PROCESS OF TERM DEPOSIT

Applies for all transactions about term deposit at legal transaction offices of Woori Vietnam

Target customer: *Individuals, entities have need to deposit with term deposit/ saving deposit at Woori Vietnam*

Applied Products*:Deposit products opened at the legal Transaction Offices of Woori Vietnam included term deposit, saving deposit, installment deposit account, Woori V Free saving, Free deposit account*

1. Requirements for opening new accounts

a) Required documents for Opening Individual demand deposit Accounts and term deposit account

i) The application cum agreement for opening and using Demand deposit accounts, term deposit and banking service/ Time deposit opening request following by the form of bank and general terms and conditions on account and use of account's service signed by account holder or person's guardian or legal representative of account holder. In case customer who has a payment account and opens new time deposit will implement by the instruction of bank in each case
ii) Documents, information and data on personal identification of individual customers
- In case of Vietnamese nationals: Citizen ID card, ID card, electronic ID (via level 2 e-IDs) or Birth certificate for individuals below 14 years of age;
- In case of individuals of Vietnamese origin and unidentified nationality: Identity certificate;
- In case of foreigners: Passport and, for foreigners residing in Vietnam, entry visas or documents equivalent to visas or documents proving exemption from entry visas; or electronic identification (via level 2 e-IDs)
iii) If an account is opened through a person's guardian or legal representative (representative), the required documents for account opening must also include the Documents, information and data on personal identification of individual customers at Item i, ii section a clause 1 and following documents:
- In case of representatives that are individual: documents, information, data serving identification, verification of identification of the representatives in accordance with Section a clause 1 and documents proving status of the legal representatives to individuals applying for account opening;
- In case of representative that are legal entity: documents, information, data serving identification, verification of identification of the representatives in accordance with this regulation and documents proving status of the legal representatives to individuals applying for account opening

b) Required documents for opening saving deposit account for individual customers

i) The application for deposit according to the form of bank is signed by depositor or guardians, the legal representatives of depositor
ii) Citizen Identification card or Identity card or unexpired passport, birth certificate (for a Vietnamese citizen aged under 14 years) of depositor
iii) If an account is opened through a person's guardian or legal representative, the required documents for account opening must also include the citizen identity card or ID card or unexpired passport of the guardian or legal representative, and documents proving his/her capacity for representing the account holder

c) Required documents for opening Non-term deposit and Term deposit accounts for Organizational/ Corporate customer.

i) Application cum agreement for opening and using account and banking services applicable to organizational/corporate customers, in the bank's prescribed form, along with the general terms and conditions for opening and using accounts for organizational/corporate customers /term deposit contract (if any), signed by the legal representative of the account holder and stamped (if applicable) by the

organization/ corporate. In case the customer already has a payment account and is opening a new term deposit, this will be done according to the bank's guidelines for each case.
ii) Documents, information, and data of the Organizational/ corporate customer:
+ Documents, information, and data for verifying customer identification as required in Law on Prevention of Money Laundering and the bank's guidelines, including but not limited to documents proving that the organization/ corporate opening the account is legally established and operating (Establishment License, Establishment Decision, Enterprise Registration Certificate), or other legal documents as prescribed by law and/or the Bank's regulation for each period;
+ Documents, information, and data of the legal representative as specified in item (ii), section a, clause 1 of .

d) Documents for opening a joint payment account / joint term deposit account: including the documents for opening the account as specified in item (i) or (ii) above, and item (iii) below:

(i) In case one of the joint account holders is an organizational/ corporate customer:
- Application and agreement for opening and using joint account and banking services for organizational/ corporate customers, in the bank's prescribed form, along with the general terms and conditions for opening and using accounts for organizational/ corporate customers, joint term deposit contract (if any), signed by the account holders / legal representatives of the account holders and stamped.
- Documents, information, and data of the organizational/ corporate customer, including documents as per item (ii), section c, clause 1 of .
- Documents, information, and data regarding the identification of individual customers (if any), including documents as required in item (ii) and (iii), section a, clause 1 of .
ii) In case all account holders are individual customers
- The application cum agreement for opening and using payment account, term deposit and banking service/ Time deposit opening request following by the form of bank and General terms and conditions on account and use of account's service signed by account holder or person's guardian or legal representative of account holder (if any)
- The application file for opening account shall include the documents as prescribed in item (ii), (iii) section a, clause 1 of for all account holders
iii) Agreement about management and using joint account between account holders

