

Shinhan Financial Group

Customer Protection Charter

Shinhan Financial Group pursues customer-oriented management with its utmost priority on customer protection to realize the basic rights of consumers.

Shinhan promises to

- Recognize customers as the utmost value that provides the foundation of its existence as well as the finance.
- Endeavor to build customer trust by achieving high-profile ethics and customer protection norms.
- Think and act from the customer viewpoint and place nothing above customer rights and interests in offering products and services.
- Safely manage and protect the assets and privacy of our customers.
- Realize the social value of finance by sharing the benefits and virtue of finance with neighbors in need of help.