

## GENERAL TERMS AND CONDITIONS OF OPENING AND USING ACCOUNTS AND BANKING SERVICES APPLICABLE TO NON- INDIVIDUAL CUSTOMERS AT WOORIBANK VIET NAM LIMITED LIABILITY COMPANY

### **Article 1: SCOPE OF APPLICATION**

The General Terms and Conditions on opening and using accounts and banking services applicable to Non-individual Customers at Woori Bank Vietnam Limited (hereinafter referred to as the “General Terms and Conditions”) govern the general transaction terms and conditions regarding the opening and use of accounts and banking services provided by Woori Bank Vietnam Limited (hereinafter referred to as “Woori Bank Viet Nam”) to non-individual Customers. The General Terms and Conditions are updated from time to time to ensure compliance with applicable laws and the products/ services provided by Woori Bank Viet Nam.

These General Terms and Conditions form an integral part of the “Application and Agreement for Opening and Using Accounts and Banking Services – Applicable to Non-individual Customers” / “Application and Agreement for Opening and Using Joint Accounts and Banking Services” (hereinafter referred to as the “Application Form”). The Application Form, as signed by the Customer(s) and Woori Bank Viet Nam, together with the General Terms and Conditions issued by Woori Bank Vietnam from time to time, constitutes a complete Agreement for the opening and use of account(s) and banking services between Woori Bank Viet Nam and the Customer (hereinafter referred to as the “Agreement”).

### **Article 2: INTERPRETATION OF TERMS**

In these General Terms and Conditions, the following terms are defined as follows:

2.1 “Woori Bank Vietnam” or the “Bank”: means Woori Bank Vietnam Limited, including its branches, transaction offices, and/ or other units as defined by Woori Bank Vietnam in each period.

2.2 “Customer”: refers to entities that register to open and use account(s)/ joint demand deposit account and banking services, and/ or individuals who register to open and use a joint demand deposit account and banking services together with entities at Woori Bank Vietnam.

2.3 “Account”: means the demand deposit account(s) and other types of accounts opened and maintained by the Customer at Woori Bank Vietnam.

2.4 “Demand deposit account”: refers to the Customer’s non-term deposit account opened at the Bank to utilize payment services provided by the Bank.

2.5 “Dedicated Deposit Account”: refers to a non-term deposit account opened by the Customer at the Bank for managing and utilizing funds in accordance with a specific purpose as requested by the Customer and/ or as required by regulatory authorities.

2.6 “Capital Transaction”: refers to any capital transfer transaction between a resident and a non-resident in the following activities: direct investment; indirect investment; offshore borrowing and debt repayment; lending and collecting debts overseas; and other activities as prescribed by Vietnamese laws.

2.7 “Account holder”: For accounts held by entities, the account holder is the entity itself. For joint accounts, the account holders include both the entity and individual(s) who requests for account opening.

2.8 “Legal Representative of the Entity”: refers to the person who is either legally or authorized to represent the entity that opened the account, and who acts on behalf of the entity in transactions related to the account within the authorized scope.

2.9 “Personal Data”: refers to information in the form of symbols, text, numbers, images, audio, or similar formats in an electronic environment that is associated with or helps to identify a specific individual.

2.10 “Personal Data Processing”: refers to one or more activities performed on personal data, such as collecting, recording, analyzing, verifying, storing, editing, disclosing, combining, accessing, retrieving, encrypting, decrypting, copying, sharing, transmitting, providing, transferring, deleting, or destroying personal data, or any other related activities.

2.11 “Joint Demand Deposit Account”: refers to an account opened under the name of two or more parties. The purpose and rules for using the Joint Demand Deposit Account must be clearly stated in writing and comply with legal regulations on opening and using bank account(s).

2.12 “Account Passbook”: is the booklet issued to the Customer upon successful account opening at the Bank to record account transaction information.

2.13 “Account Freeze”: refers to the Bank’s action of holding a portion or the entire balance of the account(s) of the Customer at the request of the

Customer, or pursuant to a prior agreement between the Customer and the Bank, or at the written request from a competent authority as prescribed by law, or other cases as regulated by the Bank in compliance with the law.

2.14 “Account Closure”: refers to the Bank’s action of closing the account(s) of the Customer. Closed accounts are no longer valid for use.

2.15 “Service(s)”: means the products and utilities registered by the Customer and approved by the Bank, subject to the Bank’s policies and conditions in each period.

2.16 “FATCA”: refers to the U.S. Foreign Account Tax Compliance Act.

2.17 “Force Majeure” or “Force Majeure Event”: refers to events that occur objectively, are unforeseeable, and cannot be overcome despite the application of all necessary and possible measures. These include fire, flood, earthquake, storm, or other natural disasters; epidemics, social distancing; strikes or labor disputes; war, uprisings, terrorism, or riots; changes in laws or orders from competent authorities; system failures of the Bank or service providers; acts of sabotage, network disruption, power outage, or other force majeure events as defined by law.

