

<Description of reporting lines for product/service review>

Operation of non-deposit product committee at the level of CEO and board of directors.

Shinhan Bank has formed and operated the 『 Non-Deposit Products Committee 』 to discuss matters concerning planning/selection/sales/post management of financial products that do not guarantee principal.

Designate the following products as 'high-level financial investment products' and apply a strengthened financial consumer protection system.

- Derivative-linked securities, derivatives that can lose more than 20% of principal among non-deposit products

- a fund/investment discretionary/money trust contract that is difficult for investors to understand

- Basis: ① Standard business performance rules for manufacturing and selling high-end financial investment products

- ② Non-deposit product committee regulations'

- According to the above ground rules, the non-deposit product committee decides whether to sell high-level financial products or not

- The resolutions of the Non-deposit Products Committee are reported to the Audit Committee, a committee within the board of directors, through the Financial Consumer Protection Internal Control Committee.

- Among non-deposit products, whether to approve the sale of "high-level financial investment products" is determined through the board of directors after confirmation by the CEO.