

The level of Complaint Review in Shinhan Financial Group

Shinhan Bank handles the results of the review of important complaints/conflicts as an agenda of Internal Control Committee for protecting financial customers, which is chaired by the management and reports it to the board of directors.

Through the Monthly Report to the CEO, it reports on the number of internal and external complaints, types, and causes with monthly basis, and reports the reviews of previous complaints and the plan of measures to reduce complaints on current year in every Jan with yearly basis.

Among major issue complaints, solutions are being devised through irregular reports for cases that require immediate reporting or urgent action due to concerns about the spread of financial consumer damage.

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