### **Article 3: REGULATIONS ON OPENING AND USING ACCOUNT(S)**

#### **3.1 Regulations on Opening an Account**

a. The Customer have the right to open account(s) at Woori Bank Vietnam in accordance with the Bank’s regulations and current laws on opening and using account(s).

b. The Customer shall complete and sign the Application Form, concurrently register the specimen signatures of the legal representative, chief accountant/ person in charge of accounting, and authorized persons (if any), the specimen seal (if any), and provide the necessary documents required by the Bank for account(s) opening. The customer is responsible for declaring complete, accurate information and promptly updating the Bank in case of any changes (if any).

c. Upon receipt of a valid Application Form and supporting documents, and after completing the Customer identification, verification, and authentication process, the Bank shall proceed as follows:

(i) In case the documents, information and data provided by the Customer are complete, accurate and legally valid, the Bank shall provide its confirmation in the section designated for the Bank in the Application Form. For accounts opened via electronic means, the opening and usage of the account shall comply with the Bank’s prevailing regulations on electronic account services.

(ii) If the documents, information, or data are incomplete, inaccurate, or inconsistent, the Bank shall notify the Customer to review and complete the application or may refuse to open the account, clearly stating the reason(s) to the Customer.

(iii) If the Bank discovers that the customer has submitted falsified, forged, or illegal documents, or if the Customer is listed on a blacklist in accordance with anti-money laundering laws, the Bank shall report the case to the competent authorities and handle the matter in accordance with applicable laws.

d. The Bank shall open an account(s) for customers who meet all eligibility requirements as prescribed.

#### **3.2 General provisions on using account(s)**

##### a. Minimum balance

- Customers are required to maintain a minimum balance on their account as prescribed by Woori Bank Vietnam in each period published on the Bank’s official website: [www.woori.com.vn](http://www.woori.com.vn).

- The Bank reserves the right to automatically debit the account beyond the minimum balance in cases where the Customer is obligated to make payments to the Bank or upon the request of competent state authorities.

##### b. Interest Rate

(i) For balances in demand deposit account(s): The balance in the Customer’s demand deposit account maintained at the Bank shall earn interest at the demand deposit interest rate publicly announced by the Bank in each period, and published on the Bank’s official website, or as otherwise agreed upon between the Bank and the Customer, in compliance with prevailing laws.

(ii) For balances in dedicated deposit account(s)/ other types of accounts: Customers shall be entitled to interest (if any) on the actual balance at the rate announced by the Bank in each period in accordance with internal policies and applicable laws.

(iii) The interest rate applicable to cases where the Customer’s account balance is blocked or deposited as a security purpose shall be

applied in accordance with the regulations of Woori Bank Viet Nam or as agreed between Woori Bank Viet Nam and the Customer (if any).

c. Interest Calculation Method

- Interest accrual period: Interest shall accrue from the date Woori Bank Vietnam receives the deposit until the day immediately preceding the date the deposit is fully paid out by Woori Bank Vietnam. The account balance used for interest calculation is determined at the end of each day within the interest accrual period.

- Actual balance: The actual balance is the end-of-day account balance held by the Customer at Woori Bank Vietnam.

- Number of days maintaining actual balance: The number of days on which the actual end-of-day balance remains unchanged.

- Applied interest rate: The interest rate as stipulated in point (i) of section b – clause 3.2 above, calculated as an annual percentage rate (%/year), based on a 365-day year.

- Interest calculation formula:

$$\text{Interest Amount} = \sum [\text{Actual Balance} \times \text{Applied Interest Rate} \times \text{Number of days maintaining actual balance}] \div 365$$

d. Customers are entitled to use the available balance in their account with Woori Bank Vietnam through withdrawal orders, deposits, and legitimate and valid payment transactions, in accordance with the registered signature and seal specimen.

e. When conducting transactions at the Bank's branches or transaction offices, the Customer's authorized representative must present identification documents in accordance with the Bank's regulations. Transaction documents must be legally and validly prepared and must include supporting documentation as required by applicable laws.

f. The Bank shall not be liable to compensate the Customer for any loss incurred by the Customer resulting from the execution of forged or fraudulent transaction/payment/withdrawal instructions, provided that the Bank has carried out verification and authentication in accordance with the proper procedures and to the best of its ability, except in cases where the loss is caused by the Bank's fault.

### 3.3 Regulations on the Use of Demand Deposit Account

a. Customers may use their demand deposit account(s) to deposit or withdraw cash and request the Bank to provide payment services through the demand deposit account, such as provision of payment instruments, execution of payment services including cheques, payment orders, remittance orders, collections, collection authorizations, bank cards, fund transfers, collections and disbursements on behalf of the Customer(s), and other value-added services in accordance with applicable laws.

b. The use of demand deposit account(s) to monitor escrow funds, ensure payment capacity, or for other purposes as prescribed by law must comply with relevant legal provisions. The Bank shall not autonomously debit escrow funds, payment guarantee amounts, or funds used to secure obligations as required by law, except where such funds are used to secure obligations owed to the Bank itself.

c. The signature(s) of the demand deposit account holder(s)/the legal representative(s) of the demand deposit account holder, the chief accountant/person in charge of accounting, or authorized individuals (if any), and the seal (if any) on transaction documents must match the signature and seal specimens registered with the Bank at the branch where the account is opened or where the latest signature update was made.

d. Customers must maintain the minimum balance in their demand deposit account(s) as periodically prescribed by the Bank and publicly announced on the Bank's website at [www.woori.com.vn](http://www.woori.com.vn). In case of withdrawal exceeding the minimum balance, customers shall be subject to an excess withdrawal fee as prescribed by the Bank in each period (if applicable).

e. Amendments to demand deposit account information:

During the use of the demand deposit account, if the Customer requests any amendments to the account opening information, the Bank shall:

- Guide the Customer to prepare a demand deposit account information change dossier, which includes:

- (i) A request form for demand deposit account information change in the Bank's prescribed form; and
- (ii) Valid documents evidencing the change in information as required by the Bank.

