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## I. Shinhan Financial Group

1. Overview & History





### **About SFG**





#### **Korea # 1 Financial Institution**



Realizing highest net income among peers (consecutive 8 years since 2008) Market Cap ranked 1<sup>st</sup> place among peers (18.8 trillion as of Dec. 31, 2015)





### **Successful M&A and Diversification**



Establishing the most diversified business portfolio among Korean financial groups through a series of successful M&As





#### **Thorough Risk Management**



Maintaining sound asset qualities through preemptive and proactive risk management





### **Growth through Corporate Social Responsibility**



Implementing the "Compassionate Finance" to seek shared development for the company and the society





## About SFG SFG at a Glance



#### Overview



Total Consolidated Assets: KRW 371 trillion

Total Market Cap: KRW 18.8 trillion

• ROA: 0.7%

• ROE: 8.0%

• 13 direct subsidiaries, 24 indirect subsidiaries

• Number of Employees: 26,000

Major Shareholders

- Korea National Pension Service 9.25%

- BNP Paribas 5.35%

- SFG ESOP 4.49%

As of Dec. 31, 2015





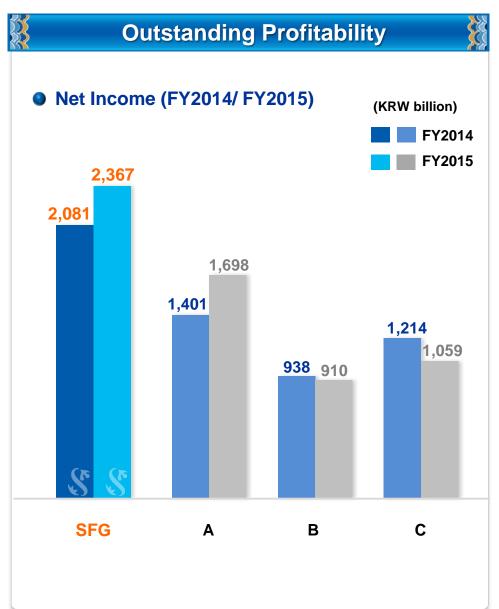
### Top 500 Banking Brands

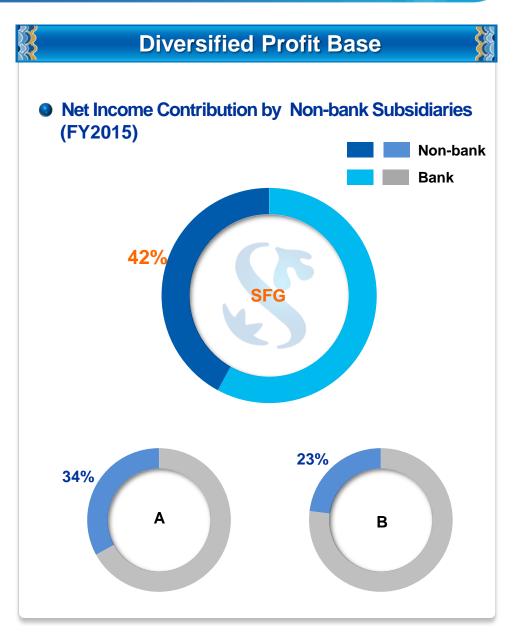
Bank Ranking	Company	Nationality
1	Wells Fargo	us
2	ICBC	China
5	Chase	US
9	HSBC	UK
44	Shinhan Financial Group	Korea
60	Nomura	Japan
62	62 KB Financial Group	



# **About SFG Market Position**









# **About SFG Persistent Growth and M&A**





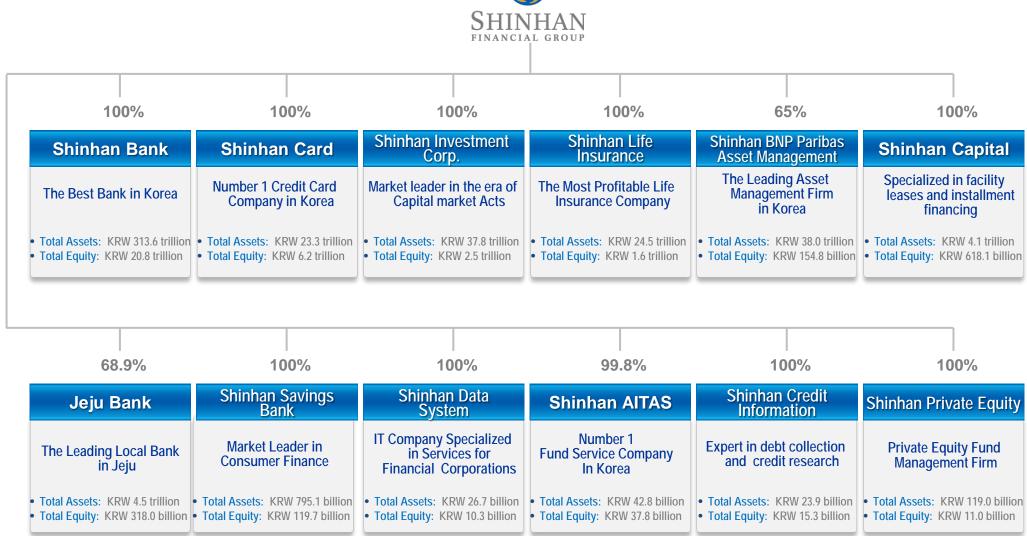


### **About SFG How SFG is Organized**



#### No. 1 Financial Group in Korea



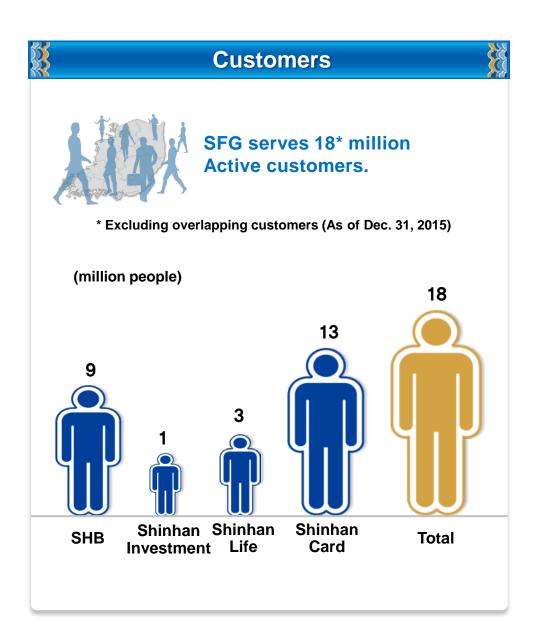


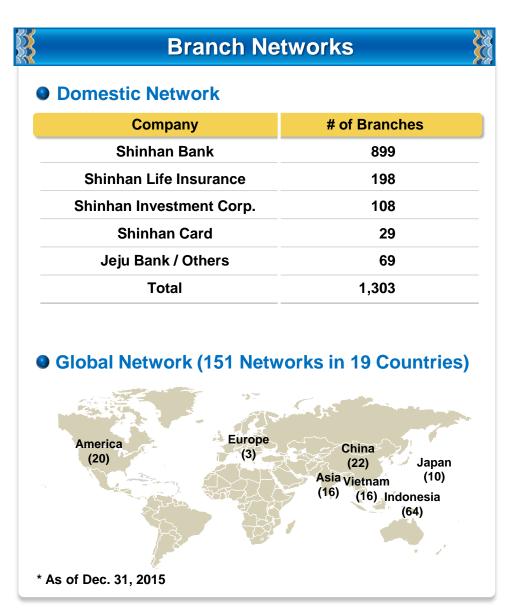
Note) Based on Consolidated Financial Statements, Trust A/C and AUM are included in Total Assets.



## **About SFG Customers and Networks**





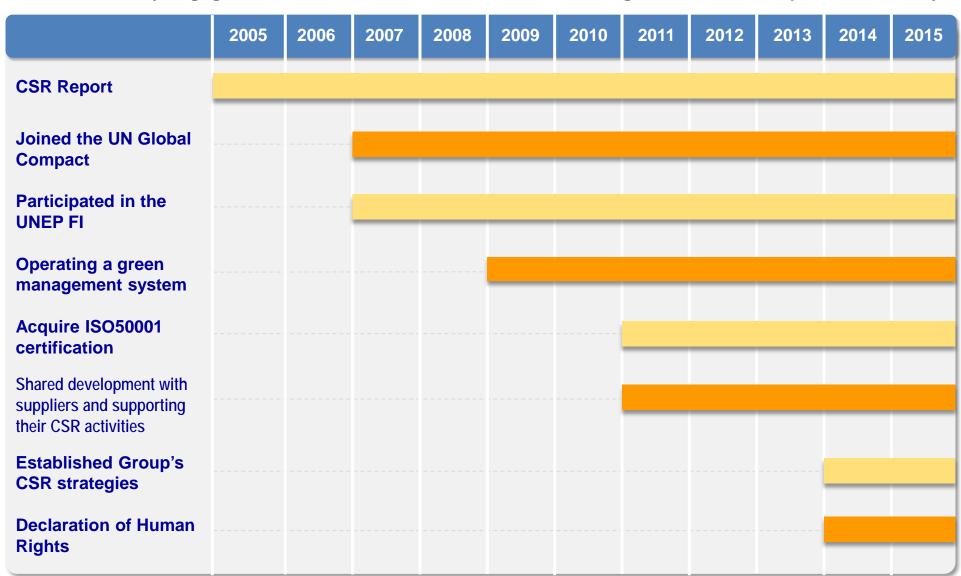




### **About SFG** Corporate Social Responsibility History & Shinhan Financial Group



Since its establishment, Shinhan Financial Group has recognized the importance of social responsibility and has been actively engaged in various CSR activities to seek a shared growth of the Group and the society.





