2023.3 | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % | 2023.3 Weight % |
|--|------------------|------------------|------------------|---------------|------------------|-----------------|---------------|-----------------|
| Loans in KRW | 281,519.2 | 272,588.6 | 8,930.6 | 3.3% | 281,380.6 | 138.6 | 0.0% | 100.0% |
| Retail | 129,311.1 | 134,480.8 | -5,169.7 | -3.8% | 130,626.9 | -1,315.8 | -1.0% | 45.9% |
| Mortgage | 60,068.4 | 60,482.1 | -413.6 | -0.7% | 60,156.4 | -87.9 | -0.1% | 21.3% |
| Others ¹ | 69,242.7 | 73,998.8 | -4,756.1 | -6.4% | 70,470.5 | -1,227.8 | -1.7% | 24.6% |
| Corporate | 152,208.1 | 138,107.8 | 14,100.3 | 10.2% | 150,753.7 | 1,454.4 | 1.0% | 54.1% |
| SME | 126,746.6 | 119,538.8 | 7,207.8 | 6.0% | 126,307.4 | 439.2 | 0.3% | 45.0% |
| SOHO | 64,645.6 | 62,302.7 | 2,342.9 | 3.8% | 64,483.2 | 162.4 | 0.3% | 23.0% |
| Large Corporate etc. | 25,461.5 | 18,569.0 | 6,892.5 | 37.1% | 24,446.3 | 1,015.1 | 4.2% | 9.0% |
| Loans in FX | 16,899.8 | 15,343.7 | 1,556.0 | 10.1% | 16,995.6 | -95.8 | -0.6% | |
| Total Deposits | 292,508.7 | 278,960.5 | 13,548.2 | 4.9% | 293,107.2 | -598.5 | -0.2% | 100.0% |
| Low cost Deposits | 132,620.3 | 149,468.5 | -16,848.2 | -11.3% | 130,933.7 | 1,686.6 | 1.3% | 45.3% |
| Demand | 42,096.7 | 47,547.7 | -5,451.0 | -11.5% | 41,761.0 | 335.7 | 0.8% | 14.4% |
| Savings | 90,523.6 | 101,920.8 | -11,397.2 | -11.2% | 89,172.7 | 1,350.9 | 1.5% | 30.9% |
| Time Savings | 159,888.4 | 129,492.0 | 30,396.4 | 23.5% | 162,173.5 | -2,285.1 | -1.4% | 54.7% |
| Time Deposits | 150,724.7 | 121,481.5 | 29,243.3 | 24.1% | 153,049.7 | -2,324.9 | -1.5% | 51.5% |
| Accumulative etc. | 9,163.6 | 8,010.5 | 1,153.1 | 14.4% | 9,123.8 | 39.8 | 0.4% | 3.1% |
| Certificate of Deposits | 10,743.8 | 16,254.2 | -5,510.5 | -33.9% | 13,010.4 | -2,266.6 | -17.4% | |
| Debentures in KRW | 19,497.6 | 25,693.7 | -6,196.1 | -24.1% | 22,669.6 | -3,172.1 | -12.3% | |
| Loan to Deposit Ratio² | 93.3% | 96.8% | -3.5% | -3.5%p | 95.8% | -2.5% | -2.5%p | |

NOTE 1 Includes Jeonse loans, Secured loans and Unsecured loans, and etc.

NOTE 2 Based on monthly average balance, Excluding CD

Shinhan Bank Loans (Retail, Large Corporates)

