

Notification of a retail customer that entered into a Bank Account and /or Bank Deposit Agreement

1. Shinhan Bank Kazakhstan JSC (the “Bank”) hereby informs you of its participation in the compulsory deposit insurance system, pursuant to which the Bank has been issued certificate No.39 dated December 11, 2008.

2. In accordance with the Law of the Republic of Kazakhstan “On compulsory insurance of deposits placed with second-tier banks of the Republic of Kazakhstan” (the “Law”), your deposit(s)¹ is subject to compulsory insurance of deposits.

3. In accordance with the Law, the maximum amount of the guarantee is:

- **KZT 20 million** on savings deposits in national currency;
- **KZT 10 million** on cards, accounts and other deposits in national currency;
- **KZT 5 million** on cards, accounts and deposits in foreign currency.

If several deposits of different types and currencies are placed with the Bank, the total balance of all deposits is guaranteed, but not more than the maximum amount of the guaranteed compensation - KZT 20 million, subject to the limits for each type of deposit(s).

Please note that the amount of guaranteed compensation payable is calculated as of the date of the Bank's decertification based on the amount of deposit balances including accrued interest, but not more than the maximum amount of the guarantee established by the Law, and may be adjusted as follows:

- 1) offset of the amount of your debt to the Bank, for example, on a loan;
- 2) conversion of the balance on the deposit in foreign currency into KZT at the market exchange rate;
- 3) calculation of the total amount of the guaranteed compensation taking into account the amounts of balances on other deposits with the Bank of different types and currencies.

Please note that the name, type, currency and other terms and conditions of your deposit, including the maximum amount of the guaranteed compensation established by the Law, shall be specified in the application or other document you sign when entering into the Bank Account and/or Bank Deposit Agreement with the Bank, including e-form.

4. In the case of Bank's decertification to perform any banking transactions, Kazakhstan Deposit Insurance Fund JSC (the “KDIF”) shall pay the guaranteed compensation on your deposit(s) within 35 business days from the date of Bank's decertification.

The KDIF announcement on commencement and procedure of the guaranteed compensation payment, as well as on the agent banks making the payment of the guaranteed compensation, the period and places of payment or deferred guaranteed compensation payment in accordance with the Law shall be published in periodicals throughout the territory of the Republic of Kazakhstan (Egemen Kazakhstan, Kazakhstanskaya Pravda), as well as in other mass media and on the KDIF website (www.kdif.kz).

The start date of the guaranteed compensation payment shall not exceed 5 business days from the publication date of the said KDIF announcement.

5. Payment period of the guaranteed compensation is **1 year from the payment start date**. To get the guaranteed compensation, you have a right to apply:

to the KDIF in e-form through the KDIF's payment e-portal or e-government web portal,
or

to the agent bank selected from the list of agent banks on paper.

1 bank account opened on the basis of the Bank Account and/or Bank Deposit Agreement

The guaranteed compensation is paid no later than 5 business days from the date of application for payment, with supporting documents attached. The forms of applications for guaranteed compensation and the list of supporting documents are available on the KDIF's website (www.kdif.kz).

The KDIF notification on the termination date of the guaranteed compensation payment shall be published 30 business days prior to the termination date in periodicals distributed

throughout the Republic of Kazakhstan (Egemen Kazakhstan, Kazakhstanskaya Pravda), as well as in other mass media and on the KDIF's website (www.kdif.kz).

6. Upon termination of the guaranteed compensation period (1 year from the payment start date), your unclaimed amount of guaranteed compensation shall be transferred by the KDIF to your personal pension account for accounting of voluntary pension contributions opened with Unified Accumulative Pension Fund JSC (the "UAPF"), in accordance with the procedure stipulated by the legislation of the Republic of Kazakhstan on pension. The terms and conditions of transferring the unclaimed amount of the guaranteed compensation to the UAPF are set out in Article 21-1 (2) of the Law.

7. In accordance with the Law, if there is a valid reason that prevented you from applying during the payment period, you have a right to apply in writing to the KDIF for a guaranteed compensation with supporting documents (even if the KDIF has transferred your unclaimed amount to the UAPF). The list of valid reasons is set out in Article 21-1(4) of the Law. Such a application may be submitted before the final liquidation of the Bank or before you have a right to get pension payments from voluntary pension contributions in accordance with the Law of the Republic of Kazakhstan "On Pension in the Republic of Kazakhstan".

*signing of this notification by the Bank and its retail customer is not required in case of notification of the retail customer by the Bank in any other way provided for by the Bank Account and (or) Bank Deposit Agreement