



TERMS AND CONDITIONS ON OPENING AND USING PAYMENT ACCOUNTS AND TERM DEPOSITS AT WOORI BANK VIETNAM LIMITED

Terms and conditions on opening and using payment account and term deposits at Woori Bank Vietnam limited (“Terms and Conditions”) are updated from time to time to ensure compliance with the legal regulations and products/services provided by Woori Vietnam Limited. Customer(s) should actively access to website www.woori.com.vn for the latest version of these Terms and conditions.

Terms and conditions shall be an integral part of Application on using products/ services that Customer(s) registered including but not limited to the following products and services: Application cum Agreement for opening and using payment accounts, term deposits and banking services, application on specific products and services at Woori Vietnam Limited.

Terms and conditions include two parts: (i) General provision; (ii) Detail Terms and Conditions applied to services related to payment account, term deposit.

I. GENERAL PROVISION

1. DEFINITIONS

In this Terms and conditions, the following terms are construed as follows:

- 1.1. “Woori Vietnam”/ “the Bank”:** is Woori Bank Vietnam Limited and Woori Bank Vietnam Limited’s Branches and Transaction offices.
- 1.2. “Customer(s)”:** is/are the individual(s) registering to open and use account services and/or other banking services (if any) at Woori Vietnam.
- 1.3. “Account”:** is customer’s account(s) opened and maintained at Woori Vietnam.
- 1.4. “Services”:** are all or any services provided by the Bank.
- 1.5. “Legal representatives”** mean parents of a minor; a guardian of a ward, a person appointed by competent courts to a person with limited legal capacity or other cases as prescribed by applicable law; legal representative of a legal entity.
- 1.6. “Authorized person”** means individual(s) or legal entities authorized on behalf of Customer(s) to carry out transactions related account(s) and/ or services at the Bank.

- 1.7.** “Account holder”: with respect to the individual’s account, the account holder is the individual opening the account.
- 1.8.** “Joint payment account” or “Co-owner account” (hereinafter referred as “Joint payment account”): is the account opened by at least two entities or more. This entity can be an individual or organization. The purpose of using the joint payment account, rights and responsibilities between the entities and the relevant regulations must be stipulated clearly in documents accepted by the Bank.
- 1.9.** “Account passbook”: is the passbook issued by the Bank to the Customer(s) upon opening account at counter to present information of account opened by the Bank and ’s transactions and summary of information about account transactions according to the Bank regulations when requested by Customer(s).
- 1.10.** FATCA: is the Foreign Account Tax Compliance Act of United States Government.
- 1.11.** “Force Majeure Event” or “ Force Majeure Case” means any event(s) which is unpredictable and unpreventable despite of performing all applicable methods and abilities, including of fires, floods, earthquake, hurricanes, or any natural disasters; pandemic, social distancing; strikes or other labor disputes incurred; war, revolution, terrorism or rebellions; changes of law or any orders of competent authorities; accidents of the technical system, supporting system or any related systems of the Bank or bank’s service provider; vandalism; network disruption, power failure and other force majeure events in accordance with the law.

2. SCOPE OF APPLICATION

The terms and conditions on opening and using payment account and term deposits are applied to the opening and using of all payment accounts and term deposits provided by Woori Vietnam for individual customer opening accounts at any transaction offices of Woori Vietnam.

3. GENERAL PROVISIONS

- 3.1.** The Customer(s) agrees to provide all documents, information and data as the Bank's requests complying with the regulation of the applicable law and the Bank from time to time. The Customer(s) represents and warrants to the Bank that all of documents, information and data provided to the Bank for opening accounts and/or application for opening, using any product(s) and/or service(s) of the Bank are accurate and truthful.
- 3.2.** The Customer(s) confirms to update promptly to the Bank (by writing according to the Bank's form or other notification channels/means provided/used by the Bank) any changes including but not limited to all information about: (i) name, address, citizen identification/passport, visa, mobile phone number, email and other information registered with the Bank; (ii) the termination and change of the legal representative or legal authorized person; (iii) any suspicion and/or detection of that any information which is used for transaction with the Bank is disclosed, stolen and/or not ensured the privacy policy. The Bank is not responsible for any consequences that may occur due to the Customer(s) providing inaccurate, incomplete, untruthful information, not updating information or not notifying immediately upon any suspicion and/or detection that the information is disclosed, stolen and/or not ensured the privacy policy
- 3.3.** The Customer(s) agrees to comply with regulations, instructions and procedures of the Bank from time to time which are related to operate and use any accounts or products or services in accordance with Terms and Conditions for using bank services, including of any procedures of information verification, clarification/ identity check and other security procedures that the Bank may use to establish the authenticity of instructions or prior to implement any service or a part of service.
- 3.4.** The Customer(s) confirms that the Bank is entitled to use any information provided by the Customer(s) for the purpose of contacting the customer in necessary circumstances. Customer(s) agrees to allow the Bank to send information of banking products and services and notifications of the Bank through email, mobile phone or other address channel that Customer(s) registered with the Bank in compliance with applicable law.

- 3.5.** The Bank is entitled to refuse to open an account, refuse/ terminate to provide services or refuse any transactions or any other instructions in compliance with applicable law if the Customer(s) does not comply with the agreement between the Bank and the Customer(s) or the regulations of the Bank which are published at branches, transaction offices and/or on the Bank's website, internet banking services application regarding to the accounts/services and/or transactions violating the laws of Vietnam.
- 3.6.** The Bank is fully entitled to amend, supplement or remove any parts or the entire content of this Terms and Conditions related to any accounts or services provided by the Bank
- 3.7.** The Customer(s) information shall be secured and confidential except as otherwise agreed and/or as otherwise provided by applicable laws and/or as required by competent state authorities.
- 3.8.** The Customer(s) agrees immediately upon signing/ confirming agreement on any application for any account/ term deposit or service provided by the Bank, these Terms and Conditions shall be an integral part of the contract/ agreement on opening and using payment accounts/ term deposits or that service and constitute a part of the agreement between the Customer(s) and the Bank about opening and using payment account/ term deposit or that service;
- 3.9.** The Customer(s) agrees that the Bank shall be entitled to change, and/or amend and/or adjust these Terms and Conditions as well as other services. When these events occur, the Bank will notice to Customer(s) through the publication of the updated Terms and Conditions at the Bank's Branches/ Transaction Offices or on website www.woori.com.vn, online banking application or the Bank will send notification to Customer(s) through one of means such as email, mobile phone, SMS through the number of mobile of Customer(s), or notice by other methods that the Bank considers appropriate. Customer(s) confirms to update actively Terms and Conditions and all changes, amendments, adjustments to services according to the notification of the Bank; if Customer(s) does not agree, Customer(s) shall be entitled to negotiate with the Bank to terminate using account or related services. If Customer(s) continues using products/services after the Bank notices about changes, supplements or

adjustments, it means that Customer(s) accepts completely all the adjustments and supplements. Customer(s) is responsible for all costs incurred and obligations specified in these Terms and Conditions until all payments are made in full. Customer(s) acknowledges having been duly guided by the Bank and having read and understood all regulations on opening and using account and contents related to account listed at the counter and website of the Bank.