- In case the Customer holds multiple types of accounts at the Bank, any changes to the information of any of the Customer's accounts (the remain valid and effective) shall be applicable to all other demand deposit accounts/ other accounts of the Customer, unless otherwise requested by the Customer.

### 3.4 Regulations on the Use of Dedicated Deposit Account(s)

For the purposes of this Agreement, dedicated deposit account(s) include but are not limited to: direct investment capital account(s), indirect investment account(s), foreign loan and repayment account(s), etc.

Depending on the type of dedicated deposit account, in addition to the provisions outlined in Clauses 3.1, 3.2 and 3.3 above, the Customer undertakes to comply with the following:

a. Fully comply with applicable laws related to the specific purpose of the account, foreign exchange control, anti-money laundering, counter-terrorism financing, and the prevention of financing the proliferation of weapons of mass destruction as prescribed under Vietnamese and international law when using dedicated deposit accounts at Woori Bank Vietnam.

b. Use only the dedicated deposit account (for each permitted foreign currency) opened at the Bank to conduct transactions in accordance with the Bank's policies and applicable laws.

c. Provide the Bank with confirmation documents issued by the State Bank of Vietnam regarding the registration or modification of foreign exchange transactions, within the required timeframe, for filing together with the account opening dossier (if applicable).

d. In the event of changing the dedicated deposit account due to a change in the financial institution providing the account services, the Customer is responsible for closing the account at the Bank, settling all balances, and transferring the remaining funds to the new dedicated deposit account within the legally required timeframe.

e. Present documents and evidence as requested by the Bank and/or competent regulatory authorities to demonstrate the purpose of the transactions, in accordance with legal requirements.

### 3.5 Use of Joint demand deposit account(s)

In addition to the provisions outlined in Clause 3.1, 3.2 and 3.3 of this Article, the use of joint demand deposit account(s) must comply with the terms of the **Agreement** and the following principles:

a. All joint account holders shall have equal rights and obligations over the joint demand deposit account. Transactions must be approved by all joint account holders. Each account holder is jointly and severally liable for all debts and obligations arising from the use of the joint demand deposit account(s).

b. Notifications regarding the use of joint demand deposit accounts shall be sent to all account holders unless otherwise agreed between the Bank and the joint account holders.

c. Each joint account holder may authorize another person to use the joint demand deposit account on their behalf, provided written consent is obtained from all other joint demand deposit account holder(s).

d. In the event that one of the joint demand deposit account holders is an entity that is dissolved, declared bankrupt, or ceases operations in accordance with the law, or one of the joint demand deposit account holders being an individual dies, is declared dead, missing or legally incapacitated, the rights and obligations related to the joint demand deposit account shall be resolved in accordance with the law.

e. In the case where joint account holders have different nationalities or residency statuses, the joint demand deposit account may only be used to the extent permitted by the relevant foreign exchange control laws applicable to all joint account holders.

f. The joint demand deposit account holders agree that:

(i) The joint demand deposit account shall be frozen upon the Bank receiving a written request from any one of the joint account holders regarding a dispute over the joint account(s).

(ii) The freeze on the joint account shall be lifted only upon written confirmation from all joint account holders that the dispute has been resolved.

g. Joint demand deposit account holders shall have other rights and obligations relating to the joint demand deposit account in accordance with the law.

## Article 4. ACCOUNT PASSBOOK

4.1 The Account Passbook shall be issued upon opening a demand deposit account, and the Account holder(s) is required to sign on the passbook.

4.2 In case of loss of the Account Passbook, the Customer must notify the Bank within 05 (five) working days from the date of loss. The Bank shall charge a fee for reissuing the passbook according to the fee schedule stipulated by the Bank.

4.3 The Customer must present the Account Passbook at the Bank when conducting any cash withdrawal transactions at the counter (applicable for accounts issued with a passbook). Transactions on the account shall be updated in the passbook each time it is presented at the Bank.

4.4 The Account Passbook is for reference purposes only and does not reflect the actual account balance at any given time. The passbook is

non-transferable and shall not be used as collateral.

4.5 The information recorded in the Account Passbook detailing transactions and the credit or debit balance of the account is considered accurate and legally binding for the Customer, except when the Bank receives a written request for correction of transaction information within 14 days from the transaction date (excluding card-related transactions).

4.6 The Account Passbook (for accounts issued with a passbook), secret code (if any), signature, and seal (if any) registered with the Bank are conditions required to perform transactions at the counter. The Customer is fully responsible for keeping these conditions confidential and shall bear full responsibility for any matters related to the account in the event of loss and/or if such conditions are disclosed to or used by others.

#### **Article 5. SECRET CODE**

5.1 The Account holder(s) registers a Secret Code (PIN number) when opening a demand deposit account. This Secret Code is mandatory for all Customer transactions related to the account as regulated by the Bank.