## About SFG CSR Governance



CSR Committee is to be formed with one inside director and four outside directors. The committee will set the direction of major issues of the Group's CSR in the fields of the economy, environment, and society. The committee will also revise the existing codes related to the group's socially responsible management, ponder upon and makes decisions on the enactment of these new codes, review a social responsibility report, and monitor the results of the external evaluation related to socially responsible management and its current status.

## (The Board of Directors of the Holding Company) CSR Committee

- · Direction setting for CSR.
- · Designation, enactment, and abolishment of codes/ policies

## (CEO Council) Group CSR Council

- The establishment of CSR strategies.
- · Monitoring major issues of the Group's CSR.



#### **CSR Affairs Council**

- Discussion regarding the issues of the CSR the group is facing.
- Response to the evaluation, coming up with issues in need of the improvements, etc.

## (Holding Company) CSR Team

- · Supervision over subcommittees and councils.
- · CSR operation monitoring and reporting.

## Affiliates Social Contribution (CSR) Team

• Takes charge of affairs related to the CSR of each affiliate.



# About SFG CSR Materiality Test



Shinhan Financial Group is currently reflecting the results of its analysis on the subjects that stakeholders are interested in, as well as the subjects regarding the elements make an impact on the group.

#### Process of Materiality Test

## Stage 1 Situational analysis

- Analysis internal and external data
- Media reserach,
- Analyzing CSR Trends,
- Taking into accout the global standards such as ISO 26000, DJSI
- Review of Group's internal materials

## Stage 2 Selecting Issues

• Selecting 30 issues

## Stage 3 Prioritize

 Identify the significant issues based on the level of materiality

# Stage4. Confirm and Report

Review

#### Core Issues

- Protection and leakage prevention of customers' information
- Expansion of supports to SME and low-income customers
- Working environment improvement
- Enhancing customers' satisfaction

- Enhancing business portfolio
- Product and service development with consideration given to environmental impacts
- Social contribution activities for the support of those who are socially underprivileged and community development

#### Potential Issues

- Reinforcing Financial risk management
- Capacity development of employees and human resource training
- Constructing sound labormanagement relations

- Enhancing brand value
- Sound governance
- Loans and investments with a consideration on the social and environmental impacts
- Balance between work and life



# About SFG Group CSR Strategy



Shinhan Financial Group established nine CSR strategies in eight areas, including economy, society and environment, to implement management activities in a responsible manner and create sustainable value.

#### **Group CSR Strategy**

#### **Value Creation through Responsible Management**



### **1** Economy

- I . Creation of customer value through customer oriented management and information protection
- II. Building confidence by strengthening ethical management
- III. exercising risk management taking key social and environmental factors into account

### 2 Society

- IV. Building a sound corporate culture favoring job creation and the nurturing of human resources
- V . Helping the development of regional society through activities that contribute to society
- VI. Increasing financial inclusion for the financially underserved people
- VII. Striving to work together in harmony with partner companies and support CSR activities

### 3 Environment

- VIII. Develop environment-friendly products and services
- IX. Use resources efficiently and reduce environmental footprint



# **About SFG CSR evaluation**



Shinhan Financial Group is included in global CSR initiatives, as well as composed of Socially Responsible Investment funds following ESG index. Due to continuous CSR activities, Our group is recognized as a role model corporation that fits the global CSR standard by global investment and research firms. The evaluation is above the industrial average.

Index		Grade/Score	Following Index	Award/Certification	
Dow Jones Sustainability Indices In Collaboration with RobecoSAM	DJSI	Score: 88 (Industrial average: 61)	DJSI World DJSI Asia-Pacific DJSI Korea	Included in DJSI World index for the first time among Korean financial groups for three consecutive years	
GLOBAL100	Global 100	Rank: 18th Score: 68.80	Global 100	Selected Global 100 Most Sustainable Corporations by the Davos Forum for three Consecutive Year	
Corporate Governance Service 한국기업지배구조원	Korea Corporate Governance Service (CGS)	A+ (No.1 in Korean firms)	KRX SRI KRX Governance KRX Eco	Awarded the Grand Prize in the Korea Corporate Governance Service in 2015	
DRIVING SUSTAINABLE ECONOMIES	CDP	Score: 100 Grade: A	-	First financial group in Korea to be included in the Honors Club for 2 consecutive years	
MSCI ESG Research	MSCI ESG	Grade: A (Highest: AAA)	MSCI ACWI ESG MSCI Emerging Markets ESG MSCI Korea ESG	-	
FTSE4Good	FTSE4Good	Grade: 3 (Highest: 5)	FTSE ACWI ESG FTSE Asia Pacific ESG FTSE Korea ESG	-	

## I. Shinhan Financial Group

2. Vision, Strategy & Core Capability





# Group's Value Management System Shinhan Way



## SHINHAN WAY

"Shinhan Way" is the value system and guiding principle for all Shinhan employees' thoughts and actions.



### A Better World through the Power of Finance















Respect Cl

**Change Excellence** 

Ownership

Vision

**World Class Financial Group** 



### **Group's Mission Compassionate Finance**



### **Compassionate Finance, Your Companion for Future**

" Promote a virtuous cycle of shared prosperity with creative financial services "

### Methodology 'Through the Power of Finance'

**Help customers** reach their goals with timely financial products and services

The Core of **Financial Business** 

Enhance the value of our customers' assets

Innovate the way we deliver products and services and manage our customers' assets in changing markets

**Creative Finance** 

### **Ultimate Goal** 'Building a Better World'

Shinhan's **Values** 

Value for Customers

Value for Society

Grow value for customers, businesses and society leading to shared prosperity

our

Virtuous Cycle of **Shared Prosperity** 





### **Group Vision**

### "World Class Financial Group"

Since the establishment of the financial holding company in 2001, Shinhan Financial Group has strived to become Korea's leading world-class financial group.

Foundation
Building Period
~ 2002

Growth Period 2003 ~ 2009

Leadership-Building
Period
2010 ~ 2015

World Class Financial Group

Conversion to financial Group system, Business Line maintenance and expansion

- Acquisition of Jeju Bank · Acquisiti
- Acquisition of Good Morning Securities
- Establishment of Shinhan BNP Paribas Investment Trust Management Co., Ltd.

Bank enlargement, Strengthening of non-banking business

- · Acquisition of LG Card
- Establishment of Shinhan BNP Paribas Asset Management Co., Ltd.
- Incorporation of Shinhan Life Insurance as a Subsidiary

Under "New Normal" business environment, secure status as "Local Best"

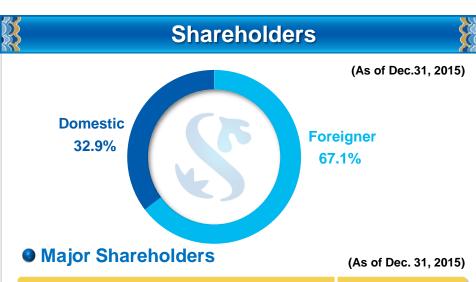
- Solidify our position as a leading financial group in Korea
- Achieving the highest net income in the industry for eight consecutive years.

Solidifying our position as a leading financial group in Korea and establishing the foundation for success in the Asian Market



# **SFG Capability Stable Corporate Governance**





Shareholder	Ownership %
National Pension Fund of Korea	9.25
BNP Paribas	5.35
SFG ESOP	4.49
Citibank N.A.(ADR dept.)	2.88
The Government of Singapore	2.43
Saudi Arabian Monetary Agency	1.56
Abu Dhabi Investment Authority	1.38
The Lazard Fund	1.36
Mizuho	1.26
National Westminster Bank AsiaPacific	1.08

#### Management





#### **Han Dongwoo**

- Chairman & CEO
   Shinhan Financial Group (incumbent)
- Main Work Experience 2007 – Vice Chairman,

Shinhan Life Insurance

2002 – CEO, Shinhan Life Insurance 1999 – Vice President, Shinhan Bank

#### **Cho Yong-byoung**

• President & CEO, Shinhan Bank (incumbent)

Non-executive Director, SFG (Incumbent)

Main Work Experience
 2013 – CEO, Shinhan BNPP

**Asset Management** 

2011 - Deputy President,

**Shinhan Bank** 

2009 – Executive Vice President, Shinhan Bank





# SFG Capability Thorough Risk Management

strategies of subsidiaries (GCRO/ Risk Management Team)