e) Required documents for Opening Joint saving deposit Accounts:

i) The application for deposit according to the form of bank is signed by all depositors or guardians, the legal representatives of depositors
ii) Citizen Identification card or Identity card or unexpired passport, birth certificate (for a Vietnamese citizen aged under 14 years) of all depositors
iii) If one depositor is opened through a person's guardian or legal representative, the required documents for account opening must also include the citizen identity card or ID card or unexpired passport of the guardian or legal representative, and documents proving his/her capacity for representing the account holder

f) Required written documents of an application for account opening mentioned in section a, b, c, d, e clause 1 of (except the Application cum agreement for opening and using payment account, term deposit and banking service/Request for opening saving deposit/ Time deposit/ Application cum agreement for opening, using account and banking service/ Deposit contract and General Terms and conditions on account and use of banking service) are originals or copies from master registers or copies and original copies for comparison in accordance with regulation on issuance of copies from master registers, copies authentication from original copies, signature authentication, and contract, transaction authentication. Where original copies must be presented for comparison, banks must append verification to the copies and be responsible for consistency between copies and original copies. Where documents are issued by foreign authority, consular legalization is implemented in accordance with consular legalization laws.

Electronic documents, information, and data in the application for account opening must be examined, cross-examined, and verified by banks for adequacy, accuracy and kept in accordance with electronic transaction laws

g) Where documents, information, and data in File for opening account are foreign language(s), bank may negotiate with customers about whether translation into Vietnamese is required and must ensure compliance with the principles below:

(i) Bank/ Branches/ Transaction Offices must examine, control, and be responsible for ensuring compliance of contents of documents, information, and data in foreign language(s) with requirements under this policy and/or related law;
(ii) Documents, information, and data in foreign language(s) must be translated into Vietnamese at request of competent authority; the translation must be verified by competent persons of the bank/ Branches/ Transaction Offices or notarized or certified;
iii) Vietnamese translation must be attached the original version by foreign language for examination or comparison purpose.) In addition to the documents prescribed in section a, b, c, d, e clause 1 of , the Bank may require other documents to support Customer Identification depending on the Bank's regulation from time to time.

i) Documents, information, and data in application for account opening under Sections a,b,c,d,e clause 1 must remain effective throughout account opening and using process

2. Issuing the Certificate of Deposit

Certificate of deposit includes: Pass book/ Saving passbook/ Time deposit paper (for individual customers), Passbook/ Time deposit paper/ Certificate of Deposit/ Deposit Contract (for organization/ corporate)

3. Closing of an Account

3.1. Principles to close account.

a) Closing Demand deposit account shall be implemented when

i) Account holders submit requests and have adequately fulfilled obligations concerning Demand deposit account ;
ii) Account holders have died or are announced to be dead;
iii) Organizations/ Corporates with Demand deposit account s terminate their operations as prescribed by the law;
iv) Account holders commit prohibited acts concerning Demand deposit account prescribed by the law
v) There are prior written agreements between owners of Demand deposit account and bank;
vi) Other cases as prescribed by the law;

b) Handling of balances when closing payment accounts;

i) Provide expenditures at the requests of owners of payment accounts or under prior agreements between owners of Demand deposit account and payment service providers. If owners of Demand deposit account are incapacitated or have difficulties in cognition and behavior control or restricted legal capacity, expenditures shall be made according to the requests of legal representatives or guardians in conformity with the civil law, or expenditures shall be made for heirs or legal inheritance representatives if owners of Demand deposit account have died or are announced to be dead
ii) Provide expenditures according to decisions of competent authorities as prescribed by the law
iii) Carry out the handling according to the law for cases where the legal heirs of the balances of payment accounts do not come to receive them after being notified.