5.2 The Account holder(s) is responsible for managing the PIN number. In case of loss or suspected disclosure of the PIN number, the Account holder must immediately notify the Bank and submit a request to change the PIN number. The Account holder must be present at the Bank's transaction counter to set a new PIN number.

#### **Article 6. AUTHORIZATION IN USING ACCOUNT(S)**

6.1 The Account holder(s) may authorize each other or third parties to use the account in accordance with applicable laws and the Bank's regulations on account opening and usage.

6.2 Authorization must be made in writing in compliance with legal provisions on authorization and Woori Bank Vietnam's regulations in each period.

6.3 The Account holder(s) shall submit to the Bank a written authorization from the entity's legal representative, chief accountant (or person in charge of accounting), and individual(s) participating in the opening of the joint demand deposit account(s), together with documents, information, and data to verify the identity of the authorized individual in accordance with the Bank's regulations.

6.4 The authorized person shall have rights and responsibilities within the scope and duration of the authorization.

6.5 The authorized person must register information and specimen signatures according to Woori Bank Vietnam's regulations.

#### **Article 7: FREEZING AND TERMINATION OF FREEZING THE DEMAND DEPOSIT ACCOUNT(S)**

7.1 Freezing the demand deposit account(s): Woori Bank Vietnam shall freeze partial or entire balance in the Customer's demand deposit account in the following cases:

- As previously agreed between the Customer and the Bank or upon the Customer's request;
- Upon written decision or request by a competent authority in accordance with the law;
- When the Bank detects an error or mistake in crediting the Customer's demand deposit account or acts upon a request for a refund from a payment service provider due to an error or mistake compared to the payment order of the remitter. The amount frozen in the account shall not exceed the amount involved in the error or mistake;
- Upon written notice from one of the joint account holders, except in cases of prior written agreement between the Bank and all joint account holders;
- When the Customer has outstanding payment obligations to the Bank under contracts or agreements but fails to voluntarily fulfill such obligations (including repayment of principal, interest, fees, guarantee obligations and other financial obligations payable);
- When the Bank detects and reasonably assesses that the Customer used forged documents, information, or files to open the account, opened the account for suspicious purposes, or used the account for fraud, scams, or other illegal acts;
- In case any discrepancies or suspicious signs are detected during the process of opening and using the demand deposit account(s);
- Other cases as prescribed by law.

7.2 After freezing the account, the Bank must notify the Customer in writing or by other means chosen by the Bank about the reason and scope of the freezing (except where the competent authority requires the Bank not to notify the Customer). The frozen amount must be preserved and strictly controlled according to the freezing order. If only part of the account is frozen, the unfrozen portion may still be used normally.

7.3 Based on the freezing requests in Clause 7.1 of this Article, the Bank shall lift the account freeze:

- Upon the written agreement between the Customer and the Bank;
- Upon the competent authority's decision to terminate the freeze in accordance with the law;
- After the Bank has resolved the error or mistake regarding the transaction;
- Upon written notice of termination of the freeze from all joint demand deposit account holders or as previously agreed in writing between the Bank and the joint demand deposit account holders;
- When the Bank completes verification in cases of suspicion as specified in Clause 7.1 of this Article;
- Other cases as prescribed by law.

#### **Article 8: CLOSURE OF DEMAND DEPOSIT ACCOUNT(S) AND HANDLING OF INACTIVE ACCOUNT(S)**

8.1 Woori Bank Vietnam shall close a Customer's demand deposit account in the following cases:

- Upon written request for demand deposit account closure by the account holder(s), provided all obligations related to the account have been fulfilled;
- One of the joint demand deposit account holders who is an individual dies or is declared dead;
- If the entity holding the account ceases operations in accordance with legal regulations;
- If the account holder(s) breach any commitments or agreements regarding the opening and use of the account with the Bank;
- If the account fails to maintain the required minimum balance and has no transactions within a period specified by Woori Bank Vietnam at different times. The Bank shall notify the customer of the account closure due to inactivity via the Bank's website, email, or other communication channels as prescribed;
- If the customer violates prohibited conduct related to demand deposit accounts as stipulated in Decree No. 52/2024/ND-CP;
- If the Bank detects that the customer has used forged or impersonated documents to open or use the demand deposit account for fraudulent, deceptive, or other illegal purposes;
- Other cases as regulated by law and by Woori Bank Vietnam in each period.

8.2 After closing a demand deposit account, the Bank shall notify the account holder(s), legal representative, or lawful heir(s) in writing or by other chosen means (email/SMS/fax...) in the event that one of the individual account holders dies or is declared dead.

8.3 Remaining balances after account closure shall be handled as follows:

- Paid out according to the requests/agreements of the account holder(s) in the case of a joint account. In case one of the individual account holders dies or is declared dead, the Bank shall pay out according to the agreement between the remaining account holder and the lawful heirs of the dead account holder;
- Paid out according to prior agreement(s) between the Customer and the Bank;
- Paid out according to decisions by competent authorities as required by law;
- Handled according to legal regulations if the lawful beneficiary of the account balance has been notified but fails to claim the funds.

8.4 After closing the account, if the Customer wishes to use the account again, they must complete the account opening procedures in accordance with the laws and the Bank's regulations in effect at that time.