| (KRW bn, %) | 2023.3 | Weight % | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % | Delinquency | | | | |
|--------------------------|----------------|---------------|----------------|---------------|---------------|----------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | | | | | | | | 2022.3 | 2022.6 | 2022.9 | 2022.12 | 2023.3 |
| Mortgage Loans | 60,068 | 46.5% | 60,482 | -414 | -0.7% | 60,156 | -88 | -0.1% | 0.08% | 0.09% | 0.09% | 0.11% | 0.14% |
| Personal Loans | 69,243 | 53.5% | 73,999 | -4,756 | -6.4% | 70,470 | -1,228 | -1.7% | 0.36% | 0.37% | 0.37% | 0.42% | 0.58% |
| High credit unsecured | 21,560 | 16.7% | 28,191 | -6,631 | -23.5% | 23,488 | -1,928 | -8.2% | | | | | |
| Secured (Deposits, etc.) | 7,095 | 5.5% | 8,223 | -1,128 | -13.7% | 7,436 | -342 | -4.6% | | | | | |
| Jeonse Loans | 29,231 | 22.6% | 29,425 | -194 | -0.7% | 29,850 | -618 | -2.1% | | | | | |
| Others ¹ | 11,357 | 8.8% | 8,160 | 3,197 | 39.2% | 9,697 | 1,660 | 17.1% | | | | | |
| Retail Loan Total | 129,311 | 100.0% | 134,481 | -5,170 | -3.8% | 130,627 | -1,316 | -1.0% | 0.17% | 0.18% | 0.18% | 0.20% | 0.26% |
| Mortgage loan LTV (%) | 43.6% | | 40.1% | | 3.4%p | 41.7% | | 1.9% | | | | | |

NOTE 1 Secured and Unsecured loans, and etc.

NOTE 2 Proportion of collateralized loan as of March 2023 is 76% (Real estate 43%, Guarantee 32%, Others 1%), unsecured loan 24%

| (KRW bn, %) | 2023.3 | Weight % | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % | Delinquency | | | | |
|---|-----------------|---------------|---------------|--------------|---------------|---------------|------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | | | | | | | | | 2022.3 | 2022.6 | 2022.9 | 2022.12 | 2023.3 |
| Large Corporates Loans³ | 20,759.9 | 100.0% | 14,840 | 5,920 | 39.9% | 20,448 | 312 | 1.5% | 0.00% | 0.00% | 0.00% | 0.12% | 0.12% |
| Manufacturing | 9,330.0 | 44.9% | 6,115 | 3,215 | 52.6% | 8,673 | 657 | 7.6% | - | - | - | - | - |
| Oil Refinery, Chemical | 1,728.8 | 8.3% | 948 | 781 | 82.4% | 1,589 | 139 | 8.8% | - | - | - | - | - |
| Metal Production | 253.5 | 1.2% | 218 | 36 | 16.3% | 192 | 62 | 32.3% | - | - | - | - | - |
| Auto | 1,447.3 | 7.0% | 1,193 | 254 | 21.3% | 1,299 | 148 | 11.4% | - | - | - | - | - |
| Financials and Insurance | 3,612.7 | 17.4% | 2,941 | 672 | 22.8% | 4,041 | -429 | -10.6% | - | - | - | 0.62% | 0.69% |
| Construction | 474.9 | 2.3% | 209 | 266 | 127.2% | 629 | -154 | -24.5% | - | - | - | - | - |
| Real Estate & Renting | 582.3 | 2.8% | 522 | 61 | 11.6% | 671 | -89 | -13.2% | - | - | - | - | - |
| Wholesalers & Retailers | 2,337.0 | 11.3% | 1,817 | 519 | 28.6% | 2,139 | 198 | 9.3% | - | - | - | - | - |
| Hotel & Restaurants | 337.3 | 1.6% | 258 | 80 | 30.9% | 339 | -1 | -0.4% | - | - | - | - | - |

NOTE 3 Large Corporates exclude government agencies and others, and total Large Corporate Loans include unused credit lines and others
The sum of the sub-sector loans does not equal the Large Corporates Loans as only the major sub-sectors are shown in the table