3.10. All terms and conditions of these Terms and Conditions are adjusted and explained by the laws of Vietnam. If any terms and conditions in these Terms and Conditions is declared to be invalid or unenforceable, this shall not invalidate other provisions.

3.11. These Terms and Conditions are made in English and Vietnamese. In case of any discrepancy between the English and Vietnamese version, the Vietnamese version shall prevail.

3.12. Any notice, correspondence or other communication from Woori Vietnam to the Customer(s) may be given by sending/ communicating to the address, phone number, email or other means of communication registered in the Application on using account or banking service or in customer's notice to Woori Vietnam in written and will be deemed duly received by the Customer(s) based on: the date or the attempted date of document/ letter delivery in case that documents are sent by post or by express delivery; the sending date in case of being sent by email, SMS, or the date of communicating via phone or via Mobile Banking application or other electronic means as notified by the Bank; or the date of announcement in case of publishing on website of Woori Vietnam at www.woori.com.vn or the date of announcement/ promulgation at any Branches/ Transaction offices of Woori Vietnam. Customer(s) undertakes and is obliged to read, update all notices/ information that the Bank sent to Customer(s) by one of above methods

3.13. General conditions for accounts of individuals under 15 years old:

- a. Rights and obligations of the legal representative of the account holder under 15 years old

- i) The legal representative is entitled to use (but not authorize to other person) the account of individuals under 15 years old which he/she acts as legal representative;
 - ii) The legal representative is responsible for using the account of the individual under 15 years old for the benefit of that individual;
 - iii) The legal representative is liable to compensate the Bank for any losses caused by the legal representative or the individual under 15 years old.
- b. In case there is any change of the legal representative, the old and the new one must visit the Bank and submit required documents before making any transaction.
 - c. If the legal representative dies, is declared dead or, goes missing, is declared missing or loss of civil act capacity, limited civil capacity, the change of legal representative shall be subjected to the decision of the competent authorities and/or regulations of the applicable laws.
 - d. The Bank shall be entitled to close the accounts of individuals less than 15 years old upon the request in written by the legal representative unless otherwise not allowed to close the account stipulated in this Terms and conditions or regulations of the applicable laws.

3.14. Contents not mentioned in these Terms and Conditions will be implemented in accordance with the provisions of applicable laws of Vietnam.

4. GOVERNING LAW

This Terms and Conditions and Application cum Agreement for opening and using payment accounts, term deposits and banking services, are made and governed by the applicable law of Vietnam.

II. SPECIFIC TERMS AND CONDITIONS

5. PROVISION ON OPENING AND USING AN ACCOUNT

5.1. Provision on opening a payment account

- a. Any individual is entitled to open an account at Woori Vietnam in accordance with the Bank's regulations and is obliged to comply with the applicable laws, internal regulation of the Bank on opening and using an account.
- b. The Customer(s) must provide necessary documents for opening an account on the request of the Bank in order to open an account. The declared elements in the account opening documents must be accurate and true. The Customer(s) is responsible for the registered elements in the account opening documents, documents provided for the Bank.
- c. Upon completion of the verification of the legality and validity, the reconciliation to ensure the accuracy and consistency of the document, information and data provided by the Customer(s); conducting comparison and verification of customer identification information in accordance with the provisions of applicable laws on anti-money laundering, as well as verifying and matching the biometric information of the account holder or the legal representative of the account holder in accordance with applicable laws, the Bank shall implement the following steps:
 - i) If the documents, information and data are sufficient, accurate and legal, the Bank provides to Customer(s) Application cum Agreement for opening and using payment accounts, term deposits and banking services according to the form of the Bank. The Customer(s) fills in the information, signs in the Application form and registers signature specimen of the account holder and authorized person (if any), the seal (if any). If Customer(s) opens account via online means, opening and using account shall comply with the Bank's the regulation of opening and using an account via online means from time to time.
 - ii) If documents, information and data for opening an account are insufficient, not accurate or inconsistent, the Bank shall notify Customer(s) to check and complete file or refuse to open a payment account and clarify the reason for Customer(s) to know.
 - iii) If Customer(s) is detected using documents, information and data which are fake or illegal or is included in a blacklist in accordance with anti-money laundering laws, the Bank

reports to the competent authorities and handled in accordance with the provisions of applicable laws.

- d. The Bank shall implement to open an account for Customer(s) who meets all conditions.

5.2. Provision on using of account

- a. Minimum balance: Customer(s) must maintain minimum balance on the account in accordance with the regulations of Woori Vietnam from time to time as published on the website www.woori.com.vn.

- b. Interest rate:

- i) Customer(s) is entitled to the interest (if any) accrued from the actual balance at interest rate announced and publicly posted by Woori Vietnam or notice to Customer(s) from time to time. The payment of interest depends on agreement between the Bank and Customer(s) in accordance with the Bank's internal regulations and principle that the interest rate does not exceed the maximum deposit interest rate (if any) as stipulated by the State Bank in each period. In case the account has been blocked or escrowed for certain purposes, the interest rate shall be applied as stipulated by Woori Vietnam's regulation or accorded to agreement between Woori Vietnam and Customer(s) (if any).

- ii) Interest calculation method:

- ✓ Term for interest calculation: is determined from the date Woori Vietnam receiving the deposit to the day the before the date that Woori Vietnam fully pays the deposit. The time for determining the balance to calculate the interest is at the end of each day within the interest calculation period.
- ✓ Actual balance: is the balance of customer's account at Woori Vietnam at the end of the interest calculation day.
- ✓ Days maintaining actual balance: is the number of days for which the actual balance at the end of each day is constant.
- ✓ Interest rate for interest calculation: is interest rate that is stipulated in point (i) clause 5.2b of this Article, calculated by %/year (annual interest rate); on the basis of one year is

three hundred and sixty-five days (365 days).

