

## Deliver the customer's financial understanding through the provision of reading/reference materials

### <Shinhan Digital Finance Education Center>

The Shinhan Digital Finance Education Center was established and operated in 2023 to enhance the financial understanding of the financially vulnerable, including the elderly.

- We provide digital financial environment experience and voice phishing prevention education to an average of 300 people per month.
- It has been introduced through field trips in the international exchange program between the Financial Supervisory Service and OJK (Indonesia Financial Supervisory Service), establishing itself as a representative example of resolving financial difficulties for the financially vulnerable.

### <"Barrier Free" to improve access to financial services for the disabled policy operations.>

Shinhan Bank operates a "barrier free" policy that provides various and differentiated services to strengthen financial accessibility for the financially underprivileged.

- ① Provides KIT for the visually impaired.
- ② Operation of smart kiosk sign language counseling service for the deaf

In order to spread the 'barrier free' policy throughout Shinhan Financial Group, we are supporting 'KIT for the visually impaired ' to our affiliates Jeju Bank and Shinhan Savings Bank.

From 2023, Seoul Metropolitan Government has also provided 'KIT for the visually impaired' to support the city's policy for the disabled.