c) After closing the Demand deposit account , Bank/ Branch/ Transaction Offices have to notify to account holders, the representatives or legal heirs in case the account holders have died or are announced to be dead. In case the account holders, the representatives or legal heirs are notified but did not come to receive, Bank/ Branch/ Transaction Offices handle the remaining balance when closing the account according to

the prior agreements between owners of Demand deposit account and bank and comply with the related laws

d) If the account holders request Bank to close their accounts, Bank requires to have identification documents of account holders to confirm account holders and verify the signature on Withdraw Request to be consistent with the signature on Application for opening account

e) Bank has to examine accounts before closing to confirm them to be mortgaged by the loan or be legal disputed, be frozen on the request of competent state agency …Bank can not close a restricted account unless restrictions are resolved

3.2. Account Closure Procedure

a) An account holder may request the closure of their account after submitting a formal Account Closure Request to the Bank.

b) Upon receiving a closure request from the account holder, the Bank must verify whether the account is under any restrictions. If the account is blocked, the Bank cannot proceed with the closure until the block is removed.

c) If there are no restrictions preventing the account from being closed, the Bank/ Branch/ Transaction Office must follow these steps:

i) Verify the account holder's signature on the withdrawal slip and the Account Closure Request by cross-checking with the original Account Opening Form.
ii) Verify that the account holder's information matches their identification documents (for individual customers) or the legal documents of the account holder and their authorized representative (for organization/ corporate customers).
iii) Stamp "CLOSED ACCOUNT" on the Certificate of Deposit, withdrawal slip, and Account Opening Form after retrieving the Certificate of Deposit from the account holder. If the account holder is unable to provide the Certificate of Deposit to prove ownership, the Bank may close the account without reissuing the Certificate of Deposit after receiving a notification and request for re-issuance.
iv) The handling of any remaining balance upon account closure will be conducted according to the Bank's guideline.

4. General provisions on term deposit transactions

4.1. Responsibility and duty of individuals, departments related to term deposit transactions

a) When customer needs to deposit:

i) Step 1: Teller receives customer's need, conduct customer identification (KYC) and update customer information according to regulations on anti-money laundering; check account balance.
ii) Step 2: Teller will instruct the Customer to complete and sign the Application cum Agreement for opening and using Demand deposit account, term deposit accounts, and banking services / Time Deposit Account Opening Request Form (for individual customers), or the Deposit Contract (if applicable) (for Organization/corporate customers), along with the transfer Order from the Demand deposit account to the term deposit account.
iii) Step 3: Teller makes progress of receiving customer's deposit (including receipt of term deposit through customer's legal representative): input money transfer from customer's Demand deposit account to term deposit account and pass it to the supervisor for approval.
iv) Step 4: The teller presents the document for signature by the supervisor or another authorized person (if applicable).
The application and agreement for opening and using a Demand deposit account , term deposit, and banking services / request for opening a term deposit account / deposit contract (if applicable) (The bank retains the original and can provide a copy to the customer upon request). At the same time, the bank will

provide the customer with an original copy of the deposit account passbook / deposit certificate / deposit contract (if applicable), while the bank will keep a copy in its records
v) Step 5: At the end of day, teller proceeds to print report of receiving deposits exported from WGSS system to send to managers as well as to facilitate the monitoring of term deposits

b) When customer has withdrawal/ settlement needs:

i) Step 1: Teller compares customer's information and requirements
ii) Step 2: The customer returns the original deposit account passbook / deposit certificate / deposit contract (if applicable) and submits a transfer order to the teller for transferring funds from the term deposit account to the Demand deposit account and/or a request to close the deposit contract (if applicable).
iii) Step 3: Teller makes progress of principal and interest settlement of term deposit (including repaying term deposit according to inheritance or through customer's legal representative): input money transfer from term deposit account to customer's payment account and pass it to the controller for approval
iv) Step 4: At the end of day, teller proceeds to print report of closing deposit accounts exported from WGSS system to send to managers as well as to facilitate the monitoring of term deposits settlement.

4.2. Principal and Interest payment method

a) Interest amount is pre-paid after opening deposit account, or is paid monthly or on the maturity date of term deposit for each product.

b) Closure before maturity date: customer is entitled to non-term interest rate according to State Bank of Vietnam's regulation and Woori Bank Vietnam's internal manual for each specified product.

c) Closure on maturity date: customer gets the principal and interest amount (if any) on maturity date according to Bank's instruction.