- ✓ Interest calculation formula:

$$\text{Interest} = \sum [\text{Actual balance} \times \text{Interest rate for interest calculation} \times \text{Days maintaining actual balance}] \div 365$$

- c. Fees: include account management fee, account transaction fee and other relevant fees in accordance with the fee schedule announced and publicly posted by Woori Vietnam at www.woori.com.vn from time to time or under the agreements between Customer(s) and Woori Vietnam.
- d. Authorization: the account holder or the account holders (joint payment account) may authorize each other or other person to use the account in accordance with provisions of the laws and the Bank's procedure on opening and using an account. The authorized person has the rights and responsibilities within the scope of authorization and term of authorization. The authorized person shall be ultimately responsible to the Bank and before the law. The authorization must be made in writings at the Bank or be notarized, certified in accordance with the provisions of applicable laws on authorization and in compliance with Woori Vietnam's regulation from time to time. Authorized person must register information and signature specimen as Woori Vietnam's regulations.
- e. Scope, payment account transaction limit: The Customer(s) is entitled to use the available balance in the account opened Woori Vietnam through withdrawal, deposit, transfer order; legal, valid payment, in accordance with the registered signature and electronic transaction authentication methods as prescribed by applicable laws.
- f. Account passbook (for account registers for passbook), PIN (if any), signature is some of the conditions for conducting transactions on the bank account; Customer(s) takes all responsibility for keeping these conditions confidential and takes all responsibility related to the account in case of losing and/or allowing other person(s) using any of aforementioned conditions.

- g. Account holder is entitled to use the payment account to deposit, withdraw cash and to request the bank to provide payment services via account, including: providing payment instruments, performing payment services such as checks, payment orders, standing order, collection order, direct debits, bank cards, wire transfers, collection and payment services, and other value-added services in compliance with applicable laws. Customer(s) is responsible for retaining transaction documents for reconciliation purposes when necessary.
- h. The usage of payment accounts by individual under 15 years old, individual with limited civil capability, incapacitated individuals, individual having limited cognitive, behavioral control capability must be done by the legal representative. Representative executes payment transaction via payment account of the represented person in accordance with civil law on guardianship and representation.
- i. The use of payment accounts opened for the purpose of monitoring escrow deposits, ensuring solvency, and other purposes as prescribed by the provisions of applicable laws must ensure compliance with to relevant laws. The Bank shall not proactively debit and escrow deposits, balance of payment guarantee accounts, and balance for ensuring the implementation of obligation as prescribed by the provisions of applicable laws, except for escrow deposits and balance for ensuring the implementation of obligation for the Bank.
- j. The use of joint payment account must adhere to the terms and conditions set forth in the management of agreement (or contract); the use of joint account by account holders, and the following principles:
 - i) Co-holders share equal rights and responsibilities to the joint account and the use of the joint payment account must be approved by all co-holders. Each account holder is responsible for all debt obligations that arise from the use of joint payment account;
 - ii) Notifications pertaining to the use of the joint payment account must be sent to all co-holders unless otherwise agreed between the Bank and the co-holders of the joint payment account;

- iii) Each account holder may authorize another person (including the other holders of the joint payment account) to use the joint account on their behalf as long as written consent of all other co-holders is provided;
- iv) When an individual among co-holders dies or is declared dead, declared missing, or loss of civil act capacity, or the organization named as a joint account holder is dissolved, goes bankrupt, or is ceases operations as prescribed by applicable laws, the right to use the joint payment account and obligations that arise from the use of joint payment account shall conform to regulations of the law;
- v) In case that co-holders of the joint payment account have different nationality and residential status, the joint payment account may only be used within the scope permitted by all co-holders in accordance with foreign exchange management laws.
- vi) The name of the joint payment account must reflect the names of the account holders and must not duplicate the names of payment account of other individuals, organizations.
- k. The Bank shall not be liable to compensate the Customer(s) for any loss or damages of the customer as a result of Bank's execution of any transaction/payment/transfer/withdrawal instructions that are forged or fraudulent, after the Bank has duly verified and authenticated such instructions in accordance with the procedures prescribed by laws, except for the Bank's fault or in circumstances when the Bank has received a written notification from the Customer(s) that one of above transaction conditions is lost or disclosed to an unauthorized person prior executing such instructions and request the Bank to block/suspend debit transactions on the account.

6. ACCOUNT BLOCKING

6.1. Account blocking: Woori Vietnam shall block a part or entire of the amount on Customer(s)'s account in following cases:

- a. According to the prior agreement between joint payment account holder(s) and the Bank or on the request of account holder(s);
 - b. When there are decisions or written requests from competent authorities as prescribed by the law;
 - c. The Bank discovers any mistake or error resulting in an incorrect credit to the Customer(s)'s payment account or upon request from a payment service provider to return the funds due to any discrepancy or error in comparison with the payment order after crediting to the Customer(s)'s account. The blocked amount shall not exceed the amount on the error remittance order;
 - d. When there are requests for the block from one of the joint payment account holder(s), excluding cases where there are prior written agreements between the Bank and joint payment account holder(s);
 - e. The Bank detects or has reasonable grounds to suspect/ assess that Customer(s) uses fake identification documents to open an account or open an account on behalf of another person for their use;
 - f. Woori Vietnam suspects and assesses that the Customer(s) opened an account with suspicious purposes;
 - g. Woori Vietnam has grounds to suspect and assess that the Customer(s)'s account has generated transactions that are fraudulent, deceptive or in violation with applicable laws;
 - h. Woori Vietnam detects any discrepancies or signs of irregularities during the process of opening and using the account;
 - i. Cases will be blocked in accordance with applicable laws on anti-terrorism, counter-proliferation of weapons of mass destruction and anti-money laundering;
- 6.2.** After blocking the account, the Bank shall send a notice (in writing or other method as registered by Customer(s)) to the joint payment account holder or the legal representative, the guardian of the account holder about the reason and scope of account blocking (unless otherwise provided by laws or the competent authority issues a written request requiring the

Bank to not notify Customer(s) about payment account blocking); the blocked amount on the account must be preserved and strictly controlled in accordance with the terms of the block.

In case where the account is partially blocked with part of amount, the other part of the account that not be blocked may still be used as usual.

6.3. Woori Vietnam shall end the block of an account when one of following conditions is satisfied:

- a. There are written agreements between payment account holder(s) and the Bank/ Branch/ Transaction office;
- b. There are decisions to terminate the block of competent authorities as prescribed by the law;
- c. The mistakes and errors in transfer payment are processed according to point c - clause 1 of this Article;
- d. There are requests for the termination of the block from all of the joint payment account holders or prior written agreements between the Bank and the joint payment account holders;
- e. In the event of the account blocking as stipulated at point e, f, g and h – clause 1 of this article, the termination of account blocking shall be process as confirmed by the competent authority that the identification documents are not forged or the account is not involved in fraudulent activities, or the Bank assesses that it is not longer necessary to maintain the account blocking;
- f. In the event of the account blocking as stipulated at point i – clause 1 this article, the termination of account blocking shall be processed as prescribed by the provisions of applicable laws on anti-money laundering, counter-terrorism and counter-terrorist financing; counter-proliferation of weapons of mass destruction or other applicable laws.