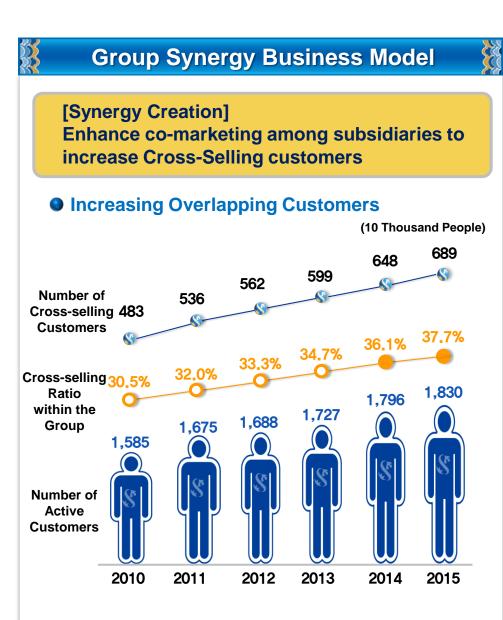






# SFG Capability Group Synergy Creation





#### **Synergy Creation Activities and Programs**

#### **Increase Cross-selling Customers**

- Among 18,301 thousand Group Active Customers, 6,890 thousand customers are Cross-selling customers as of December 31, 2015
- Operating Group Royalty Program to enhance customer value through cross sales (Tops Club Program)

#### **Enhancing Co-marketing**

- Co-marketing by investing the Group's common resources
- Co-marketing through the Group's external partners

#### **Hybrid Financial Instruments**

- Co-developing and selling hybrid financial products such as S-More Point account/card and FNA

#### **Cross-selling Synergy Products**

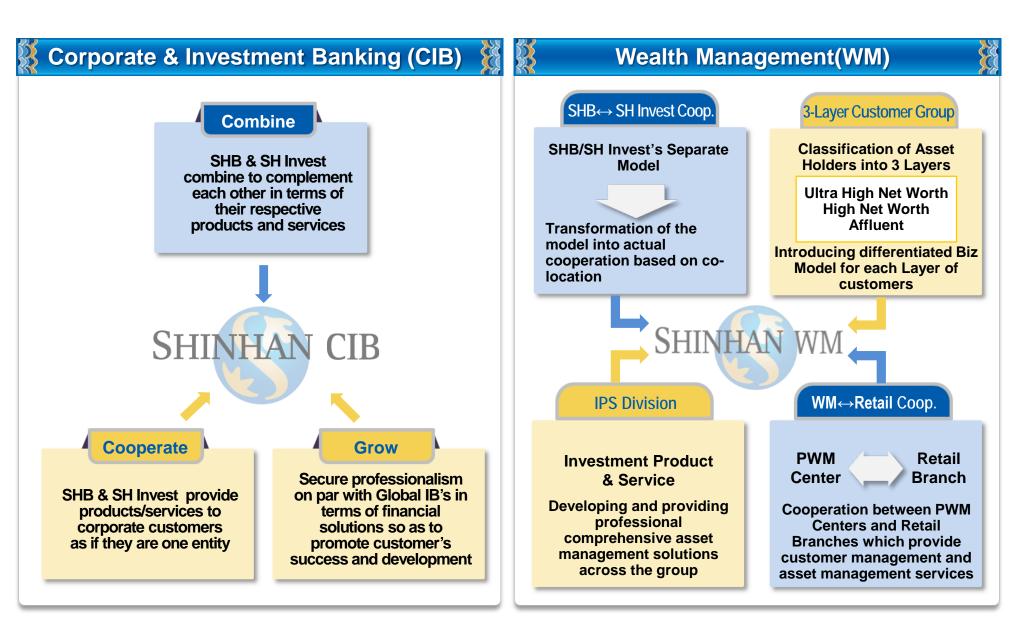
 Non-bank products such as credit card, mutual fund, bancasurance, and FNA are cross-sold via the sales channels of Shinhan Bank

#### **Referral of Customers**

- Introduce customers to sister companies
- Shinhan Bank makes a referral of its corporate customers to Shinhan Investment for IPO services.







## I. Shinhan Financial Group

3. Financial Highlights

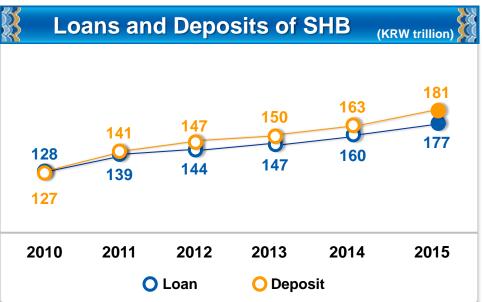




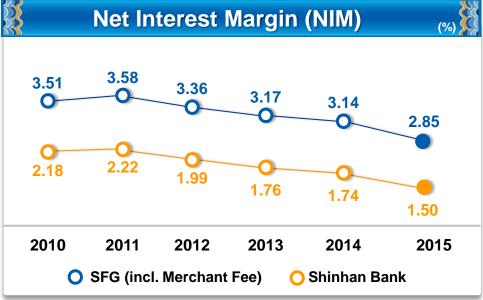
### Shinhan Financial Group Financial Highlights









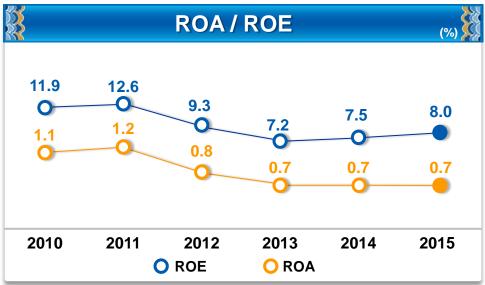


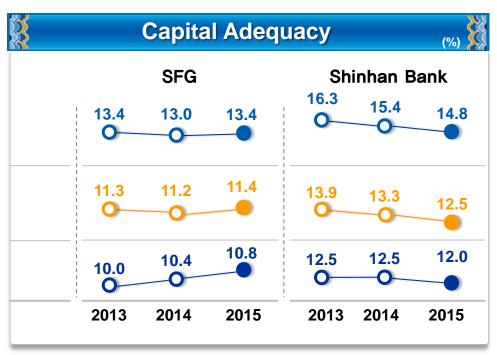


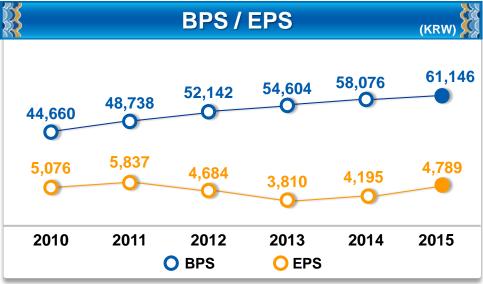
# Shinhan Financial Group Financial Highlights