8.5 Closure of inactive account(s):

- An inactive account is one without any transactions during a certain period as specified by Woori Bank Vietnam (excluding automatic system-generated fee or interest transactions);
- In addition to regular account fees, a separate fee may be applied for inactive accounts (inactive account maintenance fee). This fee, if any, will be updated and publicly announced on Woori Bank Vietnam's service fee schedule on website;
- Inactive accounts may be closed after a certain period as regulated by Woori Bank Vietnam. The Bank shall notify the Customer about the closure via the Bank's website, email, or other prescribed channels.

#### **Article 9: SERVICE FEES**

##### **9.1. Service fees**

Fee(s)": include account management fees, transaction fees, and other related fees in accordance with the fee schedule publicly announced by Woori Bank Vietnam or as agreed between the Customer and the Bank.

##### **9.2. Service fee schedule**

a. The service fee schedule is stipulated by Woori Bank Vietnam in accordance with the applicable laws and may be amended from time to time. It is publicly announced on the official website of Woori Bank Vietnam and/or publicly posted at branches/service channels/other forms deemed appropriate by Woori Bank Vietnam.

b. Depending on the specific type of service, Woori Bank Vietnam will charge fees based on the service package, type of transaction, transaction amount, number of transactions, type of customer, etc.

### 9.3. Service fee collection

a. Service fees shall be collected by debiting the Customer's account at Woori Bank Vietnam. Depending on the type of fee and transaction, fees may be charged per transaction, periodically, automatically, or as otherwise agreed between the Customer and Woori Bank Vietnam. The Customer agrees to authorize Woori Bank Vietnam to automatically debit the account for the payment of service fees in accordance with the Bank's regulations.

b. Before performing a transaction, the Customer must ensure that their account has a sufficient balance to complete the transaction and pay the applicable fees. For fees collected automatically, Woori Bank Vietnam will debit the account registered for service fee collection. In case there is insufficient balance at the time of collection, Woori Bank Vietnam has the right to debit another account of the Customer at Woori Bank Vietnam or request the Customer to make payment by other means. The Customer commits to fully pay all relevant service fees to Woori Bank Vietnam within the required time limit.

## Article 10: RIGHTS AND OBLIGATIONS OF THE CUSTOMER

### 10.1. Rights of the Customer

a. To utilize the funds available in their account for the purpose of settling lawful and valid transactions within the limits of the available balance.

b. To select and use payment instruments, services, and payment utilities provided by the Bank.

c. To authorize the use of the account in compliance with applicable laws and the Bank's regulations.

d. To request the Bank to execute lawful and valid payment orders within the permitted scope of each type of account as prescribed by law, based on the presentation of supporting documents and evidence as required by the Bank (if any).

e. To be provided with information on payment transactions and account balances, to have the right to receive account documents, debit and credit advices, account transaction information, and account statements in accordance with Woori Bank Vietnam's regulations. The Customer may request the Bank to provide account documents and shall be responsible for payment of fees in accordance with the Bank's applicable fee schedule.

f. To request the Bank to provide guidance on the safe management and use of the account, and to respond to, handle inquiries and complaints during the account opening and usage process in accordance with the agreement with the Bank;

g. To request the Bank, in writing, to freeze, unfreeze, or close the account(s) in accordance with legal regulations.

h. To send a notice to the Bank in the event of a dispute arising between joint demand deposit account holders related to the Joint demand deposit account.

i. To exercise other rights under this Agreement, the Bank's regulations, applicable laws, and any prior written agreements between the Customer and the Bank that are not contrary to the law.

### 10.2. Obligations of the Customer

a. To provide complete and accurate information and promptly update any changes to such information, including signature specimens, seal specimens (if any), and relevant documents as required by the Bank for the purpose of opening and using the account at the Bank. The Customer shall bear all responsibility for any risks arising from failure to provide, update, or maintain complete, accurate, and timely information, as well as for any damages caused by themselves.

b. To comply with the regulations on opening and using account(s) in accordance with the provisions of law as well as the Bank's regulations and guidelines.

c. To maintain the minimum balance required by Woori Bank Vietnam.

d. To ensure sufficient available balance in the account for executing lawful payment orders and payment of fees as stipulated by Woori Bank Vietnam. In the event of an overdraft agreement with the Bank, the Customer shall fulfill all related obligations when utilizing amounts exceeding the account balance.

e. To bear full legal responsibility for the accuracy and truthfulness of information on payment documents provided to the Bank by the Customer;

f. To be liable for any damages resulting from errors, mistakes, or fraudulent use arising from the Customer's and/ or authorized user's fault in utilizing the payment services provided by the Bank.

g. Not to engage in prohibited acts relating to the opening and use of demand deposit accounts as prescribed under Article 8 of Decree No. 52/2024/ND-CP and its subsequent amendments or supplements.

h. To maintain proper bookkeeping, monitoring, reconciliation, and management of their account, account information, payment orders, and periodic bank documents related to their account.

i. To promptly notify Woori Bank Vietnam in the event of loss of the account passbook, or upon discovering any errors or discrepancies in their account(s), or when suspecting that the account(s) is being or may be misused or used for improper purposes.

j. To reimburse or cooperate with the Bank in reimbursing any funds erroneously credited to their demand deposit account.