7. ACCOUNT CLOSING AND INACTIVE ACCOUNTS HANDLING

7.1. Woori Vietnam shall close account of Customer(s) in following cases:

- a. Payment account holder(s) submit requests and have adequately fulfilled obligations related to the payment account;

- b. Payment account holder(s) was dead or are announced to be dead;
- c. Payment account holder(s) violated the prohibited behavior about payment account in accordance with provision of the laws or violated commitment or agreements with the Bank;
- d. The Bank detects that Customer(s) used fake documents, impersonated another person to open and use account for fraudulent, deceptive purposes or other illegal activities;
- e. The account does not maintain enough balance and does not arise any transaction in a certain period of time according to the regulation of the Bank;
- f. Cases as agreed under prior written agreements between payment account holder(s) and the Bank;
- g. Other cases as prescribed by the law.

7.2. Customer(s) cannot close the account on the same the day it is opened.

7.3. After closing account, the Bank notifies the account holder, the account holder's legal representative or provides information about the payment account, deposit to notary office/ competent authority to distribute inheritance on the request of one of lawful heirs or provides information related to the payment account, deposit to all/ any lawful heir who request such information as stipulated in the account holder's valid will, in case that the payment account holder, being an individual, died or is declared as dead, subject to compliance with regulations on person data protection, other applicable laws and the Bank's internal manual.

7.4. The remaining balance after the account is closed shall be handled as following:

- a. Handling as prior agreement between payment account holder and the Bank. In case the account is closed as stipulated at point b, clause 7.1 above, Customer(s) and the Bank agree that the Bank is entitled to automatically debit the remaining balance in the account to settle any outstanding financial obligations of the Customer(s) at the Bank, including but not limited to payment obligations of credit card outstanding balance, loan repayment, and other payment obligations related to the loan at the Bank if any.
- b. Making payment as requested by the account holder; or making payment as requested by the guardian, legal representative of the account holder in case the account holder is under 15

years old, or is restricted in civil act capacity, or loss of civil act capacity, a person with difficulty in perception and behavioral control; or making payment as requested by the heir, the heir's representative in case the account holder dies, is declared as dead.

- c. Making payment under the decision of the competent authority in accordance with the provision of the laws.
- d. The Bank shall handle in accordance with applicable laws in case the legal beneficiary of the balance on the account has already been notified but failed to come up to receive or as per a prior written agreement with the account holder in conformity with applicable laws;
- e. Transferring to a suspense account pending process if the account is closed due to Customer(s)'s violation of the law in payment or violation of the agreement with the Bank or the account related to fraud has the result of checking, processing from competent authority that request to close the account or other cases that account holder(s) does not come to receive the remaining balance when closing account;
- f. After closing account, if the Customer(s) has a demand for using an account, he/she shall be required to implement the procedures for opening an account in accordance with the Bank's regulations on opening and using payment account.

7.5. Inactive accounts handling:

- a. Inactive account: is an account that does not have any transaction within a certain period of time in accordance with regulation of Woori Vietnam from time to time (excluding automatic fee/ interest collection transactions from the Bank's system);
- b. In addition to the service fees applicable to accounts opened at Woori Vietnam, the Bank may charge a separated fee for inactive accounts (inactive account management fee). Inactive account management fee (if any) will be updated by Woori Vietnam on the service fee schedule from time to time and be posted on the Bank's website www.woori.com.vn.
- c. Inactive accounts may be closed/ handled after a certain period of time in accordance with regulations of Woori Vietnam from time to time. The Bank will notify the closing of the

inactive account to the Customer(s) through Woori Vietnam's website www.woori.com.vn, email to Customer(s) or any other method in accordance with the Bank's regulations.

8. PROVISION ON TERM DEPOSIT ACCOUNT

8.1. Principal and interest payment method:

- a. For each product of the Bank, interest on a term deposit account may be pre-paid at the time that the term deposit account is successfully opened, or paid monthly or on the maturity date of term deposit;
- b. Premature withdrawal of a deposit: is when Customer(s) withdraws a part or all of the deposit before the maturity date of such deposit;
- c. Interest rates on premature withdrawal of deposits:
 - i) When a Customer(s) withdraws all of the deposit: apply the lowest interest rate of demand deposit account based on the type of Customer(s) and/or currency for the actual deposit term in accordance with the Bank's regulation at the time premature withdraw;
 - ii) When a Customer(s) withdraws a part of the deposit (apply for products that allow Customer(s) to withdraw a part of the deposit before the maturity date):
 - ✓ Regarding the part of withdrawn deposit before maturity: apply the lowest interest rate of demand deposits account based on the type of Customer(s) and/or currency for the actual deposit term in accordance with the Bank's regulation at the time premature withdraw;
 - ✓ Regarding the remaining deposit: continue applying the interest rate same as the interest rate being applied to the deposit until the maturity date;
- d. For prepaid interest time deposit or periodic interest payment deposit, if Customer(s) withdraws before the maturity date, the deposit is applied the lowest interest rate of demand deposits account based on the type of Customer(s). The Customer(s) has to return the interest

- margin between received interest amount and actual earned interest amount, and agrees to allow the Bank to automatically deduct from the principal amount at the time of withdrawal;
- e. Premature withdrawal of deposits shall be complied with the regulations for each deposit product provided by Woori Vietnam and be notified the Customer(s) at the time of deposit registration. Term Deposit Accounts are applied in accordance with specific regulations of each product at the time of deposit registration, and not be subjected to the regulation applicable for such product as amended after the deposit placement date.
 - f. Settlement at maturity: Customer(s) shall receive the full principal amount deposited and interest amount (if any) on maturity date in accordance with the Bank's regulation. For regular installment deposit product, the Customer(s) must complete the required number of accumulation periods within the deposit term, and both the target deposit amount and the periodic deposit amount shall remain fixed as at the first deposit period in order to be entitled to the term interest rate. If Customer(s) fails to complete the required accumulation periods and/or the target deposit amount, the applicable interest rate for the product is the non-term interest rate of the Bank from time to time and shall be applied to the entire deposit amount of the product.

8.2. Interest rate and interest calculation method:

- a. Interest rate:
 - Customer(s) is entitled to interest (if any) on the actual account balance at the interest rate announced and publicly posted or notify to Customer(s) by Woori Vietnam from time to time. The interest payment shall be made in accordance with the agreement between the Banks and the Customer(s), subject to the Bank's internal regulations and not exceed the applicable maximum deposit interest rate (if any) as prescribed by the State Bank of Vietnam from time to time. The applicable interest rate in case the deposit balance of Customer(s)' account is blocked or held as collateral for specified purposes shall be implemented in accordance with Woori Vietnam's regulation or agreement between Woori Vietnam and the Customer(s) (if any).

b. Interest calculation method:

- ✓ Term for interest calculation: is determined from the date Woori Vietnam receiving the deposit to the day the before the date that Woori Vietnam fully pays the deposit. The time for determining the balance to calculate the interest is at the end of each day within the interest calculation period.
- ✓ Actual balance: is the balance of customer's account at Woori Vietnam at the end of the interest calculation day.
- ✓ Days maintaining actual balance: is the number of days for which the actual balance at the end of each day is constant.
- ✓ Interest rate for interest calculation: is interest rate that is stipulated in item (i) - point b - clause 8.2 – this article 8, calculated by %/year (annual interest rate); on the basis of one year is three hundred and sixty-five days (365 days).
- ✓ Interest calculation formula:

$$\text{Interest} = \sum [\text{Actual balance} \times \text{Interest rate for interest calculation} \times \text{Days maintaining actual balance}] \div 365$$

8.3. Term Deposit rollover:

- a. In case Customer(s) registers auto rollover term deposit at the time opening account, on the maturity date:
- In case Customer(s) registers principal rollover, no interest rollover: principal amount will be automatically rolled as initial deposit term and interest amount (if any) will be deposited to Customer(s)'s payment account registered with the Bank;
 - In case Customer(s) registers rollover principal and interest, principal and interest amount (if any) will be automatically rollover as initial deposit term;
 - Interest rate is applied for rollover cases is at actual applied interest rate of the product at the time of rollover.
 - With non-residence foreigner and residence foreigner individual, the deposit period agreed for renewal shall not exceed the remaining validity period of the visa or any other documents

determining the permitted period of stay. In case the deposit is not eligible for term extension, from the maturity date, the principal amount shall be applied non-term deposit interest rate in accordance with the Bank's regulation from time to time.

- b. In case Customer(s) does not register for automatic rollover or the term deposit product does not allow for automatic rollover, principal and interest amount (if any) will be transferred to Customer(s)'s payment account on maturity date.

8.4. Handling in case Customer(s)'s payment account is blocked, closed:

- a. When the payment account of Customer(s) is closed: At the maturity of the Customer(s)'s term deposit, Customer(s) can transfer the amount to other payment account at the Bank or other credit institutions on the request of the customer by written or direct visit to the nearest Branch/ Transaction Office for receiving by cash.
- b. When part or all balance amount of the payment account is blocked (related to pledge, mortgage, issuing a guarantee, opening credit card or arising from some mistakes in payment or other agreement): When the Customer(s)'s term deposit account matures; Customer(s) can transfer the amount to the blocked payment account at the Bank or other payment account at Woori Vietnam or at other credit institutions on the request of the customer by written, unless otherwise agreed or otherwise prescribed by the provisions of applicable laws.

8.5. Handling in case account passbook/ certificate of deposit is crumpled, torn, lost:

- a. In case the account passbook/ certificate of deposit is crumpled, torn; Customer(s) shall visit the nearest Branch/ Transaction Office to submit application for re-issue due to be crumpled, torn; as well as presents and returns to the Bank the original account passbook/ certificate of deposit in order to exchange new account passbook/ certificate of deposit with same original content and must pay all re-issuance fee.
- b. In case account passbook/ certificate of deposit is lost, Customer(s) shall immediately inform Woori Vietnam and visit the nearest Bank/ Transaction Office to submit application for re-issue due to be lost for re-issuing new account passbook/ certificate of deposit with same original content and must pay all re-issuance fee.

8.6. Using term deposit as collateral: unless restricted by any regulations of the State or applicable laws; subject to the Bank's approval, Customer(s) can use part or total amount of their own term deposit as collateral for the loan of Customer(s) or the third party at the Bank or other credit institutions if approved by that institution and the Bank and pay all related fee in accordance with the Bank's regulation (if any). Customer(s) commits that in case any due obligations are not duly repaid, the Bank shall be entitled to debit Customer(s)'s term deposit account to recover/ settle the debt. This case is considered as premature termination and the interest rate for premature termination deposit will be applied in accordance with the Bank's regulation.

8.7. Transferring ownership of term deposit:

- a. Customer(s) only transfers ownership total amount of term deposit (not applicable for part of term deposit) through Transfer Ownership Request form that notarized or directly signed between Customer(s) and ownership transferee at the Bank under the witness of Bank's tellers;
- b. Transfer Ownership Request form must include: transfer time; name, address, Citizen Identity Card/ Identity Card/ Personal Identification/ Passport of the transferor and transferee; transferred amount, validity period of Transfer Ownership Request form;
- c. Branch will record and implement to transfer ownership on the maturity date of term deposit: In accordance with the information stated in the Transfer Ownership Request Form, the Teller will transfer total principal and interest amount (if any) on maturity date to transferee's payment account and open a term deposit account for transferee as usual;
- d. Transferee's payment account must comply with the regulation of the term deposit entity, the internal regulation of the Bank and other applicable laws.

8.8. Method of term deposit search: Customer(s) can search their term deposit information through calling to Woori Vietnam Call Center (1800-6003), searching online on Online Banking platform/ application/ Mobile Banking or direct visit to the nearest Woori Vietnam branches/transaction offices.

8.9. Deposit and withdraw term deposits through electronic methods:

- a. Customer(s) can request to deposit through electronic methods (Online Banking platform/ application, Mobile Banking, ...) which directly connected to Customer(s)' payment account at the Bank.
- b. Premature termination of deposit: Customer(s) is entitled to the lowest non-term deposit interest rate for the entire deposit amount, based on the actual deposit period;
- c. Settlement at maturity: Customer(s) is entitled to the entire principal and interest amount on maturity date.
- d. The Bank must ensure the stability of system, security devices for opening and withdrawing term deposit account accurately and safely for Customer(s) as well as for banking operation.
- e. The Bank ensures a full record of information related to opening and withdrawing term deposit account by electronic methods in order to meet Customer(s)'s needs in respect of checking, reconciling and settling disputes.

9. ACCOUNT PASSBOOK

9.1 Account passbook is issued when Customer(s) opens an account at the counter, and account holder must sign in the account passbook.

9.2 In case of losing account passbook, Customer(s) must notify the Bank within 5 (five) working days from date of losing account passbook. The issuance of new account passbook will be charged fee according to the Bank's fee schedule.

9.3 Customer(s) must present the account passbook when making any withdrawal transactions at the Bank's counter (if applicable). Account transactions will be updated in the passbook whenever the passbook is presented at the Bank.

9.4 Account passbook is for reference, not accurately reflect the actual account balance at a specific time.

9.5 Information recorded on the account passbook reflects, credit or debit balance of an account shall be deemed accurate and binding on the Customer(s), unless the Bank receives a

document requesting for correction of transaction information within 14 days from the transaction date (excluding card-related transactions)

9.6 Account passbook is not transferable and not allowed to use as ownership documents of the collateral without the Bank's approval.

10. PERSONAL IDENTIFICATION NUMBER OF ACCOUNT

10.1. Account holder(s) registers for personal identification number of the account (PIN) in accordance with the Bank's requirement when opens an account. This PIN is required for all transactions of Customer(s)'s account in accordance with the Bank's regulations.