## **II.** Companies in the Group

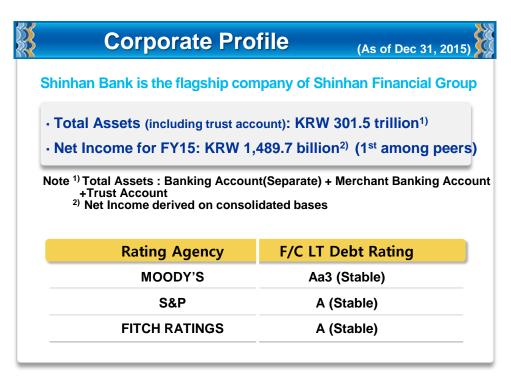
1. Shinhan Bank

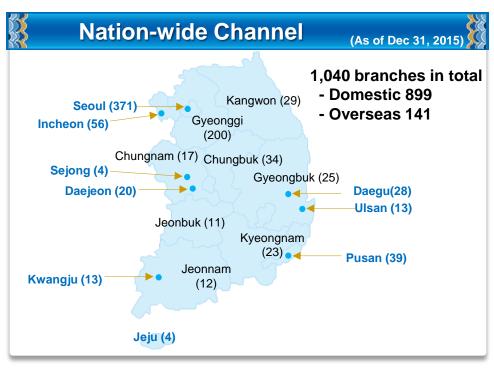


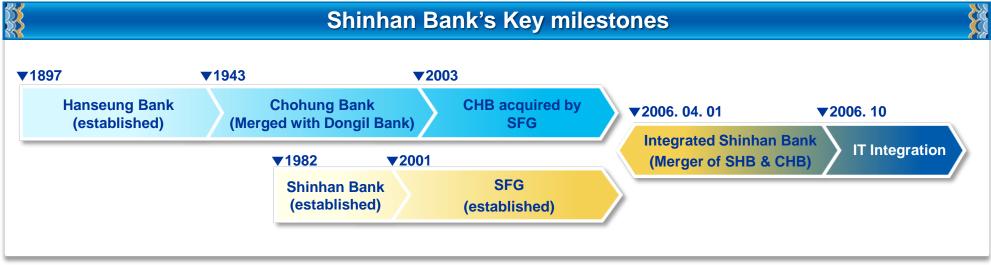


# Shinhan Bank Company Overview





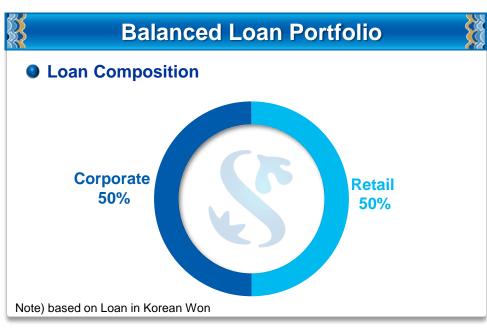


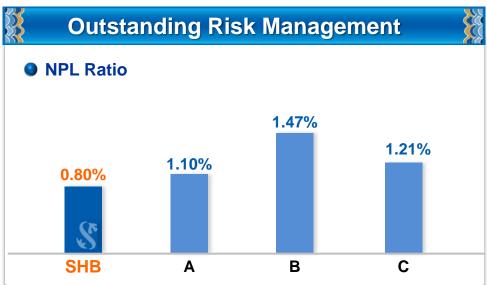


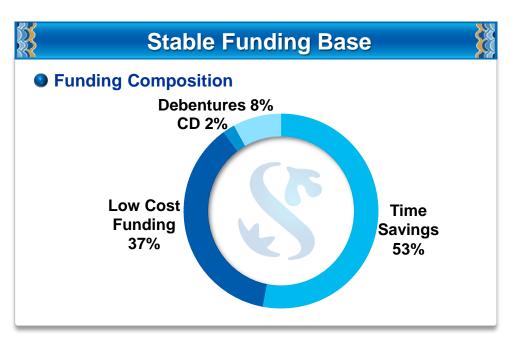


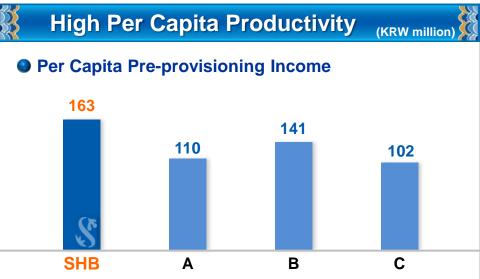
# Shinhan Bank Competitive Edge (As of Dec. 31, 2015)







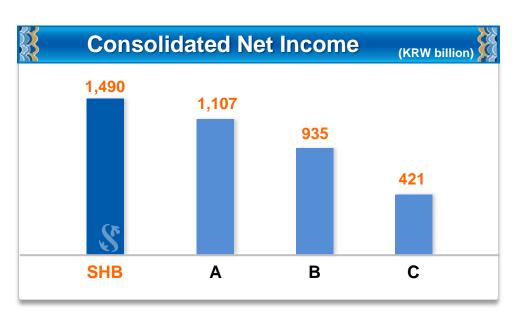


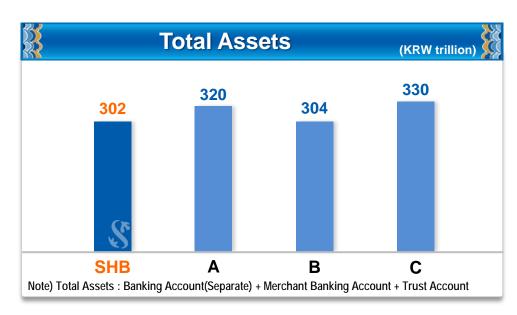




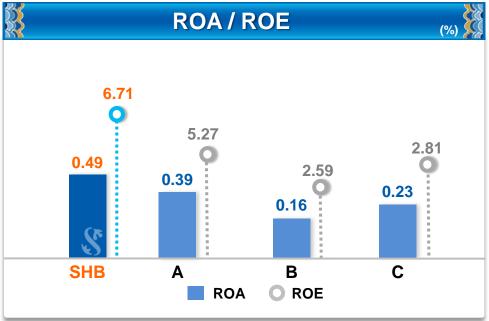
# Shinhan Bank Market Position (As of Dec. 31, 2015)







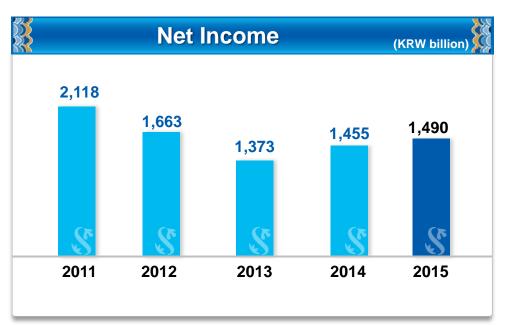




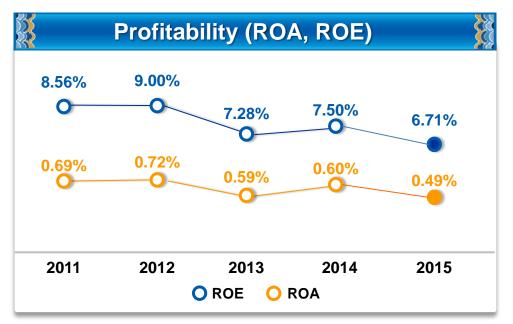


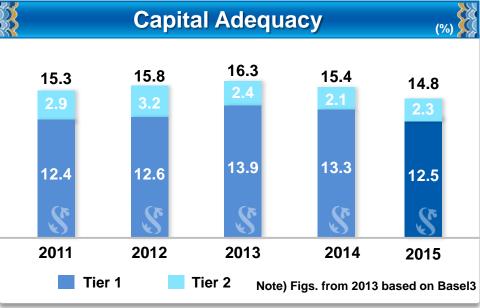
# Shinhan Bank Financial Highlights (As of Dec. 31, 2015)











## **II.** Companies in the Group

2. Shinhan Card





# Shinhan Card Company Overview





#### **Number 1 Credit Card Company in Korea**



Shinhan Card is the No. 1 credit card company in Korea which encompasses the strengths of both the credit card division of a bank as well as an independent credit card company.

Merits of Credit Card Division

under

Bank

- Benefits of the bank credit rating and deposits
- Attract new customers through the bank's channels



#### 🥎 Shinhan Card

- Retains efficient decision making process, marketing expertise and independence
- Benefits from the high credit rating of SFG and Shinhan Bank as well as direct liquidity access
- Utilize Shinhan Bank's distribution channels to attract new customers

- Ability to focus on the card business only with greater expertise
- Efficient decision-making process
- Active marketing activities

Merits of monoline
Credit
Card
Company



#### **Shinhan Card's Corporate Milestone**



1987

June 2002 •

**April 2006.** 

Oct. 2007

Aug. 2008

Oct. 2012

Oct. 2012

Oct. 2012

Jul. 2015

Received approval for credit card biz

Former SHC spun-off from Shinhan Bank

Chohung Card merged with

former SHC

Integration of LG Card and former SHC IT integration

Open Next Generation IT System Established Big Data Center Launching Code9 Product based on Big-Data

Established LLP MFO Shinhan Finance in Kazakhstan

Incorporation of LG Card and former Shinhan Card

Launched new (Integrated)
Shinhan Card

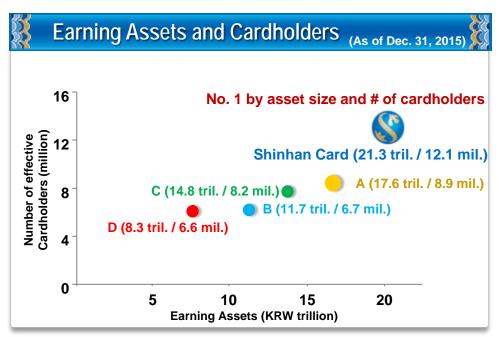
**Integrated Growth Platform** 

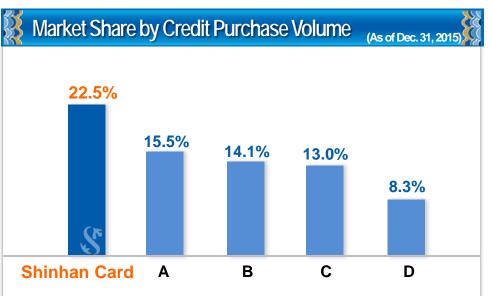
Strengthening No1 Position in Credit Card Industry



## **Shinhan Card Market Position**







	Credit Ra	ting		(As of De	c. 31, 2015)
	Shinhan Card	A	В	С	D
Domestic	AA+	AA+	AA+	AA+	AA
S&P	Α-	-	BBB	-	-
Fitch	Α-	_	BBB	-	-
	Domestic S&P	Shinhan Card  Domestic AA+  S&P A-	Card A  Domestic AA+ AA+  S&P A	Shinhan Card A B  Domestic AA+ AA+ AA+  S&P A BBB	Shinhan Card A B C  Domestic AA+ AA+ AA+ AA+  S&P A BBB -