4.3. Term Deposit rollover

a) In case customer registers auto rollover term deposit when teller open account, on the maturity date:

i) In case customer registers rollover principal and does not register interest, principal amount will be auto rollover as initial deposit term and interest amount will be deposited to customer's payment account.
ii) In case customer registers rollover principal and interest, principal and interest amount will be auto rollover as initial deposit term.
iii) Interest rate is applied at actual interest rate at the time of rollover
iv) With non-residence organization/ foreigner and residence foreigner, deposit period is not allowed to be over Visa/ Residence Card/other document's remaining validation period. In case it is not eligible to rollover deposit period, principal and interest amount (if any) will be deposited to customer's payment account.

b) In case customer does not registers auto rollover or product does not allowed to rollover, principal and interest amount will be transfer to payment account on maturity date.

4.4. Handle in case payment account is blocked, closed

a) When payment account is closed, customers could transfer principal and interest amount to other payment account in Woori Bank Vietnam or in other Banks or directly come to nearest Branch/ Transaction Office for receiving by cash.

b) When part or all balance amount of payment account is blocked (related to pledge for loan, issue guarantee, open credit card or have some mistake in payment or other agreement), customers could transfer principal and interest amount to payment account in Woori Bank Vietnam or in other Banks on maturity date. Those amounts that are not blocked, temporary locked will be used normally.

4.5. Handle in case Certificate of deposit (not include saving passbook and Deposit Contract) is crumpled, torn, lost:

a) In case Certificate of Deposit is crumpled, torn; customer comes to nearest Branch/ Transaction Office to submit application for re-issue/ issue copy version from original version due to be crumpled, torn; at the same time submits and returns to Bank previous original in order to exchange new Certificate of Deposit with same original content and must pay all exchanged/ re-issuance fee.

b) In case Certificate of Deposit is lost, customer immediately informs Woori Bank Vietnam and comes to nearest Bank/ Transaction Office to submit application for re-issue due to be lost for issuing new Certificate of Deposit with same original content and must pay all exchanged/ re-issuance fee.

c) The Bank is not responsible for any damage caused by the depositor's late declaration. The Bank shall carry out procedures according to specific instructions on the loss of the Certificate of Deposit

4.6. Pledging term deposit as collateral:

a) If SBV and laws regulation is not limited, according to Bank's acceptance, customers can provide part or total amount of term deposit as collateral for customer's loan or third party in Woori Bank Vietnam or other banks and pay all related fee (if any). Customer must commit that Bank has right to deduct term deposit for collecting debt when the loan is due and customer can not repay.

b) Before withdrawal from or closing of the deposit, the teller should check in the system whether the deposit account is pledged as a collateral or not.

4.7. Transfer ownership of term deposit:

a) Customer only transfer 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 and ownership transferee at the Bank under the witness of Bank's tellers.

b) Transfer Ownership Request form must be included: time; name, address, ID card/ Passport number of transferor and transferee; transferred amount, validity period of Transfer Ownership Request form.

c) Branch will transfer ownership on maturity date of term deposit: According to Transfer Ownership Request Form's information, Branch's teller will transfer total principal and interest amount (if any) to transferee's payment account on maturity date and open term deposit account for transferee as usual.

4.8. Method of search term deposit:

Customer can search their term deposit information through calling to Wooribank Call Center (1800-6003), searching online on Internet Banking/ Mobile Banking or coming to nearest Woori Bank Vietnam branches/transaction offices.

4.9. Open and withdraw term deposits through electronic methods:

a) Customers can request to deposit through electronic methods (such as Internet Banking, Mobile Banking,…) which directly connected to customers' payment account in Woori Bank Vietnam.

b) Closure before maturity date: customer is applied non-term interest rate according to actual deposit period.

c) Closure on maturity date: customer gets the 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 customers as well as banking operation safety.

e) The Bank ensure storage of full information related to opening and withdrawing term deposit account by electronic methods in order to meet customer's requirements in checking, reconciling and settling disputes.