Shinhan Bank SME Loans

| (KRW bn, %) | 2023.3 | Weight % | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % | Delinquency | | | | |
|------------------------------|----------------|---------------|----------------|--------------|-------------|----------------|------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | | | | | | | | | 2022.3 | 2022.6 | 2022.9 | 2022.12 | 2023.3 |
| SME Total | 126,763 | 100.0% | 119,557 | 7,206 | 6.0% | 126,324 | 439 | 0.3% | 0.28% | 0.23% | 0.25% | 0.26% | 0.33% |
| SOHO | 64,646 | 51.0% | 62,303 | 2,343 | 3.8% | 64,483 | 163 | 0.3% | 0.15% | 0.14% | 0.16% | 0.22% | 0.33% |
| Audited SME | 21,134 | 16.7% | 18,314 | 2,820 | 15.4% | 20,808 | 326 | 1.6% | 0.23% | 0.19% | 0.19% | 0.17% | 0.21% |
| Unaudited SME | 40,982 | 32.3% | 38,940 | 2,043 | 5.2% | 41,032 | - 50 | -0.1% | 0.50% | 0.39% | 0.42% | 0.37% | 0.39% |
| By Sectors | | | | | | | | | | | | | |
| SME Total | 126,763 | 100.0% | 119,557 | 7,206 | 6.0% | 126,324 | 439 | 0.3% | 0.28% | 0.23% | 0.25% | 0.26% | 0.33% |
| Manufacturing | 34,527 | 27.2% | 33,556 | 970 | 2.9% | 34,698 | -171 | -0.5% | 0.55% | 0.42% | 0.45% | 0.38% | 0.45% |
| Construction | 2,940 | 2.3% | 2,919 | 21 | 0.7% | 2,933 | 7 | 0.2% | 0.40% | 0.37% | 0.47% | 0.41% | 0.56% |
| Real Estate & Renting | 35,589 | 28.1% | 32,456 | 3,133 | 9.7% | 35,194 | 395 | 1.1% | 0.04% | 0.03% | 0.04% | 0.05% | 0.07% |
| Wholesalers & Retailers | 21,407 | 16.9% | 20,391 | 1,016 | 5.0% | 21,402 | 4 | 0.0% | 0.26% | 0.24% | 0.22% | 0.30% | 0.40% |
| Accommodations & Restaurants | 8,249 | 6.5% | 8,298 | -50 | -0.6% | 8,218 | 30 | 0.4% | 0.19% | 0.23% | 0.27% | 0.48% | 0.74% |
| Others | 24,051 | 19.0% | 21,937 | 2,115 | 9.6% | 23,878 | 173 | 0.7% | | | | | |
| SOHO | 64,646 | 100.0% | 62,303 | 2,343 | 3.8% | 64,483 | 163 | 0.3% | 0.15% | 0.14% | 0.16% | 0.22% | 0.33% |
| Manufacturing | 7,847 | 12.1% | 7,685 | 162 | 2.1% | 7,925 | -78 | -1.0% | 0.44% | 0.29% | 0.24% | 0.23% | 0.38% |
| Construction | 761 | 1.2% | 753 | 9 | 1.2% | 771 | -9 | -1.2% | 0.13% | 0.24% | 0.26% | 0.48% | 0.74% |
| Real Estate & Renting | 27,083 | 41.9% | 25,674 | 1,409 | 5.5% | 26,871 | 212 | 0.8% | 0.04% | 0.03% | 0.04% | 0.05% | 0.08% |
| Wholesalers & Retailers | 10,404 | 16.1% | 10,179 | 225 | 2.2% | 10,453 | -49 | -0.5% | 0.17% | 0.19% | 0.19% | 0.35% | 0.54% |
| Accommodations & Restaurants | 7,020 | 10.9% | 7,038 | -18 | -0.3% | 6,983 | 37 | 0.5% | 0.19% | 0.24% | 0.29% | 0.55% | 0.85% |
| Others | 11,530 | 17.8% | 10,974 | 556 | 5.1% | 11,480 | 50 | 0.4% | | | | | |

* Proportion of Collateralized SME loans as of March 2023: 82% (Real Estate 64%, Guarantee 14%, Deposits and others 4%)