### Bona fide No.1 Credit Card Company in Korea









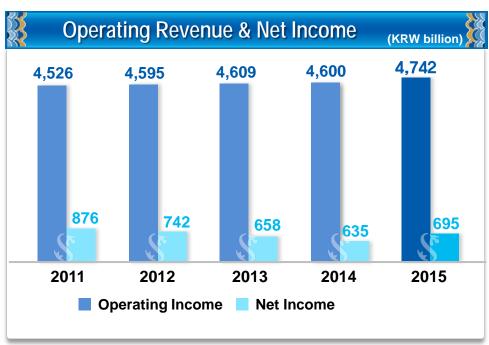


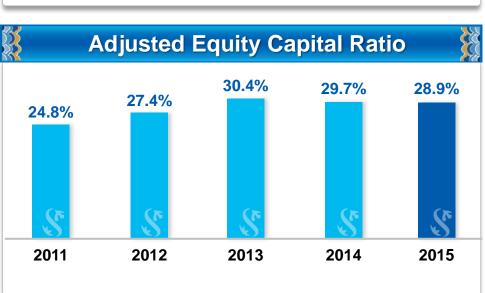
2015.11 Awarded Minister Prize in the Korea Master Brand Awards
2015.08 National Brand Competitiveness Index(NBCI), 1st for 5 consecutive years
2015.07 Awarded the Grand Prize in the Korea Service for 6 consecutive years
2015.07 Premium Brand Index (KS-PBI), 1st for 6 consecutive years
2015.03 Korea Brand Power Index(K-BPI), No. 1 brand for 4 consecutive years

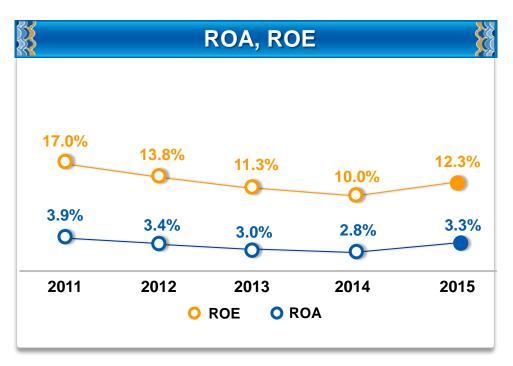


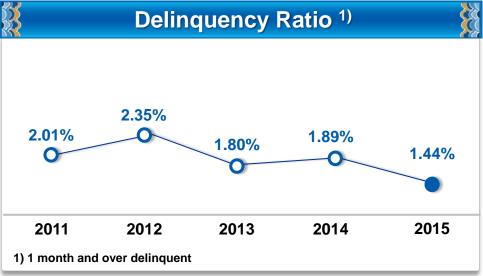
### Shinhan Card Financial Highlights











## **II.** Companies in the Group

3. Shinhan Investment Corp.





# **Shinhan Investment Corp. Company Overview**



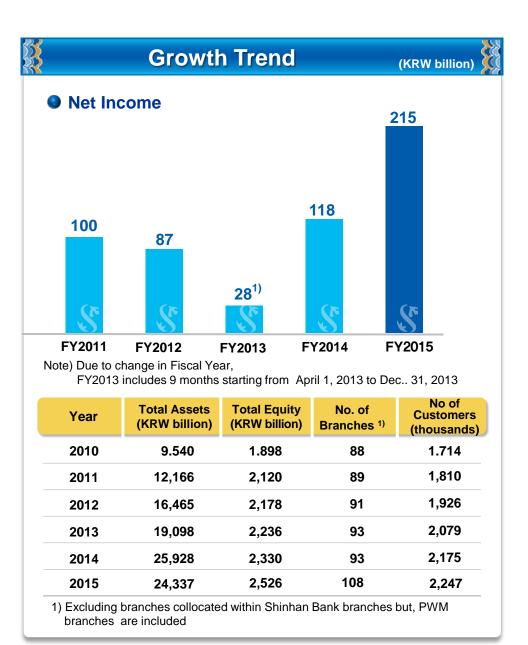
### Overview

#### Company Overview

Good Morning Shinhan Securities changed its name to 'Shinhan Investment Corporation' to respond to the changes in the financial environment incurred by the enactment of the Financial Investment Services and Capital Market Act.

#### Key Milestones

1973.	Incorporation of Hyosung Securities
1983.	Renamed to Ssangyoung Securities
1999.	Renamed to Good Morning Securities
2002. 04	SFG acquired a 31.7% share of Good Morning Securities
2002. 07	Good Morning Securities was merged with Shinhan Sec.
2002. 08	renamed to Good Morning Shinhan Securities ("GMSH")
2004. 12	SFG acquired the remaining shares of GMSH
2007. 05	Overseas subsidiary in Hong Kong incorporated
2009. 08	Changed the company's name to 'Shinhan Investment
	Corporation'





### **Shinhan Investment Corp. Industry Overview & Market Position**





#### **Market Position**

#### Market Share for Brokerage Business

	2013	2014	2015
Equities	6.0% (3)	6.4% (3)	5.9% (3)
Futures	7.1% (2)	7.8% (2)	5.7% (3)
Options	3.5% (5)	5.0% (4)	6.3% (2)

<sup>\* ( )</sup> represents the ranking in the industry

#### Ranking of IB Business

	2013	2014	2015
ABS	(1)	(2)	(2)
Corporate Bonds	(5)	(4)	(5)
IPO	(14)	(12)	(12)

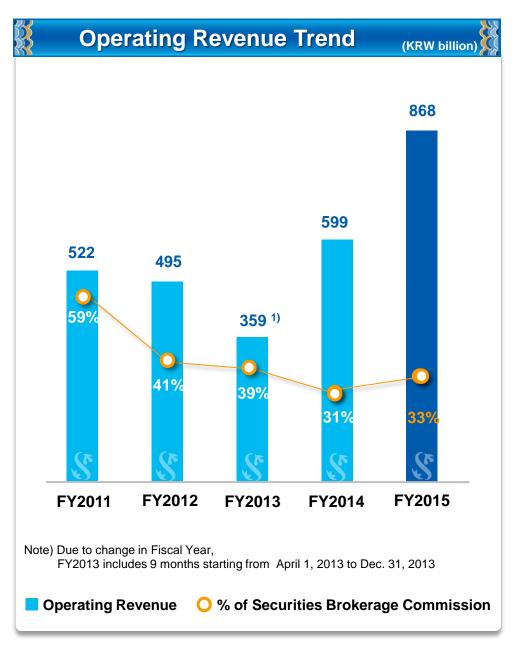
<sup>\*</sup> Source: The Bell

<sup>\* ( )</sup> represents the ranking in the industry



## Shinhan Investment Corp. Operation & Strategies





### **Management Strategy** Strategic Objective : Building market leading capabilities, solidify our position as the leader in investments and asset management. Increase customers' return by reinforcing comprehensive asset management sales capabilities Revamp retirement pension business model and increase returns on retirement pension assets **Optimize business through operating system innovation** Maintain market leadership in wholesale and build a comprehensive service system for institutional clients Provide creative solutions to corporate clients and expand investment banking Launch market-leading products through leveraging foreign products and investment diversification

**Practice Compassionate Finance based on Creative** 

Finance

### **II.** Companies in the Group

4. Shinhan Life Insurance





### **Shinhan Life Insurance Company Overview**



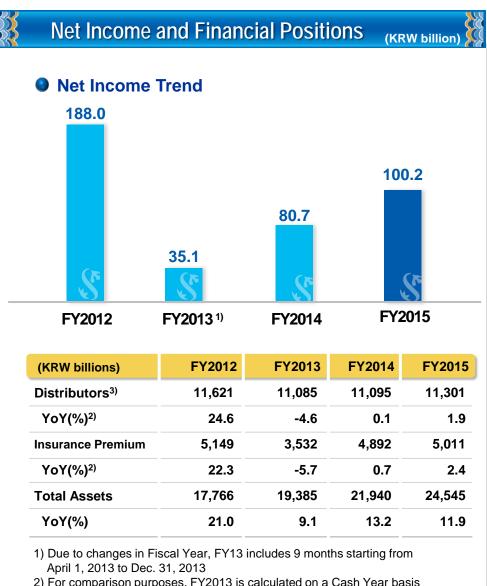
#### **Overview**

#### Company Overview (As of Dec. 31, 2015)

**Shinhan Life Insurance provides sophisticated** insurance and financial services that meet diversified customers' needs helping customers fulfill their Dreams.

