



Shinhan DS

NEW EMPLOYEE ONBOARDING



About Shinhan Financial Group

Shinhan Financial Group (SFG) is one of the largest financial groups in South Korea, offering a wide range of financial services including banking, credit cards, securities, life insurance, asset management, and more.

Shinhan Financial Group ecosystem in Vietnam



**Shinhan
Bank**

**Shinhan
Finance**

**Shinhan
Securities**

**Shinhan
Life**

**Shinhan
DS**

Learn More

GLOBALIZATION: SFG'S GLOBAL PRESENCE IN 20 COUNTRIES AND 251 NETWORKS PROVIDES A DIVERSIFIED PROFIT BASE

(AS OF THE END OF DEC 2022)

No. of Countries

20

No. of Networks

251

Shinhan Bank: 168 in 20 countries

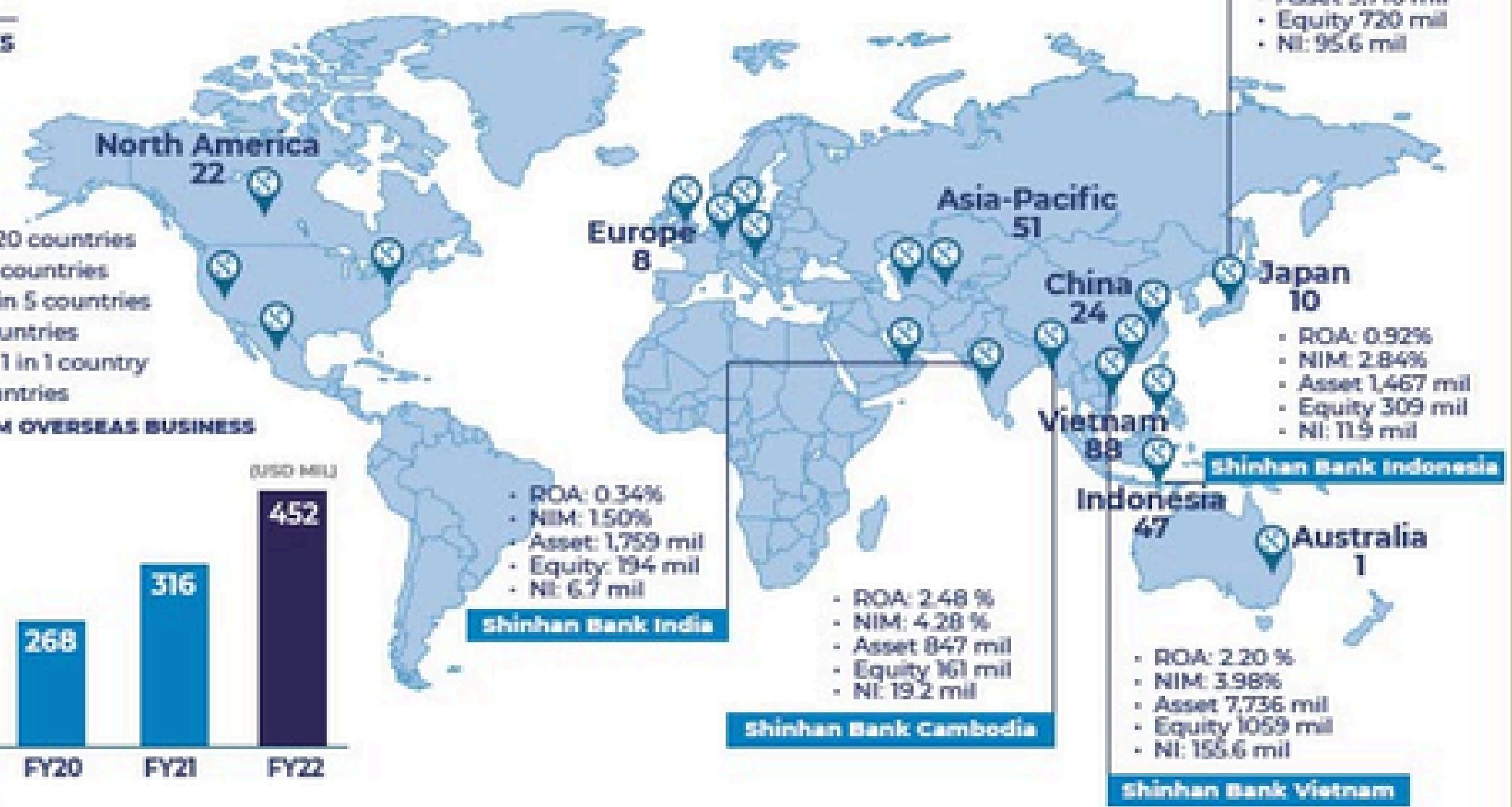
Shinhan Card: 69 in 4 countries

Shinhan Securities: 8 in 5 countries

Shinhan Life: 2 in 2 countries

Shinhan Asset Mgmt: 1 in 1 country

Shinhan DS: 3 in 2 countries

SFG NET INCOME FROM OVERSEAS BUSINESS**SFG: DIVERSIFIED PROFIT BASE**

● Card, Savings Bank

● Life Insurance

● Securities, Capital, Asset Mgmt
Alternative Invest, REITs Mgmt,
Asset Trust, AI, and Venture invest.

● Others

- Bank
- Non-Bank

**"ONE SHINHAN" BUSINESS MODEL**

Shinhan Bank Vietnam

Over 20 years experiences in Vietnam

Established presence (Multi-block Strategy) → **Achieved economy of scale**

- JV with Local Bank (Vietcom Bank, 50:50)
- Rep. office (1993)
 - Branch (1995)
 - Subsidiary (2009)
- Acquired 50% stake of JV
- Merged Shinhan Vina Bank with Shinhan Bank Vietnam (2011)
- Acquired ANZ Vietnam Retail Division (2017)

Joint expansion with group subsidiaries

- **Shinhan Card:**
 - Established SVFC (Shinhan Vietnam Finance Company) following an acquisition of PVFC (2010)
 - Launched credit card business with Shinhan Bank Vietnam (2011)
- **Shinhan Investment Corp.:**