* Proportion of Collateralized SOHO loans as of March 2023: 89% (Real Estate 72%, Guarantee 14%, Deposits and others 3%)

Shinhan Card Assets and Funding

| (KRW bn, %) | 2023.3 | 2022.3 | YTD | YTD % | 2022.12 | QoQ | QoQ % | 2023.3 Weight % |
|-----------------------|-----------------|-----------------|----------------|-------------|-----------------|---------------|--------------|-----------------|
| Earning Assets | 38,487.0 | 36,181.0 | 2,306.1 | 6.4% | 39,436.1 | -949.1 | -2.4% | 100.0% |
| Credit Purchase | 17,705.1 | 16,626.6 | 1,078.5 | 6.5% | 18,424.0 | -718.8 | -3.9% | 46.0% |
| Cash Advances | 1,597.4 | 1,576.8 | 20.6 | 1.3% | 1,794.1 | -196.8 | -11.0% | 4.2% |
| Card Loan | 7,858.4 | 7,943.7 | -85.2 | -1.1% | 7,939.1 | -80.6 | -1.0% | 20.4% |
| (Re-aged Loan) | 323.2 | 295.6 | 27.6 | 9.3% | 308.4 | 14.8 | 4.8% | 0.8% |
| Installment Finance | 4,107.2 | 4,072.2 | 35.0 | 0.9% | 4,286.1 | -178.9 | -4.2% | 10.7% |
| Lease etc. | 7,218.9 | 5,961.7 | 1,257.2 | 21.1% | 6,992.8 | 226.1 | 3.2% | 18.8% |
| Total Funding | 29,271.6 | 26,641.4 | 2,630.2 | 9.9% | 30,134.9 | -863.3 | -2.9% | 100.0% |
| Debentures | 18,694.2 | 18,106.9 | 587.3 | 3.2% | 18,184.0 | 510.2 | 2.8% | 63.9% |
| ABS | 2,266.8 | 2,780.7 | -513.9 | -18.5% | 2,985.9 | -719.2 | -24.1% | 7.7% |
| CP | 5,740.0 | 4,700.0 | 1,040.0 | 22.1% | 5,740.0 | - | - | 19.6% |
| Others | 2,570.6 | 2,385.6 | 185.0 | 7.8% | 3,224.9 | -654.3 | -20.3% | 8.8% |

| (KRW bn, %) | 1Q23 | 1Q22 | YoY | YoY % | 1Q23 | 4Q22 | QoQ | QoQ % | 1Q23 Weight % |
|---------------------------|-----------------|-----------------|----------------|-------------|-----------------|-----------------|-----------------|--------------|---------------|
| Transaction Volume | 52,260.5 | 49,918.9 | 2,341.6 | 4.7% | 52,260.5 | 53,642.0 | -1,381.5 | -2.6% | 100.0% |
| Lump-sum | 38,881.0 | 35,557.3 | 3,323.7 | 9.3% | 38,881.0 | 39,560.5 | -679.4 | -1.7% | 74.4% |
| (Debit Card) | 7,274.6 | 6,917.1 | 357.5 | 5.2% | 7,274.6 | 7,624.6 | -350.0 | -4.6% | 13.9% |
| Installment Purchase | 6,485.6 | 6,417.4 | 68.2 | 1.1% | 6,485.6 | 6,703.3 | -217.8 | -3.2% | 12.4% |
| Cash Advance | 3,222.7 | 3,288.3 | -65.5 | -2.0% | 3,222.7 | 3,596.2 | -373.5 | -10.4% | 6.2% |
| Card Loan | 2,177.0 | 2,889.1 | -712.1 | -24.6% | 2,177.0 | 2,134.0 | 43.0 | 2.0% | 4.2% |
| Others | 1,494.1 | 1,766.8 | -272.7 | -15.4% | 1,494.1 | 1,648.0 | -153.9 | -9.3% | 2.9% |