k. Not to utilize the account for any transactions aimed at money laundering, terrorist financing, financing of weapons of mass destruction, fraud, scams, virtual currency transactions, or any other illegal activities.

l. To fully pay all fees in accordance with the fee schedule prescribed by the Bank from time to time within the required period.

m. To comply with laws and regulations concerning foreign exchange management, anti-money laundering, combating terrorist financing, prevention of financing for weapons of mass destruction, FATCA, and to properly manage, circulate, and store transaction documents; to ensure security measures in payment transactions as stipulated by the Bank and applicable law.

n. To manage by themselves the registered signatures and seals (if any) with the Bank and to be responsible in the event of such signatures or seals (including cases where (i) the seal is genuine seal but the signature is forged or (ii) the signature is genuine but the seal is forged), which results in loss of funds in their account(s) the account(s) being used for illegal transactions or giving rise to disputes with third parties.

o. To ensure that the individuals involved in the account opening and usage documents at the Bank agree to: (i) the Bank's processing of their personal data for purposes of account opening, use and management and/ or for the development of the Bank's customer base/ system, and/ or for the fulfillment of obligations of such individuals and/ or the Customer to the Bank (if any), or for other purposes consistent with the Bank's business operations and applicable laws; (ii) the method of processing personal data shall be determined by the Bank and/ or third parties from time to time in accordance with applicable laws; (iii) the commencement and determination of the processing of personal data shall be determined by the Bank and/ or third parties in compliance with applicable laws; (iv) exemption of the Bank from liability relating to personal data processing in compliance with applicable laws; (v) Any disputes or complaints related to the provision and processing of personal data shall be resolved directly between the Customer and the individual concerned; and (vi) The contents outlined in the Personal Data Protection and Processing Notice, and the Terms and Conditions on Personal Data Protection and Processing published on the Bank's website: [www.woori.com.vn](http://www.woori.com.vn);

p. To safeguard the confidentiality of account and transaction information, particularly in relation to authorized individuals, ensuring security in payment transactions.

q. To proactively access the Bank's official website or social media platforms for updates, warnings, and guidance regarding criminal methods and tactics in account opening and use, data security, and safe use of demand deposit accounts.

r. In the event the Customer requests cancellation of a transaction instruction already submitted, the Bank reserves the right to decide on providing support to the extent possible under banking regulations and practices. The Customer shall bear all responsibilities and costs arising therefrom, including cases where the beneficiary has already received the funds.

s. To fully understand and comply with foreign exchange regulations governing the opening and use of dedicated deposit account(s) for capital transactions. At the same time, the Customer shall use the ordinary demand deposit accounts exclusively for non-capital related receipts and payments, and dedicated deposit account(s) solely for capital-related transactions in accordance with applicable laws.

t. Other obligations under this Agreement, the Bank's regulations, applicable laws, and any agreements between the Customer and the Bank that comply with current legal provisions.

## Article 11: RIGHTS AND OBLIGATIONS OF THE BANK

### 11.1. Rights of the Bank

a. The Bank shall have the right to request the Customer to provide complete and necessary information and documents when applying to open an account and during the process of using the account(s) and services, in accordance with the Bank's management and control requirements and legal regulations.