 - Established Shinhan Securities Vietnam (SSV) following an acquisition of a local securities company (2015)
- **Shinhan Life:**
 - Established a representative office (2015)
 - Acquired corporate license (2021)
- **Shinhan DS:**
 - Established Shinhan DS Vietnam (2018)

Best foreign bank in Vietnam

1st

* In terms of net income, loan assets, and number of network

Largest among foreign FIs

83 networks

Shinhan Bank	43
Shinhan Card	35
Shinhan Investment	2
Shinhan Life	2
Shinhan DS	1



About Shinhan DS Vietnam

As part of the Shinhan Financial Group, we are committed to providing reliable and innovative IT solutions to financial services. At Shinhan DS Vietnam, you'll be working in a dynamic, open, and professional environment where your ideas are valued, and your growth is our priority.

- **Established:** 2018
- **Parent Company:** Shinhan DS (South Korea) — a member of Shinhan Financial Group
- **Main Business:** IT services and solutions specialized in finance & banking
- **Headcount:** 100+ employees (as of 2025)
- **Office Address:** 11th Floor, Tower B, Commercial and service area combined with high-rise housing at lot 1-13 in Functional Area No. 1 - No. 15, Tran Bach Dang Street, Thu Thiem Ward, Thu Duc City, Ho Chi Minh, Vietnam.

[Learn More](#)

Our Mission

01

Creative finance

02

Prosperity sharing



A better world through Finance

Shinhan WAY^{2.0}

01

More Friendly

02

More Secure

03

More Creative

Our Vision

We believe finance should be
+ More Friendly, More Secure, More Creative

Our Core Value



Right

We value doing what is RIGHT for our customers and for the future generations.



Nimble

We value being NIMBLE - executing with flexibility and efficiency, never stop learning and keep moving forward.



Different

We respect individual DIFFERENCES and value having DIFFERENTIATED outcomes.