10.2. Account holder(s) is responsible for managing the PIN. In case of losing PIN or the PIN is supposed to be disclosed, account holder(s) must inform the Bank immediately and submit request to change the PIN. The Bank will implement to issue new PIN after completion the procedures to verify the customer.

11. RIGHTS AND OBLIGATION OF THE CUSTOMER(S)

11.1. Rights of the Customer(s)

- a. The Customer(s) has the right to use the amount on his/her account to pay the legal transactions within the available balance;
- b. The Customer(s) has the right to choose the means of payment, payment services and facility provided by the Bank;
- c. The Customer(s) has the right to authorize one or more entities to use the account. The authorization must be made in accordance with the provisions of point d – clause 2 - article 5 of the Terms and Conditions;
- d. The Customer(s) has the right to request the Bank where Customer(s) opened payment account to implement the legal, valid payment order and has the right to be provided the information on the payment transaction and the account balance, receive the account's document, debt notice, credit notice, account transaction information, account statement at a

fixed period as stipulated by Woori Vietnam; the Customer(s) may request Woori Vietnam to provide the account's documents and pay the fee according to the fee schedule of Woori Vietnam;

- e. The Customer(s) has the right to request the Bank in writing or present the request at the Bank's transaction point to close account;
- f. The Customer(s) has the right to request the Bank to block account or terminate the block as prescribed by the law;
- g. The Customer(s) has the right to send the Bank the notice on the dispute arising between the account holders in relation to "Joint payment account";
- h. Requesting the Bank to instruct the management, safe use of payment account and explain, solve questions, claims in the process of opening and using payment account according to the agreement with the Bank;
- i. Other rights as prescribed by law or as per prior agreement payment account holder and the Bank, provided that such agreement is not contrary to the provision of applicable laws.

11.2. Obligation of the Customer(s)

- a. The Customer(s) has responsibility to provide the information and update the change of information, register the signature specimen, the relevant documents at the request of the Bank to open the account and use the account at the Bank. The Customer(s) takes all responsibilities (if any) on the accuracy and truthfulness of the provided information. Customer(s) is responsible for providing information that Bank requests or on the request of competent authority, and must update information continuously on the request of the Bank as prescribed by the law in order to the Bank complies with any regulation of the law, especially the regulations about FATCA.
- b. The Customer(s) has the responsibility to read, update information/ notices from the Bank sent via one of following channels: Email or the phone number that Customer(s) registered with the Bank or publicly posted on website of the Bank: www.woori.com.vn. Customer(s)

agrees with all contents of Data Privacy and Security Notice announced at the counter, website of the Bank.

- c. Complying with the regulation of opening and using payment account in accordance with terms and conditions and agreement with the Bank, regulations of the Bank and the provision of applicable laws.
- d. The Customer(s) has responsibility to maintain the minimum balance on the account in accordance with the regulation of Woori Vietnam.
- e. The Customer(s) has responsibility to ensure sufficient available balance in the account in order to execute payment orders and pay fees in accordance with the regulations of Woori Vietnam. In case the Customer(s) has agreement on Overdraft with Woori Vietnam, Customer(s) must implement the related obligations when paying in excess of the balance on the account;
- f. The Customer(s) is responsible for monitoring, reconciling, and managing the account, payment order and the document provided periodically by the Bank related to the Customer(s)'s account.
- g. The Customer(s) has responsibility to notify Woori Vietnam as soon as losing the account passbook, or discovering the error, mistake on their own account or suspecting that the account is misused or showing signs of improper use.
- h. The Customer(s) has responsibility to provide the Bank with complete, accurate and timely information in the payment account document, additional information as requested by the Bank; has responsibility for risks which will arise in case the information is not provided or updated in a complete, accurate and timely manner, and for any damages arising from such inaccuracies.
- i. The Customer(s) has responsibility to refund unconditionally to Woori Vietnam within 3 days from the date that Woori Vietnam sends a notice to the Customer(s), at the Bank's request, of any amounts over-withdrawn, withdrawals in excess of the available balance, any mistakenly

- credit transactions to Customer(s)'s account and other mistaken transactions and coordinate with the Bank to refund the amount mistakenly credited to his/ her payment account;
- j. The Customer(s) has responsibility to comply with the regulations, manual of Woori Vietnam on the opening and using of account, payment order and using of means of payment;
 - k. To keep confidential all registered information, identification factors and security elements with the Bank; to maintain the confidentiality of service username, electronic signature/ digital signature as registered/ provided; to keep the provided password confidential; to change the password periodically or as required and instructed by the Bank, to ensure the security of all electronic devices/ software/ tools/ authentication instruments as registered/ provided by the Bank.
 - l. The Customer(s) takes responsibility on the damages due to mistake or being misused, used for fraud upon using the payment service via account due to the Customer(s)'s fault and/or their legal authorized person.
 - m. The Customer(s) has responsibility not to lease, lend their own payment account to any other third party for any purpose;
 - n. The Customer(s) authorizes the Bank to automatically debit the Customer(s)'s account to pay transactions and actual interest, fees and expenses arising in the process of account management and provision of services that the Customer(s) has registered to use; execute payment obligations of the Customer(s) under the decision of the competent authority (including the cases that Woori Vietnam debits the accounts according to the provisions of applicable laws, other debit cases related to fraud, as concluded by a competent authority), Woori Vietnam shall debit the account to recover any over-drawn amounts, withdrawals in excess of available balance, any amounts mistakenly, excessively credited to the account; set off the Customer(s)'s obligations with the Bank (including but not limited to credit card outstanding balances and any financial obligations relating to the Customer's loans, if any), and to handle other cases in accordance with the agreement between the Bank and the Customer(s) or the provision of applicable laws.

- o. The Customer(s) has responsibility not to use the account for the transactions for the purpose of money laundering, terrorist financing, fraudulence, crypto currencies transaction or other violations of laws.
- p. All inquiries, complaints, all inquiries related to accounts, account transactions shall be implemented by Customer(s) within 60 days from the date of the claimed transactions through telephone switchboard (phonic) or in writing at transaction counter or other appropriate methods of receipt as applied by Woori Vietnam from time to time. Woori Vietnam has right to refuse to handle any inquiries, claims and investigation of Customer(s) related to account, account transaction if Customer(s) does not carry out within above period. The Bank has responsibility to handle or response to request, complaints of the customers withing the agreed period but not exceed 30 working days from the day that the Bank receives request from Customer(s).
- q. The Customer(s) has responsibility to comply with the regulations on foreign exchange management, anti-money laundering, FATCA; use, rotate, store the transaction documents; ensure the implement of payment security measures as stipulated by the Bank.
- r. Customer(s) agrees that: (i) The Bank is allowed to process that data of Customer(s) for the purpose of opening, using and managing the account, providing available utilities and to update the Customer(s) about new products, services and utilities and/or develop Customer(s)/ system of the Bank and/or implement the obligation of Customer(s) for the Bank (if any) or for other purposes consistent with the Bank's business activities and the provision of applicable laws; (ii) Method to process personal data: as determined by the Bank and/or the third party from time to time in accordance with the provisions of applicable laws; (iii) The date of beginning and finishing process person data is upon on the decision of the Bank and/or the third party in accordance with the provisions of applicable laws; (iv) The Bank will be exempt from all responsibilities when processing privacy data according to the law.