Asset Quality

| | (KRW bn) | Total Loans | | | | | | Substandard & Below | NPL Ratio | Loan Loss Allowance | NPL Coverage Ratio |
|--------------------------|---------------|----------------|----------------|---------------|-------------|------------|----------------|---------------------|--------------|---------------------|--------------------|
| | | | Normal | Precautionary | Substandard | Doubtful | Estimated Loss | | | | |
| Group¹ | 2023.3 | 391,374 | 385,845 | 3,685 | 721 | 452 | 670 | 1,844 | 0.47% | 3,568 | 194% |
| | 2022.3 | 379,923 | 375,879 | 2,634 | 507 | 307 | 597 | 1,410 | 0.37% | 2,942 | 209% |
| | YoY % | 3.0% | 2.7% | 39.9% | 42.4% | 47.5% | 12.2% | 30.7% | 0.10%p | 21.3% | -15.1%p |
| | 2022.12 | 392,401 | 387,775 | 3,028 | 678 | 348 | 572 | 1,598 | 0.41% | 3,344 | 209% |
| | QoQ % | -0.3% | -0.5% | 21.7% | 6.4% | 30.0% | 17.1% | 15.4% | 0.06%p | 6.7% | -15.7%p |
| SHB | 2023.3 | 319,819 | 317,815 | 1,098 | 535 | 189 | 183 | 906 | 0.28% | 1,734 | 191% |
| | 2022.3 | 310,151 | 308,360 | 991 | 458 | 145 | 197 | 800 | 0.26% | 1,408 | 176% |
| | YoY % | 3.1% | 3.1% | 10.9% | 16.8% | 29.8% | -7.3% | 13.3% | 0.03%p | 23.1% | 15.3%p |
| | 2022.12 | 320,137 | 318,250 | 1,094 | 497 | 148 | 147 | 793 | 0.25% | 1,605 | 202% |
| | QoQ % | -0.1% | -0.1% | 0.4% | 7.5% | 27.0% | 24.4% | 14.3% | 0.04%p | 8.0% | -11.1%p |
| SHC | 2023.3 | 38,589 | 36,894 | 1,244 | - | 186 | 265 | 451 | 1.17% | 1,248 | 277% |
| | 2022.3 | 36,596 | 35,361 | 936 | - | 124 | 175 | 299 | 0.82% | 1,076 | 360% |
| | YoY % | 5.4% | 4.3% | 32.9% | - | 50.5% | 51.1% | 50.8% | 0.35%p | 16.0% | -83.1%p |
| | 2022.12 | 39,434 | 37,931 | 1,140 | - | 145 | 218 | 363 | 0.92% | 1,207 | 333% |
| | QoQ % | -2.1% | -2.7% | 9.1% | - | 28.7% | 21.3% | 24.2% | 0.25%p | 3.4% | -55.8%p |

NOTE 1 Group Total Loans are sum of Shinhan Bank, Jeju Bank, Shinhan Card, Shinhan Securities, Shinhan Life Insurance, Shinhan Capital, Shinhan Savings Bank and Shinhan Asset Trust.

Provisioning and Write-Offs

Provision for Credit Losses and Credit Cost Ratio

| (KRW bn) | FY23 | 1Q23 | 2Q23 | 3Q23 | 4Q23 | FY22 | 1Q22 | 2Q22 | 3Q22 | 4Q22 |
|--------------------------------------|--------------|--------------|------|------|------|----------------|--------------|--------------|--------------|--------------|
| Shinhan Bank¹ | 154.8 | 154.8 | | | | 550.6 | 80.7 | 196.8 | 70.8 | 202.2 |
| Retail | 50.3 | 50.3 | | | | 332.9 | 38.2 | 132.3 | 86.3 | 76.1 |
| Corporate | 104.6 | 104.6 | | | | 217.7 | 42.5 | 64.5 | -15.5 | 126.1 |
| Shinhan Card¹ | 191.0 | 191.0 | | | | 560.2 | 145.5 | 112.3 | 110.6 | 191.8 |
| Total | 345.8 | 345.8 | | | | 1,110.8 | 226.2 | 309.1 | 181.4 | 394.0 |
| Credit Cost Ratio² | | | | | | | | | | |
| Group | 0.48% | 0.48% | | | | 0.34% | 0.26% | 0.37% | 0.24% | 0.46% |
| Bank | 0.23% | 0.23% | | | | 0.19% | 0.12% | 0.27% | 0.11% | 0.27% |
| Card | 1.99% | 1.99% | | | | 1.42% | 1.61% | 1.18% | 1.11% | 1.93% |