Meet Our B.O.D



Mr. KIM CHUNG HWAN

BANK BIZ DEPARTMENT
(은행사업부)



Mr. SEO DONG HYEOP

SHINHAN DS VIETNAM
GENERAL DIRECTOR
(법인장)



Mr. LEE SEONGGUK

ICT BIZ DIVISION
GROUP BIZ DEPARTMENT
MANAGEMENT SUPPORT
DEPARTMENT
(ICT 사업본부 - 그룹사업부 - 경영지원부)

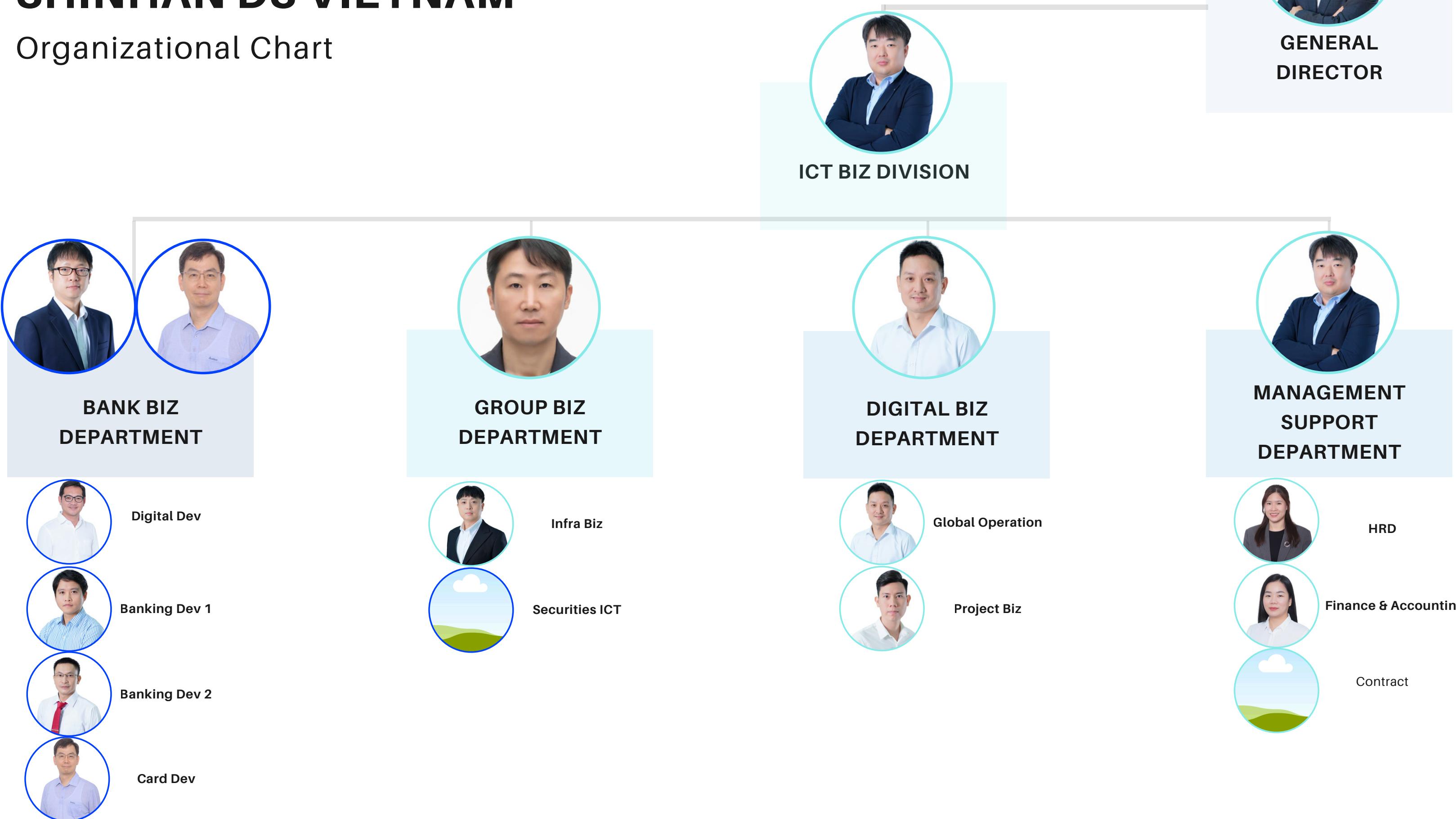


Mr. BAEK SANGHYUN

GROUP BIZ DEPARTMENT
(그룹사업부)