- s. Customer(s) is not allowed to carry out prohibited activities about opening and using payment account according to the provisions of applicable laws:
- i) Altering and erasing payment instruments and payment documents contrary to the law; forging payment instruments and payment documents; storing, selling, transferring, and using counterfeit payment instruments.
 - ii) Infiltrating or attempting to infiltrate, steal data, sabotage, or making illegal changes to software programs or databases used in payment; taking advantage of computer network errors for profiteering purposes.
 - iii) Providing untruthful information related to the provision or use of payment services and payment intermediary services.
 - iv) Disclosing, providing information on the balances of payment accounts, bank cards, and payment transactions of Customer(s) at the Bank contrary to the relevant provisions of applicable laws.
 - v) Opening or maintaining anonymous or impersonating payment accounts; purchasing, selling, leasing, subleasing, borrowing, and lending payment accounts or e-wallets; leasing, subleasing, purchasing, selling, opening bank cards on behalf of others (excluding cases of anonymous prepaid cards); stealing or colluding with others to steal, purchase, or sell information on payment accounts, bank cards.
 - vi) Using illegal payment instruments.
 - vii) Performing, organizing, or facilitating the performance of the following acts: using or misusing of payment accounts, payment instruments, payment services, or payment intermediary services to commit gambling, organize gambling, fraud, illegal business and other illegal acts.
 - viii) The holder of a payment account at the Bank that provides information or commits to not having a payment account at the Bank for parties with relevant rights and obligations in

accordance with the law on the loan disbursements of credit institutions and foreign bank branches.

12. RIGHTS AND RESPONSIBILITIES OF THE BANK

12.1. Rights of the Bank

- a. Debiting the account: Woori Vietnam will automatically debit the Customer(s)'s account in the following circumstances and notify to the payment account holder(s) to know:
 - i) To collect the due, overdue debt, interest and charges, fees incurred during the account management and provision of payment service (applicable to all accounts of Customer(s)).
 - ii) To collect the due, overdue debt, interest and incurred charges related to the Bank's credit provision to Customer(s) and/or other credit provision that Customer(s) is a guarantor for the debt repayment.
 - iii) At the written request of the competent authority in the enforcement of decisions administrative sanctions, enforcement of judgments, tax collection decisions, or the performance of other payment obligations in accordance with the provisions of applicable laws.
 - iv) To adjust the entries which have been incorrectly recorded, improperly accounted for, or not in line with the nature or permitted use of the payment account in accordance with provisions of application laws, and to notify the account holder(s) by one of the following methods: telephone and/or message (SMS) and/or electronic mail (email) according to the information which the Customer(s) registers with Woori Vietnam.
 - v) Upon discovering that the Customer(s)'s account is credited mistakenly or upon request for cancellation of a credit transfer from a payment service provider of the transferrer due to errors identified in the payment order issued by the transferrer.

remittance order by the institution providing remittance payment service because the Bank finds that there is mistake upon comparing with the payment order of the remitter;

- vi) To pay for regular, periodic payment of the Account holder(s) and other cases under the written prior agreement among Woori Vietnam and Account holder(s) and third party (if any);
- vii) To deduct the tax in accordance with FATCA (if any);
- b. Refusing to execute the payment orders: Woori Vietnam will refuse to execute the payment orders of the account holder(s) in the following cases:
 - i) The payment orders are illegal or illegitimate;
 - ii) The Account holder(s) fails to fulfill the requirements for payment procedures; payment order is invalid, inappropriate with the details registered in the payment account opening and using documents or agreements between the account holder(s) and Woori Vietnam.
 - iii) The Account holder(s) does not have enough available balance on the account or exceeds the overdraft limit to execute the payment order;
 - iv) The account is entirely blocked or the account is closed;
 - v) Upon the written request of the competent authority according to the provisions of applicable laws;
 - vi) The account holder(s) commits prohibited acts as prescribed by the provisions of the law;
 - vii) The account holder(s) refuses to provide information or fails to provide complete Customer(s)'s identification information as required by the Bank, or suspects the accuracy of the information and the purpose of transactions, particularly for transactions subject to monitoring under the provisions of anti-money laundering of applicable laws.
 - viii) Other cases as per prior agreement with the Customer(s) at Agreement on opening and using payment account including: Accounts are suspected of connection with fraud, illegal activities according to criteria and assessment of the Bank;
 - ix) The account is used for transactions relating to crypto currencies.
- c. Refusing to perform transactions or temporarily suspend the provision of banking services (including internet banking services) and take measures to authenticate and verify Customer(s) (request Customer(s) to visit the transaction counter or other appropriate forms) when there is the sign of suspicion about fraud, scam or the source of money transferred to

account is illegal or sign of violation of the provisions of applicable law with the information, documents, data provided by Customer(s) or suspects that Customer(s)'s account is used for fraud, scam or other illegal purposes.

- d. The Bank must re-authenticate KYC information and promptly adopt solutions according to the provisions of anti-money laundering of applicable laws when:
 - i) Customer(s) shows suspicious signs according to the Law on Anti-Money Laundering;
 - ii) The Bank has grounds to suspect the legality and validity of submitted documents in application for account opening on a grounded basis;
 - iii) Information on holders of personal account or legal representatives of holders of business accounts is included in blacklist according to anti-money laundering laws, list of fraud suspicions on information system for managing, supervising, and preventing fraud risks in payment of SBV or list of customers suspected of fraud, violation of the law provided by Ministry of Public Security and other authorities (if any);
 - iv) Information on payment accounts or account holders are inconsistent with information, data of competent authority;
- e. In case the Bank detects that the person using account violates the provisions of applicable laws or agreement between Customer(s) and the Bank or there are signs of violation of law, the Bank has the right not to perform request of Customer(s) to use account; retain evidence and immediately notify competent authorities for review and handling;
- f. Suspending all payment and cash withdrawal transactions via payment accounts if personal documents of Customer(s) expire or are not valid;
- g. Refusing the account holder's request to close the account or suspend to block the joint account upon occurrence of one of the following cases:
 - i) Upon the written notice of one of the account holders on the occurrence of dispute on the joint account between the joint account holders;

- ii) When the account holder(s) has not fulfilled the payment obligation in accordance with enforcement decision issued by the competent authority or has not paid the payable debts to the Bank;
- h. Regulating and applying methods to ensure of safety, security of opening and using a payment account in compliance with the law;
- i. Requesting Customer(s) to provide complete necessary information and documents when requesting to use services and during the use of services;
- j. The Bank has right to send advertisement about the products and services of the Bank to Customer(s) via one of the following methods: email, messages via Customer(s)'s mobile phone or notification through other suitable methods that the Bank regulates from time to time;
- k. The Bank has right to collect, use and share information of Customer(s) (including information specified in the Written Consent for Personal Data Processing that Customer(s) sends to the Bank) in order to serve the purposes of processing information data in accordance with these Terms and Conditions. The Written Consent for Personal Data is an integral part of these Terms and Conditions and Application cum agreement on opening and using payment account, term deposit and banking service;
- l. Other rights in accordance with the provisions of applicable laws or written agreement between account holder(s) and the Bank which does not conflict with the provisions of applicable laws.