- b. The Bank shall have the right to collect, verify, and store biometric information of the Customer's legal representative pursuant to applicable laws and the Bank's regulations in each period.
- c. The Bank shall have the right to refuse to execute cash withdrawal transactions and electronic payment transactions if the Customer's legal representative fails to conduct or complete the verification and matching of identification documents and biometric information in accordance with applicable laws and the Bank's regulations in each period.
- d. The Bank shall have the right to temporarily suspend payment and withdrawal transactions on the Customer's demand deposit account in case the Customer's identification documents have expired or are no longer valid.
- e. The Bank shall have the right to debit (deduct) the Customer's demand deposit account proactively in the following cases:
  - To collect due and overdue debts, interests, and fees arising during the management of the account and the provision of payment services (applicable to all Customer's accounts), and other cases as agreed in writing between the Bank, the Customer, and any third parties (if any). The Bank shall notify the Customer of the debit via one of the following methods: written notice, telephone, SMS, email, or fax according to the Customer's registered contact information.
  - To collect due and overdue debts, interest, and related fees concerning loans granted by the Bank to the Customer and/or loans for which the Customer is a guarantor.
  - Upon written request of competent state authorities for enforcement of administrative penalty decisions, judgments, tax collection, or fulfillment of other payment obligations in accordance with the law.
  - To make adjustments to entries that are incorrectly recorded, not properly reflecting their nature, or inconsistent with the lawful purposes of using the demand deposit account(s), and to notify the Customer thereof through one of the following means: telephone/ text message (SMS)/ email, using the contact information registered by the Customer with the Bank.
  - Upon detecting erroneous credit(s) to the Customer's account or upon cancellation requests from payment service providers due to detected errors compared to the payment order submitted by the remitter.
  - To make regular or periodic payments of the Account holder and other cases as agreed in writing between Woori Bank Vietnam, the Account holder, and any third parties.
  - To withhold taxes in accordance with FATCA regulations (if applicable).
  - Other cases related to fraud or deception upon conclusion by the competent authorities.
- f. The Bank has the right to refuse to execute Customer's payment orders in the following cases:
  - Illegal or invalid payment orders;
  - The Customer fails to fully comply with the payment procedure requirements; or elements on the payment order do not exactly match the details registered in the demand deposit account opening records or are not consistent with the agreements between the Customer and the Bank;
  - Insufficient available balance or exceeding the overdraft limit to execute the payment order;
  - Upon written request of competent state authorities or upon evidence of money laundering or terrorist financing activities according to anti-money laundering laws;
  - The account is fully blocked or the account is closed, or partially blocked with the unblocked portion having insufficient available balance to execute the payment orders;
  - Customer violating prohibited acts stipulated in Article 8 of Decree No. 52/2024/NĐ-CP and its amendments or supplements;
  - Account(s) used for virtual currency-related transactions;
  - The Customer refuses or fails to provide sufficient customer identification information as required by the Bank or when there is suspicion about the truthfulness of information and transaction purposes subject to special monitoring under anti-money laundering laws;
  - In cases where the demand deposit account shows signs of involvement in fraud, deception, or serving illegal purposes according to criteria stipulated by the Bank from time to time.
  - Other cases as prescribed by applicable laws and by the Bank from time to time, or as agreed between the Customer and the Bank in compliance with current legal regulations.
- g. The Bank shall re-verify Customer identification information and promptly apply measures in accordance with anti-money laundering regulations in the following cases:
  - The Customer exhibits suspicious signs under the Anti-Money Laundering Law;
  - The Bank has grounds to suspect the legality or validity of documents in the Customer's account opening dossier collected previously;
    - Information of the individual joint demand deposit account holder or legal representative appears on blacklists prescribed by anti-money laundering laws, fraud or scam suspicion lists of the State Bank's monitoring system, or lists provided by the Ministry of Public Security or other competent authorities (if any);
    - Information related to the demand deposit account or demand deposit account holder is inconsistent or unsuitable compared to data from competent authorities.
  - h. The Bank shall refuse transactions or temporarily suspend banking services and conduct authentication and re-verification procedures (such as requiring the Customer to visit the Bank's branch or other appropriate forms) when suspecting that the Customer's account is used for fraud, scams, or other unlawful purposes.
  - i. The Bank shall refuse requests to close or freeze the Customer's demand deposit account(s) when the Customer has not fulfilled payment obligations under enforcement decisions from competent authorities or has outstanding debts to the Bank.
  - j. The Bank shall stipulate minimum account balances, scope of use, usage methods, transaction limits, and publicly notify these regulations (by means chosen by the Bank) and provide detailed guidance for Customer awareness.
  - k. The Bank shall prescribe and implement safety and security measures during the process of opening and using account(s) in accordance with legal regulations;
  - l. The Bank shall be entitled to deliver advertisements relating to its products and services to the Customer through one or a combination of the following channels: written documents, email, text messages, telephone, or other methods as may be adopted by the Bank from time to time.
  - m. Other rights under this Agreement, the Bank's regulations, legal provisions, and prior written agreements between the Account holder(s) and the payment service provider, which do not violate current legal regulations.

#### 11.2. **Obligations of the Bank**

- a. To execute payment orders of the account holder(s) after verifying and controlling the legality and validity of the payment orders and supporting documents according to the Bank's regulations (if any);
- b. To keep and update duly the signature specimens and seals (if any) registered by the Customer for verification during account use.
- c. Timely credit the Customer's demand deposit account with incoming payment transfer orders, cash deposits; refund amounts mistakenly debited from the Customer's demand deposit account; coordinate to refund the amount(s) erroneously transferred into the Customer's demand deposit account upon request of the Bank or foreign bank's branch serving the remitter due to errors compared to the payment order issued by the remitter;
- d. To provide the Customer with complete and timely information about the balance, transactions, and transaction documents arising on the account, as well as any demand deposit account freezes, in the forms prescribed in this Agreement, and be responsible for the accuracy of the information provided;
- e. To periodically update Customer information or update and verify Customer identification information promptly upon notification of changes or when assessing high-risk Customers according to the Bank's criteria.
- f. To securely store account opening dossiers and transaction documents as prescribed by law.
- g. To ensure confidentiality of the Customer's personal information and data, or any personal data provided by the Customer together with all information relating to the Customer's account and account transactions, in compliance with applicable laws.
- h. To be liable for damages arising from:
  - Errors or negligence of the Bank, including failure to comply with legal regulations on safety and confidentiality in service provision;
  - The Bank's failure to comply with lawful orders from competent authorities concerning fraud, scams, or legal violations;
  - The Bank's failure to implement internal risk management measures in connection with the opening and use of demand deposit account(s), upon receipt of a written notice from a competent authority that the Customer or the Customer's account is related to fraud, scams, or violations of law.
- i. To comply with anti-money laundering, counter-terrorist financing laws, FATCA, and related legal provisions.
- j. To guide Customers on safe account usage, notify and explain to Customers about prohibited acts in opening and using demand deposit

account(s), and promptly respond to the Customer's inquiries and complaints regarding account opening and usage in accordance with legal regulations and this Agreement;

k. To develop internal regulations on account opening, usage, and maintaining minimum account balances. Provide guidance and public notification (in forms chosen by the Bank) so the Customer(s) are aware and comply;

l. Other obligations according to this Agreement, the Bank's regulations, legal provisions, and agreements between the Customer and the Bank consistent with current legal regulations.