#### Key Milestones

1990. 01	Shinhan Life Insurance established
1997. 01	Tele-marketing initiated
2003. 09	Bancassurance initiated
2005. 12	Joined SFG as a subsidiary
2006. 07	Launched Financial Full-service named as "TopsClub" for the first time in the industry
2008. 11	Implementation of next generation insurance system(NGS 2008)
2013. 10	Awarded the Excellence Prize in the Knowledge Category by
	Prime Minister (Ministry of Security & Public Administration)
2013. 11	Awarded the Labor-Management Culture Awards
	(Ministry of Employment and Labor)
2014. 05	Awarded the Grand Prize in Asset Management,
	Insurance sector (Financial Supervisory Service)
2014. 12	Awarded the Grand Prize in the Korea's Best Financial
	Company, life Insurance sector (Maeil Business Newspaper)
2015. 05	Acquired AAA, the best grade for Insurance solvency for 8 consecutive years
2015. 06	Open an overseas office in Vietnam Hanoi



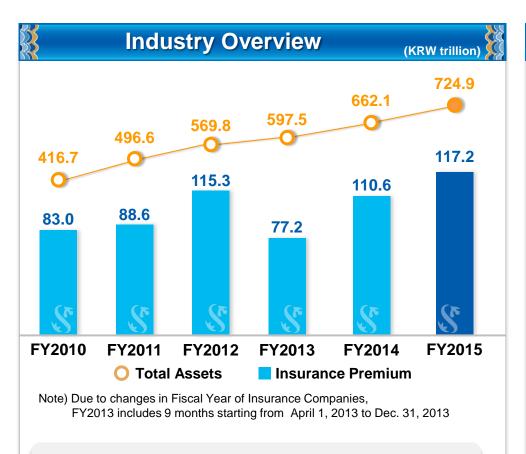
<sup>2)</sup> For comparison purposes, FY2013 is calculated on a Cash Year basis

<sup>3)</sup> Includes financial planners and agents

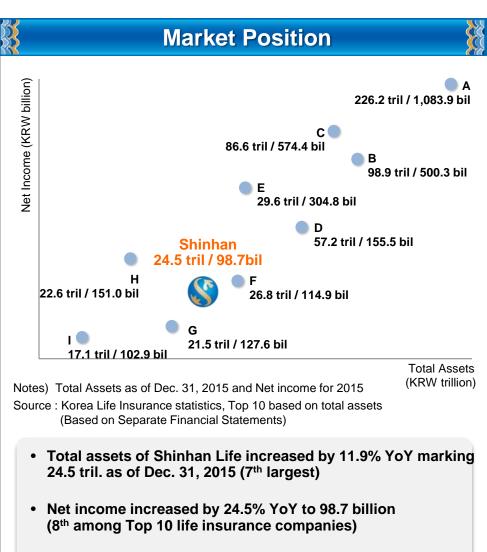


### **Shinhan Life Insurance Industry Overview & Market Position**





- Insurance premium increased by 6.0% YoY to 117.2 trillion attributed to growth in new insurance premiums
- Total assets increased by 9.5% YoY to 724.9 trillion on the back of growing insurance premiums





# **Shinhan Life Insurance Financial Highlights**



#### **Condensed Income Statements**

(KRW	billion)	FY2012	FY2013 <sup>1)</sup>	FY2014	FY2015
Ins	Insurance Margin	2,180.9	1,074.7	1,429.6	1,584.9
Insurance	Premium Income	4,585.5	3,034.4	4,203.9	4,426.6
ัด Claims Paid		2,404.6	1,959.7	2,774.3	2,841.8
Net In	vestment Income	695.3	504.3	752.3	769.7
Policy	Reserve (△)	2,678.8	1,559.9	2,100.5	2,277.5
Opera	ting Income	197.5	19.1	81.4	77.0
Non-operating Income		42.1	28.3	28.8	53.6
Net Income before tax		239.6	47.4	110.2	130.6
Net Income		190.0	36.6	79.3	98.7

Note) FY2013 includes 9 months starting from April 1, 2013 to Dec. 31, 2013

#### **Policies in Force**

KRW billion, %)		FY2014	%	FY2015	%
	Individual Insurance	99,291	98.6	106,388	98.6
Gen	Pure Endowment	12,624	12.5	14,842	13.8
General	Against Death	72,812	72.3	78,803	73.1
Acco	Endowment	13,854	13.8	12,743	11.7
Accounts	Group Insurance	857	0.9	818	8.0
0,	Sub total	100,148	99.5	107,206	99.4
Separ	ated Account	512	0.5	594	0.6
Total		100,660	100.0	107,800	100.0

Note) based on subscription value of an insurance contract

#### **Condensed Balance Sheets**

(KRW b	oillion)	FY2012	FY2013	FY2014	FY2015
	Cash & Equivalent	1,250	916	1,483	1,828
General Accounts	Securities	9,146	10,533	11,625	13,362
General ccounts	Loans	3,668	4,160	4,843	5,297
<b>0</b> ,	Others	1,744	1,659	1,630	1,583
Separa	ated Account	1,955	2,109	2,357	2,474
Total A	Assets	17,764	19,377	21,939	24,543

#### **Key Financials**

(%)	FY2012	FY2013	FY2014	FY2015
Solvency Ratio	287.9	253.1	230.7	204.2
ROA	1.13	0.29	0.41	0.42
ROE	14.00	3.94	6.12	6.45

### **II.** Companies in the Group

5. Shinhan BNP Paribas Asset Management





# Shinhan BNP Paribas Asset Management Company Overview





#### Your Investment Partner, Shinhan BNP Paribas AM §

Shinhan BNP Paribas Asset Management was launched in January 2009 through an integration of two outstanding asset management companies; SH Asset Management, specialized in investment in domestic equities and bonds, and Shinhan BNP Paribas Trust Investment, whose specialty was foreign equity funds.

Shinhan BNP Paribas Asset Management has provided trustworthy asset management services to our clients for several years and showed fundamentally solid management skills and performance. Beloved 48 million people in Korea, We will strive to be recognized as the best asset management company in Korea.

#### Overview

(As of Dec. 31, 2015)

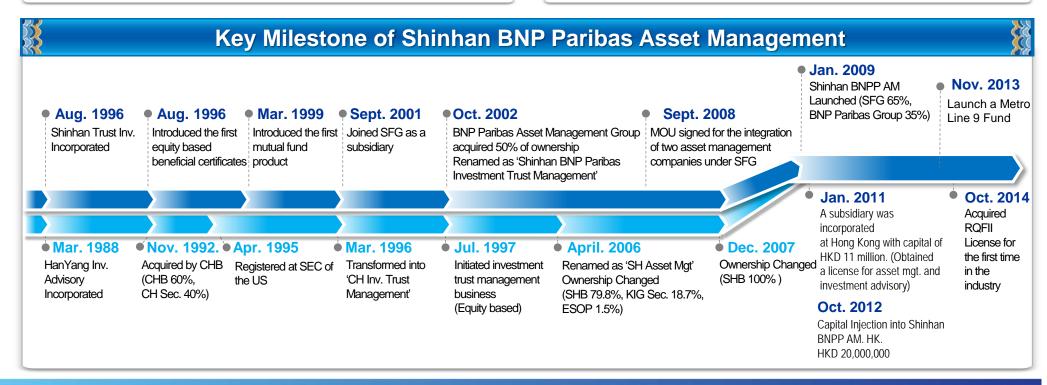
• Incorporation : August 26, 1996

• Total Equity: KRW 154.8 billion

• Employees: 193

• Major Shareholders: SFG(65%), BNP Paribas IP (35%)

AUM: KRW 37.8 trillion (including discretionary accounts)

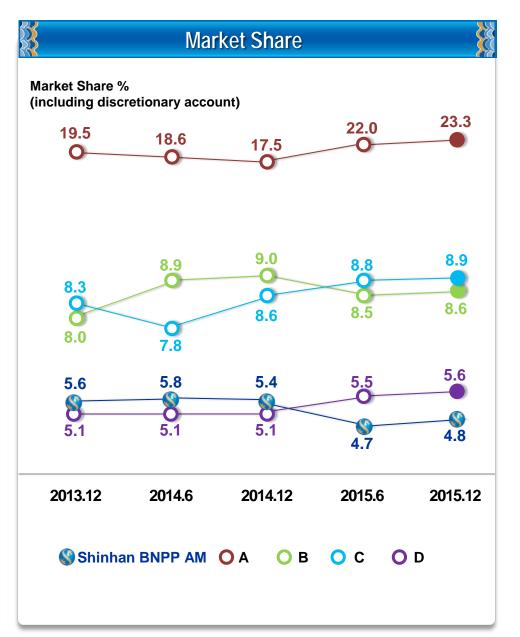




# Shinhan BNPP Asset Management Financial Highlights & Market



)	Financ				
KRW billion)	CY 2011	CY 2012	CY 2013	CY2014	CY2015
Condensed IS					
Operating Revenue	109.8	102.5	98.0	89.0	83.7
Operating Expense	61.7	59.2	57.9	53.6	51.8
SG&A	38.2	38.6	37.9	39.2	41.6
Operating Income	48.1	43.3	40.1	35.4	31.9
Net Income	35.0	31.3	31.5	28.2	23.7
Condensed BS					
Total Asset	170.7	168.9	169.6	188.9	170.2
Total Equity	146.3	145.7	148.6	156.5	154.8
Key Financial Indication	S				
ROE	23.90%	21.44%	21.75%	18.94%	15.20%
ROA	20.81%	18.44%	18.80%	16.52%	13.18%
Cost-Income Ratio	44.26%	47.13%	48.60%	52.54%	56.57%
109.8 102 44.3%	2.5 47.1% 31.3	98.0 48.6°		<u>52.5%</u> 8.2	83.7 56.6
	012	2013	201	4	2015
2011 2					



### **II.** Companies in the Group

6. Shinhan Capital





### **Shinhan Capital Company Overview**





#### **Profile**



#### Overview

Incorporation Date : April 19, 1991

Total Equity: KRW 618.1 billion (Paid in Capital: KRW 180 billion)

Total Assets: KRW 4.1 trillion

 Networks : Headquarter (Seoul) / Branches (Gangnam, Yeouido, Busan, Ansan, Daejeon)

Key Milestones

1991. 04	Incorporation of Shinhan Capital
2005. 11	Selected as the fund of funds mgt. company for SMBA
2006. 11	Rating upgrade (A+ → AA-)
2007. 12	Assumed Shinhan Card's Corporate leasing assets
2010. 05	Selected as Investment Trust Management Agency for
	KoFC Fund to foster New Growth Driver Corporation
2013. 02	Opened Yeouido Finance Center Network
2014. 05	Implementation of Next-generation IT system "WINK"

#### Business

- Leasing in relation to ships, medical instruments, and other PP&Es
- Installment Financing / Venture Capital / Corporate restructuring financing
- Real Estate PF / Loans / Factoring, etc.