12.2. Obligation of the Bank:

- a. Guiding the Customer(s) to comply with the regulations on documentation of Customer(s)'s information, opening of an account, set up transaction documents and the relevant regulations in the use of the account.
- b. Processing the payment order of the account holder(s) after checking, controlling the lawfulness, validity of the payment order.

- c. Storing and updating all specimen signatures, seal templates (if any) of Customer(s) that were registered for verification and reconciliation during the use of payment accounts.
- d. Maintaining the confidentiality of the information related to the account and transaction on the account of the Account holder(s) in accordance with the provisions of applicable laws.
- e. Complying with the provisions on anti-money laundering and terrorist financing.
- f. Taking responsibility on the damages due to the mistake or being misused, defrauded on the Customer(s)'s account due to the Bank's fault in accordance with the provisions of applicable laws.
- g. Timely crediting to the Customer(s)'s payment account for inward transfer orders, deposits to account; timely refund the amounts that were mistakenly debited to the Customer(s)'s payment account; collaborate in returning amounts that have been mistakenly credited to payment accounts at request of the Bank, foreign bank's branches serving the transferrer due to discrepancies in payment orders made by the transferrer.
- h. Promptly and adequately informing account holder(s) about account balance, transactions, documents of transactions that occur on payment accounts, and the blocking of payment accounts in writing or other means set forth in the Agreement of opening and using a payment account and be responsible for accuracy of information that the Bank provides;
- i. Updating periodically Customer(s)'s information or upon Customer(s)'s notice of changed information by account holder(s) and promptly updating, verifying KYC Customer(s) when identifying Customer(s) with high risk level according to the criteria of the Bank. Maintaining, storing account opening documents and transaction documents of accounts in accordance with the applicable laws.
- j. Maintaining the confidentiality of Customer(s)'s personal information and personal data or personal data provided by Customer(s), information related to the payment accounts, and transactions made via payment accounts as per provisions of applicable laws.

- k. Complying with anti-money laundering and anti-terrorism financing provisions of applicable laws and avoid prohibited actions about opening and using payment account in accordance with provisions of applicable laws.
- l. Guiding Customer(s) to use payment accounts safely, inform and explain to Customer(s) regarding prohibited actions in opening, using payment accounts, and promptly addressing and handling inquiries and complaints of Customer(s) regarding opening and using payment accounts in accordance with agreement between account holder(s) and the Bank.

13. INFORMATION PROVIDING AND NOTIFICATION METHODS

- 13.1.** Customer(s) has right to request information about their own account balance, transactions on the account and other necessary information related to the use of the account. Customer(s) can submit request for information providing directly at branches/ transaction offices or via Woori Vietnam's Call center or other methods implemented by Woori Vietnam time to time. When receiving request from Customer(s), Woori Vietnam shall provide information to Customer(s) based on the grounds in accordance with provisions of applicable laws.
- 13.2.** In case the account has been blocked by Woori Vietnam, Woori Vietnam shall notify Customer(s) about this block on the basis of compliance with the notification provision in these Terms and Conditions.
- 13.3.** Woori Vietnam shall notify information related to open and use an account, Woori Vietnam's products and services to Customer(s) by one of the communication methods that implemented by Woori Vietnam from time to time including but not limited to the following: phoning, sending SMS, emailing, or other methods to Customer(s) or legal representative or authorized representative of Customer(s) as registered information at Application cum Agreement for opening and using payment accounts, term deposits and banking services.
- 13.4.** The Bank must monitor effective period of personal documents of account holder(s)

and relevant persons during the use of payment accounts; notify Customer(s) via email/ phone number that was registered by the Customer(s) with the Bank at least 30 days prior to expiry of personal documents for promptly update and supplement information; suspend all payment and cash withdrawal transactions via payment accounts if personal documents of Customer(s) has expired or no longer valid.

13.5. Woori Vietnam will provide information in following cases:

- a. Providing information at request of competent authority as per provisions of applicable laws or with approval of Customer(s);
- b. Providing information on account balance to representatives, heirs (or heir's representatives) of personal account holder(s) when the account holder(s) is dead or is declared dead as consistent with the regulation and internal manual of Woori Vietnam.

14. PROCESS REQUEST/ COMPLAINTS IN USING ACCOUNT

14.1. Receiving Customer(s)'s request for investigation, claim on transaction: Woori Vietnam receives Customer(s) request for investigation, claim via Woori Vietnam hotline (1800 6003) and via the Bank's transaction offices.

14.2. Customer(s) has the rights to request for investigating transaction within 60 days from the date of claimed transaction.

14.3. Time limit for processing a trace request/ complaint:

- a. Within 30 working days from the date of receiving Customer(s)'s request for investigation, complaint, the Bank takes responsibility for handling Customer(s)'s request for investigation, complaint. If it fails to determine reasons or which party at fault while the deadline for trace requests or complaints expires, the Bank shall, within succeeding 15 working days, agree with the Customer(s) about the solution for processing such request or complaint;
- b. In case the loss does not arise from the Customer(s)'s fault and/or does not fall within force majeure events, the Bank is responsible for compensate the Customer(s) for losses as per agreements and the provisions of applicable laws within a maximum period of 5 working

days from the notification of results of trace requests and complaints.

- c. In case the Bank, Customer(s) and related parties cannot reach an agreement and/or disagree with the request for investigation and complaint process, the dispute resolution will be carried out in accordance with the provisions of applicable laws.

15. SETTLEMENT OF DISPUTE AND COMPENSATION FOR DAMAGES

15.1. If there is any dispute arises out of or in connection with the opening, using and management of the account, the Account holder(s) and Woori Vietnam will solve through negotiation. In case of failure, the parties have the right to bring the dispute to the competent Court in Vietnam for settlement.

15.2. The parties will be exempted from responsibility when force majeure events occur according to the provisions of applicable laws.

15.3. During the implementation of these Terms and Conditions as well as Application cum Agreement for opening and using payment accounts, term deposits and banking services; any party that violates the provisions of the agreements, causing damage to other party, must be responsible for compensation for total damages to the injured party. Levels and limits of compensation for damages are according to the provisions of Civil law./.