5. General provisions on savings deposit transactions

5.1. Responsibilities and obligations of departments and individuals related to the savings deposit transactions:

a) When customers need to deposit savings:

i) Step 1: The depositor must go directly to the transaction location of Woori Vietnam and present the information verification documents (ID card or Citizen ID card or ID card or Passport with valid term or Birth certificate of individuals under 14 years old) of the depositor, except for cases where online savings deposits are made according to the instructions of the online savings deposit product
ii) Step 2: The transaction officer receives the request; The depositor registers the customer's information and sample signature in case of change of sample signature or no sample signature is stored at the Bank. The transaction officer conducts customer identification (KYC) and updates customer information according to anti-money laundering regulations;
iii) Step 3: The teller asks the customer to sign the Savings Account opening request Form according to the Bank's form. Check and compare the customer's information.
iv) Step 4: The teller proceeds to receive the customer's deposit (including receiving deposits through the customer's legal representative): deposit by cash or transfer money from the customer's payment account to the savings deposit account and transfer it to the controller for approval.
v) Step 5: The teller presents the Savings Account opening request Form (the Bank keeps the original) and documents verifying the information to the controller or other authorized person (if any).
vi) Step 6: The teller prints the savings passbook, signs and gives the customer the original savings passbook .
vii) Step 7: At the end of the day, the teller prints a report on receiving deposits from the system to send to the management level as well as to facilitate monitoring of receiving savings deposits.

b) When the customer wants to withdraw/close the saving deposit account:

i) Step 1: The teller checks the customer's information with the customer's request.
ii) Step 2: The customer returns the original savings passbook and documents verifying the depositor's information. In case of paying savings deposits through a legal representative/guardian, the legal representative/guardian must present documents proving the representative status of the legal representative, documents verifying the information of the legal representative and documents verifying the depositor's information.
iii) Step 3: The customer submits a savings deposit withdrawal form (according to the Bank's form) with a signature that matches the sample signature registered with the Bank.
iv) Step 4: The teller checks the depositor's information, the depositor's legal representative's information in case of paying savings deposits through the legal representative, the information printed on the savings book, the signature on the Withdrawal Form to ensure accuracy with the information stored at the Bank
v) Step 5: After completing the check and completing all procedures, proceed to pay the principal and interest on the savings deposit (including paying deposits according to inheritance, paying deposits through the customer's legal representative): record cash payments or record money transfers from the savings deposit account to the customer's payment account and transfer them to the controller for approval
vi) Step 6. The controller checks the documents, approves the documents and approves the system
vii) Step 7: At the end of the day, the teller prints a report on closing savings deposit accounts from the system to send to the management level as well as to conveniently monitor the payment of term deposits

5.2. Principal and interest payment method:

a) Interest on savings deposits is pre-paid immediately after opening the deposit account, or is paid monthly or on the maturity date of the savings deposit depending on each product. For non-term savings deposits, the monthly interest payment date is specified in each period, interest is added to the principal monthly.

b) Closure before maturity date: Customers get interest rates according to the agreement between the Customer and the Bank, regulations of the State Bank and internal instructions of the Bank

corresponding to each specific product.

c) Closure on maturity date: Customers get the entire principal amount deposited and interest

(if any) on maturity date according to the instructions of the Bank.

5.3. The deposit term Rollover:

a) For savings products that customers have registered for auto rollover when teller open account, on the maturity date:

i) In case the customer only registers for principal rollover, not interest: The principal deposit amount will be renewed as the original deposit term, the interest (if any) will be credited to the customer's payment account (only applicable to customers have saving deposit by VND).
ii) In case the customer registers for both principal and interest rollover: The entire principal and interest (if any) will be auto rollover as the original deposit term .
iii) The deposit interest rate for rollover is applied according to the actual interest rate at the time of rollover.

b) In case the customer does not register for automatic rollover or the savings product does not have the automatic rollover function, the deposit amount and interest (if any) will be remained to keep in the customer's savings account and waiting for the customer to come to the counter to carry out withdrawal procedures and get non-term interest from the maturity date.