NOTE 1 Shinhan Bank figures are on a separate basis, Shinhan Card on a consolidated basis

NOTE 2 Credit Cost Ratio based YTD basis

Write-Offs and NPL Sales

| (KRW bn) | FY23 | 1Q23 | 2Q23 | 3Q23 | 4Q23 | FY22 | 1Q22 | 2Q22 | 3Q22 | 4Q22 |
|---------------------|--------------|--------------|------|------|------|----------------|--------------|--------------|--------------|--------------|
| Shinhan Bank | 107.1 | 107.1 | | | | 539.1 | 89.2 | 120.0 | 138.2 | 191.7 |
| Write-Off | 45.8 | 45.8 | | | | 374.8 | 53.9 | 80.0 | 105.9 | 135.0 |
| Retail | 20.2 | 20.2 | | | | 185.3 | 30.2 | 28.0 | 72.5 | 54.6 |
| Corporate | 25.6 | 25.6 | | | | 189.5 | 23.7 | 52.0 | 33.4 | 80.4 |
| Sale | 61.3 | 61.3 | | | | 164.2 | 35.2 | 40.0 | 32.4 | 56.6 |
| Retail | 12.4 | 12.4 | | | | 42.3 | 7.5 | 9.0 | 10.3 | 15.5 |
| Corporate | 48.9 | 48.9 | | | | 121.9 | 27.7 | 31.0 | 22.1 | 41.1 |
| Shinhan Card | 175.1 | 175.1 | | | | 587.9 | 143.3 | 143.3 | 136.8 | 164.6 |
| Total | 282.2 | 282.2 | | | | 1,127.0 | 232.5 | 263.3 | 275.0 | 356.2 |

NOTE Write-Offs and NPL Sales data for Shinhan Bank on a separate basis, Shinhan Card on a consolidated basis

Digital Transformation (pg.19 ~ pg.20)

NOTE 1 SFG Gross MAU is the sum of the MAU of Shinhan's financial platforms and the MAU of Shinhan's non-financial platforms. The MAU figures are based on managed data.

* The MAU figures for financial platform represent the sum of MAUs of the following apps:

- *SOL* (Shinhan Bank), *pLay* (Shinhan Card), *Alpha* (Shinhan Securities), *Square* (Shinhan Life), *Jbank* (Jeju Bank), and Shinhan Savings Bank

* The MAU figures for non-financial platform represent the sum of MAUs of the following apps:

- *Shinhan MyCar* (Auto), *AllThat* (Shopping), *Jeju Jini* (Travel), *HowFIT* (Healthcare), and *Ddangyo* (Delivery)

NOTE 2 The DAU (Daily Active Users) of main financial platforms is the sum of the DAU of *SOL* (Shinhan Bank), *pLay* (Shinhan Card), *Alpha* (Shinhan Securities), and *Square* (Shinhan Life).

NOTE 3 The ratio of Senior Financial Platform usage is calculated as follows:

※ Where "senior" refers to those who are 60 years of age or older,

→ The sum of the senior users' MAU of *SOL* (Shinhan Bank), *pLay* (Shinhan Card), *Alpha* (Shinhan Securities), and *Square* (Shinhan Life)

$$\frac{\text{Senior MAU of SFG's Main Financial Platforms}}{\text{No. of SFG's active senior customers}} \times 100$$

→ The sum of the active senior customers in Shinhan Bank, Shinhan Card, Shinhan Securities, Shinhan Life