

Shinhan Bank Canada Seniors Code Annual Report – 2021

Seniors have always been an important and dedicated customer base for Shinhan Bank Canada (the “Bank”). Since the introduction of the Code of Conduct for the Delivery of Banking Services to Seniors (the “Code”) in July 2019, we remain committed to support this important client group over the past year. We continue to educate our customer contact employees with knowledge in financial education, and to recognize signs of elder abuse and fraud.

As Canadians live longer, some seniors may face challenges that influence their ability to bank. For the purposes of the Code, a “senior” refers to an individual in Canada who is 60 years of age or older and who is transacting for non-business purposes.

With the leadership of our designated Seniors Champion, the Bank is committed to making banking safer and more secure for our senior customers, and we strive to continue delivery of a positive and fulfilling banking experience that meets the needs of our seniors.

In this Seniors Code Annual Disclosure Report for the fiscal year ended 2021, we have summarized below the actions taken to ensure our seniors customer group continues to enjoy a safe and comfortable banking experience, aligned with the seven principles of the *Code of Conduct for the Delivery of Banking Services to Seniors*.

1. Internal Policies and Procedures

The Bank has established its *Procedure for Banking Services to Seniors*. Employees are encouraged to refer to these *Procedures* to increase their awareness of the issues affecting our senior customers, and to enhance how we respond to assist them in the various circumstances that may adversely affect their finances.

The seven principles of the Code are incorporated in our regulatory compliance management framework.

2. Effective Communication with Seniors

Since our senior customers find banking to be more accessible when materials are offered in Korean, rather than in English, the Bank is committed to provide most customer information bilingually. Our dedicated web page for seniors is accessible by clicking on the following link: <https://www.shinhan.ca/help-guidance/advice-centre/senior-banking/>. Additionally, to support senior customers who are not familiar with our online information, we have printed brochures and flyers available at all branch locations, both in Korean and English.

Our Bank seeks to be respectful when assisting our senior customers with their banking needs.

3. Employee Training

To better equip the front-line employees of the Bank to serve our senior clients’ needs, the Seniors Champion has initiated a comprehensive training program that raises awareness and emphasizes the importance of seniors’ privacy decisions, and presumption of incapacity. Among the various methods, an annual training session, knowledge assessment, voice phishing videos and awareness flyers are utilized to facilitate the most effective delivery of training.

Another aspect of the training included emphasizing the importance of knowing the complaint escalation process. By understanding the precise steps that the customers can take to escalate their concerns, the front-line employees are able to explain and lead the seniors throughout the complaint process until their concerns are resolved.

Employee training in the Bank is an ongoing initiative for all front-line employees to equip them with insights to recognize a potential senior financial abuse situation.

4. Employee Resources Available for Servicing Seniors

Our front-line employees, who serve our senior customers, are provided with access to additional resources on topics such as detecting financial abuse, fraud, scams, incapacity, powers of attorney (“PoA”), and joint deposit accounts, which are designed to better equip them with the in-depth information to assist our senior customers when the need arises.

The Branch customer-facing employees are equipped with adequate resources and training materials to facilitate delivery of banking services to seniors. Our Seniors Champion acts as a subject matter expert on issues relating to senior customers, should Branch employees need clarifications or support on senior related matters, if the need arises.

5. Mitigating Potential Financial Harm

The Bank has Anti-Money Laundering (“AML”) and fraud detection monitoring framework in place to protect not only our senior customers, but also our general customers from any potential financial harm. Branch employees are trained to recognize signs of potential harm, and manage these matters while respecting the privacy of our senior customers.

The Bank has effective ‘Know Your Customer’ (“KYC”) and customer enhanced due diligence monitoring processes. Branch employees undergo regular training on AML, red flags relating to senior scams, PoA abuse, and checks for potential elder abuse in AML monitoring.

6. Branch Closures

We provide in-person financial services to our customers in branches in Ontario and British Columbia, and currently have no plans to close any of our branches. However, in case we do need to close any of our branches, the bank has process in place to consider all market-related demographics, and the needs of seniors in such situations in order to minimize any potential impact as a result.

The Bank will advise all our customers of available alternatives, so that any seniors can continue to bank in the event that the branch has closed.

7. Annual Disclosure Report

We are committed to provide the public and the Financial Consumer Agency of Canada (“FCAC”) with our detailed annual report on the action steps taken by the Bank to support each principle of the Code, and any other steps to improve the delivery of banking services to seniors.

This Seniors Code Annual Disclosure Report for 2021 will be made available to the public by publishing it at the Bank’s website at: <https://www.shinhan.ca/footer/legal/>.

The Bank remains committed to the evaluation and review of our compliance with the Code to ensure better service to our senior customers.