### **Vision & Strategy**



#### No.1 credit-specialized financial company in Korea leading the financial market

Shinhan Capital has set out its vision of emerging as Korea's benchmark credit specialized company and playing a major role in achieving Shinhan Financial Group's goal of becoming a 'World Class Financial Group'

For 2016, in line with its strategic target of "execution & differentiated growth", it is striving to achieve its anticipated outcomes by way of 1) Developing new business models & entering into global market, 2) Strengthen each business segments to build up market leading capabilities, and 3) Level-up business support, 4) Upgrade HR system and corporate culture

Korea's benchmark credit specialised company Vision leading the financial market Strategic goals

execution & differentiated growth

Build up top quality prime assets by securing first class capabilities in each business sector Aim for diversification of earnings and the highest productivity

Developing new **Priority** business models & near-term objectives entering into global market

Strengthen each business seaments to build up market leading capabilities

Level-up business support

Upgrade HR system & corporate culture

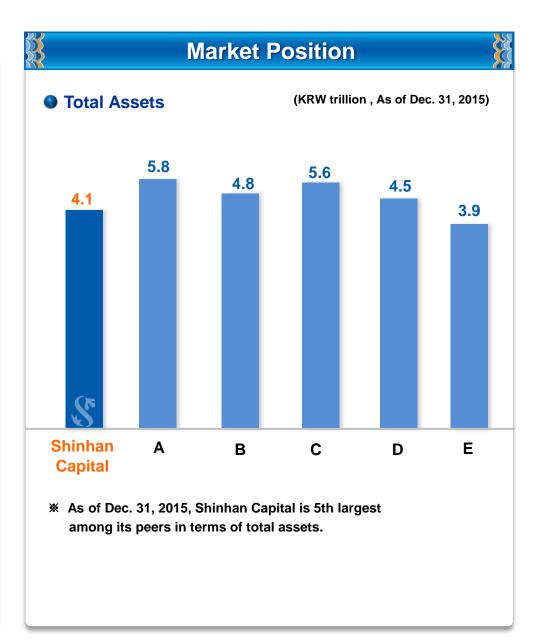
Develop an organization and framework that creates competitiveness



# **Shinhan Capital Financial Highlights & Market Position**



Fina	ancial	Highl	lights		
(KRW billion)	2011	2012	2013	2014	2015
Condensed B/S					
Total Assets	3,518.3	3,526.2	3,772.4	3,939.5	4,076.6
Total Liabilities	3,037.9	3,053.9	3,252.6	3,369.1	3,458.4
Total Shareholders' Equity	480.4	472.3	519.8	570.4	618.1
(Paid in Capital)	180.0	180.0	180.0	180.0	180.0
Condensed P/L					
Operating Revenue	365.9	376.3	319.7	321.8	374.7
Operating Income	67.4	3.9	60.6	64.2	56.2
Net Income	51.1	4.7	50.4	51.9	46.1
Key Financial Indicators					
ROE	11.3%	1.0%	10.2%	9.6%	7.7%
ROA	1.4%	0.1%	1.4%	1.4%	1.2%
Capital Adequacy Ratio	14.5%	15.0%	15.1%	15.6%	16.8%
NPL ratio	2.2%	3.0%	2.2%	2.9%	3.1%
Total Assets (KI	RW trillion)	Ne	t Incom	e (KRI	W billion)
3.5 3.5 3.8 3.9	4.1	51.1	4.7	51.9	46.1
2011 2012 2013 2014	2015	2011	2012 20	13 2014	2015







### Jeju Bank Company Overview



#### **Profile**

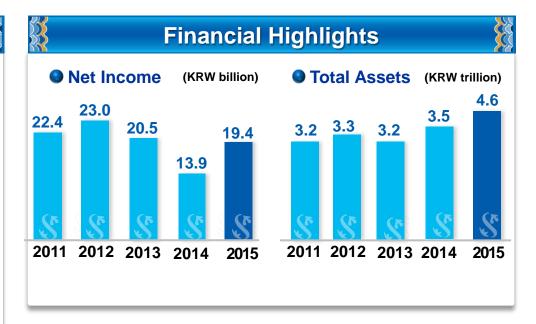
**Overview** (As of Dec. 31, 2015)

Incorporated in Jeju Island in 1969, Jeju Bank had been posting healthy growth amid strong support of the Jeju residents, playing a central role in the development of the Island's local economy.

- Major Shareholders: SFG (68.88%), National Pension Service (7.67%)
- Tatal Equity: 318.0 billion(Paid in Capital: KRW 180 billion)
- Total Assets: KRW 4.6 trillion
- Networks: total of 38 branches and sub-branches (35 in the Jeju region)
- Market share in the Jeju region: 36.4% of deposits and 29.7% of loans

#### Key Milestones

1969. 03	Jeju Bank (Ltd) founded
1972. 12	Shares listed on the Korean Stock Exchange
2002. 05	Became subsidiary of Shinhan Financial Group
2009. 10	Launched pension fund operations
2010. 08	Launched smartphone banking service
2012. 12	Commended by the Minister of Public Administration
	and Security of the Republic of Korea for best CSR
2013. 12	Awarded the Korea Nanum Prize by the Minister of Health & Welfare
2014. 03	Launched tax-deductible long-term mutual funds
2015. 01	Implementation of call center system
2015. 04	Launched barcode payment sysyem on Bankwallet Kakao
2015. 12	Contracted with Jeju Techno Park for Venture & SME support



#### Vision & Strategy

Create customer value to grow as the "Local Best Bank" by enhancing value for customers and for Jeju and enshrined them in in basic business guidelines

Vision

**Quality based Local Top Bank** 

Strategic Goal Differentiation through competitive advantages as a regional bank specialized in retail banking



# Shinhan Savings Bank Company Overview



#### **Profile**

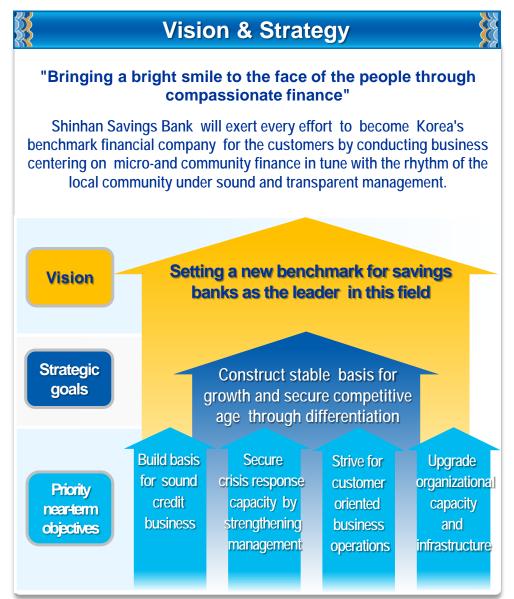


#### Ocompany Overview (As of Dec. 31, 2015)

Shinhan Savings Bank was launched on April 1, 2013 following the merger of Shinhan Savings Bank(established December 2011) and Yehanbyeol Savings Bank(established November 2012)

- Total Equity: KRW 119.7 billion
- Total Assets: KRW 795.1 billion
- Networks: 8 branches (Seoul metropolitan area)
- Key Milestones

2011. 12	Acquired a savings bank licenses and changed its name to Shinhan Savings Bank upon joining Shinhan Financial Group
2012. 01	Launched business operations
2013. 01	Yehanbyeol Savings Bank joined the Shinhan Financial Group
2013. 04	The former Shinhan Savings Bank and Yehanbyeol Savings Bank were merged and a new Shinhan Savings Bank was launched





## Shinhan Data System Company Overview



#### Profile

#### Ocompany Overview (As of Dec. 31, 2015)

Since establishment in 1991 as a specialized financial ICT company, Shinhan Data System has been reinforcing generation of ICT synergies within Shinhan Financial Group and offering the best-of-its kind financial ICT services to its customers.

