Depositor notification

1. Shinhan Bank Kazakhstan Joint Stock Company (hereinafter – the Bank) hereby informs you that it participates in the mandatory deposit guarantee system.

2. In accordance with the Law of the Republic of Kazakhstan "On Mandatory Guaranteeing of Deposits Placed in Second-Tier Banks of the Republic of Kazakhstan" (hereinafter – the Law), your deposit (account) is subject to the mandatory deposit guarantee.

3. Pursuant to the Law, the maximum (limit) guarantee amount is:

• 20 million tenge for savings deposits in the national currency;

• 10 million tenge for other types of deposits (excluding savings deposits) in the national currency;

• 5 million tenge for deposits in foreign currency. If you hold multiple deposits (accounts) with the Bank, varying by type and currency, the guarantee covers the aggregate balance across all such deposits (accounts), up to a maximum guarantee payout of 20 million tenge, subject to the specific limits applicable to each type of deposit (account).

If you hold multiple deposits (accounts) with the Bank—varying by type or currency—the guarantee covers the aggregate balance across all such deposits, up to a maximum compensation limit of 20 million tenge, subject to specific caps applicable to each type of deposit.

Please note that the amount of compensation payable is calculated as of the date the Bank's license to conduct all types of banking operations (hereinafter referred to as the "license") is revoked. This calculation is based on the deposit balances, including any accrued interest, and is determined by:

1) converting the balance of any foreign-currency deposit into tenge at the prevailing market exchange rate;

2) calculating the total compensation amount by aggregating the balances of all your deposits held with the Bank, regardless of their type or currency;

3) offsetting any outstanding debt you may owe to the Bank (for example, an unpaid loan).

Please be advised that the name, type, currency, and other terms of your deposit—including the maximum (statutory) compensation limit established by law—are specified in the application or other document you sign when entering into a bank account agreement and/or a bank deposit agreement with the Bank (including agreements executed in electronic form).

4. In the event that the Bank's license is revoked, the Kazakhstan Deposit Insurance Fund JSC (hereinafter – KDIF) shall begin the payment of guaranteed compensation for your deposit (account) within 20 business days from the date the Bank's license is revoked.

Within 15 business days from the date the Bank's license is revoked, the KDIF shall publish an announcement—in both the Kazakh and Russian languages—detailing the start date, procedures, and methods for claiming guaranteed compensation, as well as the list of agent banks responsible for issuing such payments, and any information regarding the timing or potential deferral of the commencement of these payments. This announcement will be published in periodic print media distributed throughout the Republic of Kazakhstan (specifically *Egemen Qazaqstan* and *Kazakhstanskaya Pravda*), as well as on the KDIF website (www.kdif.kz) and via other mass media outlets.

The date on which the payment of guaranteed compensation begins shall be no later than 5 business days from the date of the publication of said announcement.

5. The period for the payment of the guarantee indemnity is 1 year from the date the payout process begins. To receive the guarantee indemnity, you may submit a written application to an agent bank (or banks) selected from the designated list of agent banks.

The guarantee indemnity will be paid no later than 5 business days from the date you submit your application, accompanied by the required supporting documents. You may access the application forms and the list of necessary supporting documents on the KDIF website (www.kdif.kz).

A notice from the KDIF regarding the end date for the guarantee indemnity payout period will be published 30 business days prior to the expiration of this period. This notice will appear in periodicals distributed throughout the Republic of Kazakhstan (such as *Egemen Qazaqstan* and *Kazakhstanskaya Pravda*), as well as in other media outlets and on the KDIF website (www.kdif.kz).

6.Upon the expiration of the guarantee payout period (1 year from the date the payout process began), any unclaimed guarantee payout amount will be transferred by the KFGD to your individual pension account for voluntary pension contributions, held with the Unified Accumulative Pension Fund JSC (hereinafter – UAPF), in accordance with the legislation of the Republic of Kazakhstan on social protection. The terms and conditions for transferring unclaimed guarantee payout amounts to the UAPF are set forth in Clause 2 of Article 21-1 of the Law.

7. Under the Law, if there was a valid reason that prevented you from submitting an application during the payout period, you have the right to submit a written application to the KFGD for the guarantee payout, accompanied by supporting documentation (this applies even if the KFGD has already transferred your unclaimed amount to the UAPF). The list of valid reasons is established in Clause 4 of Article 21-1 of the Law. Such an application may be submitted at any time prior to the final liquidation of the Bank, or before you become entitled to receive pension payments funded by voluntary pension contributions in accordance with the Social Code of the Republic of Kazakhstan (in the event that the unclaimed payout amount was transferred to your individual pension account for voluntary pension contributions).