**Article 12: INFORMATION DISCLOSURE AND NOTIFICATION METHODS**

12.1. The Customer shall have the right to request information regarding the account balance, transactions arising from the account, and other necessary information related to the use of the account. The Customer may submit a request for information directly at the Branches/Transaction Offices or via the telephone hotline of Woori Bank Vietnam, or through other methods deployed by Woori Bank Vietnam in each period. Upon receipt of a valid request from the Customer, Woori Bank Vietnam shall provide the requested information to the Customer in accordance with applicable laws and regulations.

12.2. The Bank shall notify the Customer of the refusal to execute any payment order and the reasons for such refusal in the event that the Customer's demand deposit account is frozen in whole or in part due to a freeze request from the Customer or a written request by a competent State authority; and shall notify the Customer of the expiry date and validity period of legal documents, identification documents, and other necessary information during the use of the account at the Bank. The Bank may choose to notify the Customer by one or a combination of the following methods: in writing, via email, SMS, telephone, or other methods deployed by the Bank in each period.

12.3. All notifications from Woori Bank Vietnam to the Customer under this Agreement shall be made by one of the contact methods implemented by Woori Bank Vietnam from time to time, including but not limited to the following methods: phone calls, text messages, or emails sent to the Customer's or the Customer's Legal Representative/Authorized Representative's registered email address in the Application Form.

12.4. The Bank shall provide information as requested by competent authorities in accordance with the law or with the Customer's consent.

**Article 13: TRANSACTION INVESTIGATION AND COMPLAINT HANDLING**

13.1. The Bank shall receive requests for transaction investigation and complaints from the Customer through the Woori Bank Vietnam hotline (1800 6003) and the Bank's transaction points.

13.2. The Customer shall have the right to request transaction investigation or complaints within a maximum period of 60 days (including non-business days) from the date of the disputed transaction.

13.3. Handling transaction investigation and complaints:

a. Within a maximum of 30 working days from the date of first receipt of the Customer's request for investigation or complaint, the Bank shall be responsible for handling the request. If the cause or party at fault cannot be determined by the expiry of the handling period, within the following 15 working days, the Bank shall negotiate with the Customer on the handling plan.

b. In cases where the loss incurred is not due to the fault of the Customer and/or does not fall under force majeure circumstances, the Bank is

responsible for reimbursing the Customer for the loss in accordance with the Agreement and applicable laws within a maximum of 5 working days from the date the investigation or complaint result is notified to the Customer.

c. If the case is suspected to involve criminal acts, the Bank shall report and

notify the competent State authorities as prescribed by law, and simultaneously inform the Customer of the handling status of the

investigation or complaint. If the competent State authorities notify that no

criminal elements are involved, within 15 working days from the date of

such conclusion, the Bank shall negotiate with the Customer on the handling

plan of the investigation and complaint result.

d. In case the Bank, the Customer, and related parties fail to reach an

agreement or disagree on the handling process, dispute resolution shall be

conducted in accordance with applicable laws.

e. The Bank is responsible for coordinating with other payment service

providers to promptly handle investigation requests related to payment orders

and direct debits: within 4 working days from the receipt of the investigation

request, the party receiving the request must respond to the requester with the

investigation result or execute the refund of the payment order containing the

investigation request information.

f. The Customer can check information, progress, and results of

investigation and complaint handling by calling Woori Bank Vietnam's

hotline (1800 6003); checking online via the Internet banking/Mobile

banking application; or visiting the Bank's transaction points directly.

**Article 14: DISPUTE RESOLUTION AND COMPENSATION FOR DAMAGES**

14.1. In the event of any dispute arising from or relating to the opening, use, or management of the account, the Customer and Woori Bank Vietnam shall resolve the matter through negotiation. If negotiation fails, either party shall have the right to submit the dispute to a competent court in Vietnam for resolution.

14.2. During the performance of this Agreement, any party that violates the provisions hereof and causes damage to the other party shall be responsible for fully compensating the injured party for such damage. The extent and limits of compensation shall be governed by applicable law.

**Article 15: GOVERNING LAW**

This Agreement is made, interpreted, and governed in accordance with the laws of Vietnam

**Article 16: MISCELLANEOUS PROVISIONS**

- In the event that the Bank makes any amendments or additions to any provisions of these Terms and Conditions, the Bank, at its discretion, shall notify the Customer in advance by one of the following methods: posting on the Bank's official Website and applications; via the email or phone number registered by the Customer with the Bank; or directly at the Bank's branches and transaction offices. The Customer has the right to terminate the Agreement with the Bank if they do not agree with those changes. If the Customer continues to use the services after the Bank announces the amendments or additions, it shall be understood that the Customer fully accepts those amendments or additions. Such amendments and additions form an integral part of these Terms and Conditions, and both Parties are responsible for complying with them.

- If any provision or condition of this Agreement is declared invalid or unenforceable, such invalidity or unenforceability shall not affect the validity of other provisions.

- This General Terms and Conditions is written in both Vietnamese and English. In the event of any inconsistency between the Vietnamese and English versions, the Vietnamese version shall prevail.