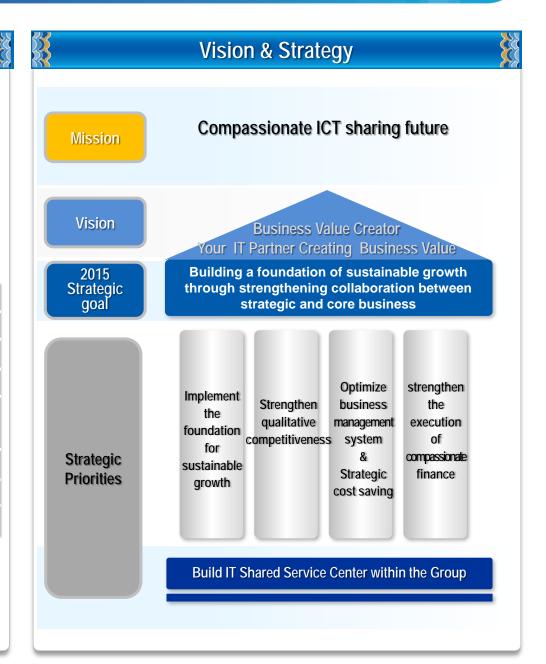
Incorporation Date: May 13, 1991
Total Equity: KRW 10.3 billion
Total Assets: KRW 26.7 billion

Key Milestones

1991. 05	Shinhan System(Ltd.) established
2003. 10	Changed its name to Shinhan Data System (Ltd.)
2009. 10	Operation of Shared Service Center providing SFG's group IT infrastructure
2010. 01	Joined SFG as a subsidiary
2012. 11	ISO/IEC 20000 (services management), BS 100012 (individual information protection)certification acquired
2014. 06	Implementation of Next-generation IT system "WINK"
2014. 07	Obtained Shinhan Bank's electronic-document system project
2015. 04	Implementation of main bank system in SEMAS

#### Business Scope

- SI(System Integration), SM(System Management)
- ITO(IT Outsourcing), BPO(Business Process Outsourcing)
- IT consulting business





## Shinhan AITAS Company Overview





#### Number 1, Fund Service Company In Korea



Shinhan AITAS, founded in June 2000, is the best fund service specialty provider with unparalleled market competitiveness and the largest domestic market share.

Shinhan AITAS provides general fund related administrative services as well as comprehensive system for asset management, including Accounting System, Trading System, and Asset Management System.

Shinhan AITAS will provide the best differentiated services to its customers based on know-how accrued from supporting them in system, consulting, and solutions for various securities businesses, and its in-house specialists.

#### Overview

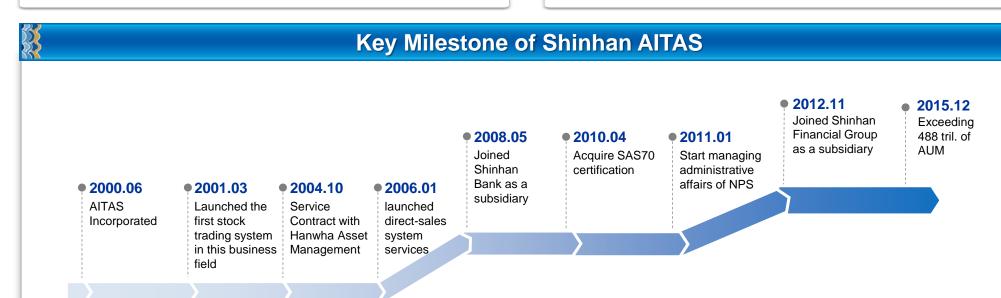
(As of Dec. 31, 2015)

• Incorporation : June 15, 2000

• Total Equity: KRW 37.8 billion

• Employees: 193

• Major Shareholders: SFG(99.79%), Others (0.21%)

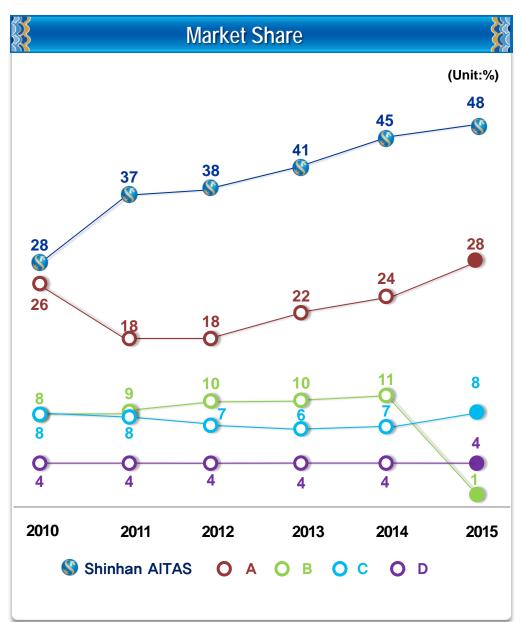




## **Shinhan AITAS Financial Highlights & Market Position**



	Financi	ial High	lights			
(KRW billion)		FY2011	FY2012	FY2013	FY2014	FY2015
Condensed IS				•		_
Operating Revenue		23.1	24.7	26.9	28.5	32.9
Operating Expense		18.8	23.1	22.7	24.0	25.1
SG&A		18.8	23.1	22.7	24.0	25.1
Operating Income		4.3	1.6	4.1	4.6	7.8
Net Income		3.6	1.8	3.8	4.0	6.4
Condensed BS						
Total Asset		28.3	31.0	34.6	37.7	42.7
Total Equity		24.9	26.7	30.4	31.4	37.8
Key Financial India	cations					
ROE		14.47%	6.70%	12.39%	12.69%	16.69%
ROA		12.73%	5.76%	10.90%	10.59%	14.99%
Cost-Income Ratio		22.73%	7.13%	18.15%	19.04%	31.27%
23.1	24.7	26.9	28	3.5	32.9	RW billio
3.6 2011	2012 perating Rever	3.8 2013 nue N	2 et Incom	4.0 014	2015	





## **Shinhan Credit Information Company Overview**





#### **Profile**

#### Ocompany Overview (As of Dec. 31, 2015)

A specialist credit information business founded for the integrated management of the non-performing assets of SFG that seeks to realize a credit-based society

• Incorporation Date: July 8, 2002

• Credit under management : KRW 6.1 trillion

Debt collection in 2015 : KRW 84.1 billion

Key Milestones

2002. 08.	Acquired credit information business license from FSC
2002. 09.	Commenced credit information business operations
	(Administering the credits of the group companies)
2007. 07.	Launched credit management of former LG credit card after Acquisition
2009. 01.	Launched credit management of KAMCO's credit recovery fund
2013. 02.	Commenced business assisting in administering the assets of the KDIC
2013. 08.	Commenced credit management of KAMCO's National Happiness Fund
2014. 03	Commenced credit management of KAMCO's Hope Fund
2014. 06.	Commenced management of KAMCO's Unsecured Public Bond
2015. 03.	Contracted with Jeju Bank for outsourcing of credit investigation
2015. 12.	Contracted with SH debt collection company in Japan

#### Business Scope

- Debt collection and credit reporting
- Civil application/petition services, Receiving documents as an agent and CRM operation
- . Operations in support of the National Happiness Fund

#### Operation Overview



#### Group Companies

- Credit under management : KRW 2.8 trillion
- No. of credit research: 230 thousand
- CRM Service, Credit Chain Management including Credit consulting and Collection

### Public Credit

- Credit under management : KRW 2.9 trillion
- Launched supporting business for the National Happiness Fund
- Asset Management Auxiliary Service

### External Credit

- Credit under management : KRW 0.4 trillion
- No. of credit research : 110 thousand
- Asset Management Auxiliary Service



## Shinhan Private Equity Company Overview



### Profile

Company Overview (As of Dec. 31, 2015)

Shinhan Private Equity is the first local private equity company in Korea established in Dec. 2004 with a 100% capital contribution by Shinhan Financial Group.

- Incorporation Date: December 8, 2004
- Total Equity: KRW 11.0 billion
- Asset Under Management: KRW 1.0 trillion
- Key Milestones

2004. 12.	Shinhan Private Equity Established
2004. 12	Joined Shinhan Financial Group as a subsidiary
2005. 08	Established Shinhan NPS private Equity Fund 1st
2008. 06	Established Shinhan Private Euity Fund 2nd
2008. 12	KOREA Capital Market the bell League Table Awards- Best M&A Deal by PEF
2011. 11	Changed its name to
	Shinhan Private Equity Investment Management
2012. 12	Established Shinhan Stonebridge Petro
	Equity Fund
2014. 02	Changed its name to Shinhan Private Equity
2015. 02	Moved its Head Office to Yeongdeungpo-gu

#### **Operation Overview**



Private Equity Funds managed by Shinhan PE

Shinhan NPS Private Equity Fund 1st

- Investment Amount : KRW 300 billion
- Independently managed by Shinhan PE
- Currently in liquidation proceedings

Shinhan Private Equity Fund 2nd

- Investment Amount : KRW 460 billion
- Independently managed by Shinhan PE
- Invested KRW 323.8 billion in domestic market no. 1 newsprint paper manufacturing company
   Jinju paper and other 5 companies

Shinhan Stonebridge Petro Equity Fund

- Investment Amount : KRW 818.2 billion
- jointly invested and operated by Shinhan PE & Stonebridge
- Invested KRW 800 billion in SK Incheon Petrochem

#### **Forward-Looking Statements**

Shinhan Financial Group's 2015 e-Brochure may contain forward-looking statements to provide value-added account of Shinhan Financial Group's businesses and results of operations.

These forward-looking statements reflect our current views with respect to future events and performance, and are generally identified by the use of forward-looking terminology, such as "expect", "plan", "intend", and similar expressions.

You are cautioned not to place undue reliance in these forward-looking statements, which reflect management's current analysis of future events.

We undertake no obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.