5.4. Handling of cases where a customer's payment account is blocked, closed, or temporarily locked in cases where the customer registers to receive interest and principal of savings deposits through a payment account:

a) In case the customer's payment account has been closed:

When the customer's savings deposit matures , the customer must go directly to the Bank's transaction offices to transfer this amount to another payment account at the Bank or carry out cash receiving procedures.

b) In case the customer's payment account is blocked, temporarily locked in part or in full of the amount of money in the account (related to pledging to borrow capital, issuing guarantees, opening credit cards or due to mistakes in payment or other agreements): When the customer's savings deposit matures, go directly to the Bank's transaction offices to transfer this amount to

another payment account at the Bank. The amount that is not blocked or temporarily locked can still be used normally.

5.5. Savings passbook

a) Savings passbook is a certificate confirming the depositor's ownership of savings deposits at the Bank, applicable to cases of receiving savings deposits at legal transaction locations within the Bank's network of operations

b) Contents of the savings passbook: The savings passbook must have at least the following contents

i) Name of the Bank, seal, full name, signature of the transaction officer and of the

legal representative of the Bank
ii) Full name, number and date of issue of the document verifying the information of the depositor or of all depositors (for joint savings) and information of the legal representative of the depositor in case of depositing savings by their legal representative ;
iii) Savings passbook number, amount, currency, deposit date, maturity date (for term savings), deposit term, interest rate, interest payment method
iv) Measures for depositors search savings deposits
v) Handling of crumpled, torn, lost savings passbooks

c) Management of savings passbooks: Savings passbooks are managed in accordance with the regulations on management of valuable papers of the State Bank and regulations on management of seals, other internal regulations of the Bank (if any).

5.6. Handling of crumpled, torn, lost the savings passbooks:

a) In case the Savings passbook is crumpled or torn; the customer can go to the branch/ transaction office of the Bank to request a reissue due to crumpled or torn condition, present and return the original to the Bank to change new Savings Passbook with the same information as the original and pay the re-issuance fee.

b) In case the Savings Passbook is lost, the customer must immediately notify the Bank and go to the Bank Branch/Transaction offices to be reissued a new Savings Passbook with the same information as the original and pay the re-issuance fee. The Bank is not responsible for any damage caused by the depositor's late declaration. The Bank shall carry out procedures according to specific instructions on the loss of the Savings Passbook.

5.7. Use of the Savings Passbook as collateral:

a) If the State's regulations or the Law is not limited; with the Bank's approval; the customer may use the Savings Passbook owned by him/her as collateral for his/her loan or that of a third party at the Bank or at another credit institution if approved by that institution and the Bank and must pay the fee as prescribed by the Bank (if any). The customer must commit that in case the loan is due and the debt cannot be paid, the Bank has the right to deduct the savings deposit account used as collateral.

b) Before withdrawing money or closing the Savings Deposit account, the teller must check on the system whether the Savings Deposit Account is being mortgaged/pledged/secured for obligations or not.

5.8. Transfer of ownership of savings deposits:

a) The customer can transfer ownership of the savings passbook to another person through Transfer Ownership Request that notarized or signed directly by the customer and the transferee at the Bank in the presence of the Bank teller.

b) The Ownership Transfer Request must have the following basic elements: time and place of creation; full name, address, CCCD/ID card number/Passport of the transferor and transferee; information about the transfer passbook, transfer amount, and validity period of the request.

c) The branch implement the transfer of ownership on the effective date of the Request: The transaction officer, based on the information on the Request for Transfer of Ownership, proceeds to account for the transfer of the ownership recipient's passbook.

5.9. Methods to search savings deposits

Customers can search information about their term deposits by calling the Woori Bank Call-center (1800 6003); search online on the Internet banking/Mobile banking application or go directly to the Bank 's transaction offices .

5.10. Deposit and withdraw savings deposits electronically

a) Customers can request to deposit money through electronic means (Internet banking application, Mobile banking...) directly connected to the customer's payment account at the Bank.

b) Early withdraw before the maturity date: Customers get interest rates according to the agreement between the Customer and the Bank, regulations of the State Bank and internal instructions of the Bank corresponding to each specific product.

c) Withdraw on the maturity date: Customers get the entire principal amount deposited and interest at the time of maturity date.

d) The Bank must ensure the stability of the system and security equipment to ensure the accurate and safe deposit and payment of savings deposits for customers and the operational safety of the Bank.

e) The Bank ensures to fully retain information related to the deposit and payment of savings deposits by electronic means to meet customers' requirements in checking, examining and resolving disputes.

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