SHINHAN DS VIETNAM

Organizational Chart





Internal Regulation

01

Working Hour

Bank Biz Dept & Securities ICT Team

8:00 AM – 5:00 PM (Monday to Friday)

Lunch time: 11:45 AM - 12:45 PM

Other Dept

8:30 AM – 5:30 PM (Monday to Friday)

Lunch Time: 12:00 PM – 1:00 PM

02

Leave Policy

Annual leave days: **12 days/year** (increases with years of service)

Sick leave days followed as rule below:

- **3 days** if joining **from January**
- **2 days** if joining **from May**
- **1 day** if joining **from September**

Leave Application Notes:

- Planned 1 or 2 days leave must be submitted **at least 01 days** in advance.
- Planned 3 to 7 days leave, please submit your request at least **1 week** in advance.
- Emergency leave must be reported immediately to your Team Leader, HRD then complete leave application later.

Internal Regulation

03

Overtime Policy

- OT is applicable to **official employees** only.
- Must be approved by **Team Leader and HR** in advance.
- Overtime allowance is calculated according to **Vietnam Labor Law and company policy**.
- **For extended OT**, employees are entitled to a **1-hour break** to ensure health and productivity.
- Employees **must submit an OT request form before working overtime**.

Maximum OT hours

- No more than **4 hours per day**.
- No more than **40 hours per month**.





Internal Regulation

04

Contract Term:

Probationary Contract: **60 days**

Official Labor Contract: **12 months to 36 months** depending on position

Indefinite-term Contract: **Applied when Employee has signed and completed 2 consecutive fixed-term contracts**

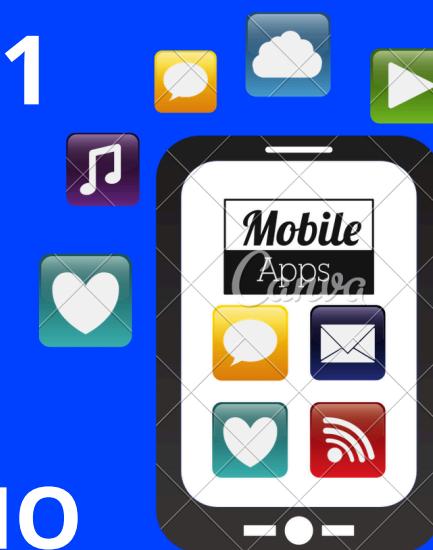
Renewal & Notice

Notification of renewal or termination will be given **at least 30 days** before expiry of **fixed-term contracts**

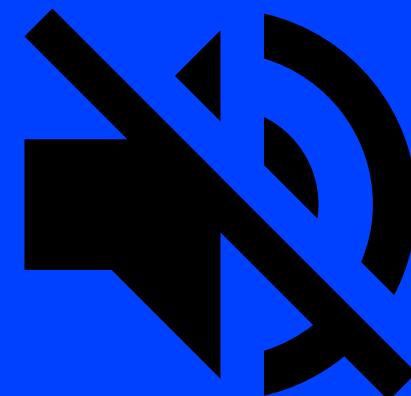
Notification of renewal or termination will be given **at least 45 days** before expiry of **indefinite-term contracts**

One week notice for probation contract termination.

DEVICE & PHONE USAGE RULES

01

**NO
music/games
/videos**

02

**Keep phone
on silent**

03

**Use only
when urgent**

04

**NO
photos or
recording
without
permission**

01

KAKAOTALK

02

FAST

03

ZALO

Essential Work Applications

**04**

SWINGCHAT

05

SWING PORTAL

**06**

DRM

Internal Computer Usage Guidelines

Internal computers are used for secure tasks within Shinhan Financial Group.
Please follow the guidelines below to ensure compliance and data safety.

01.

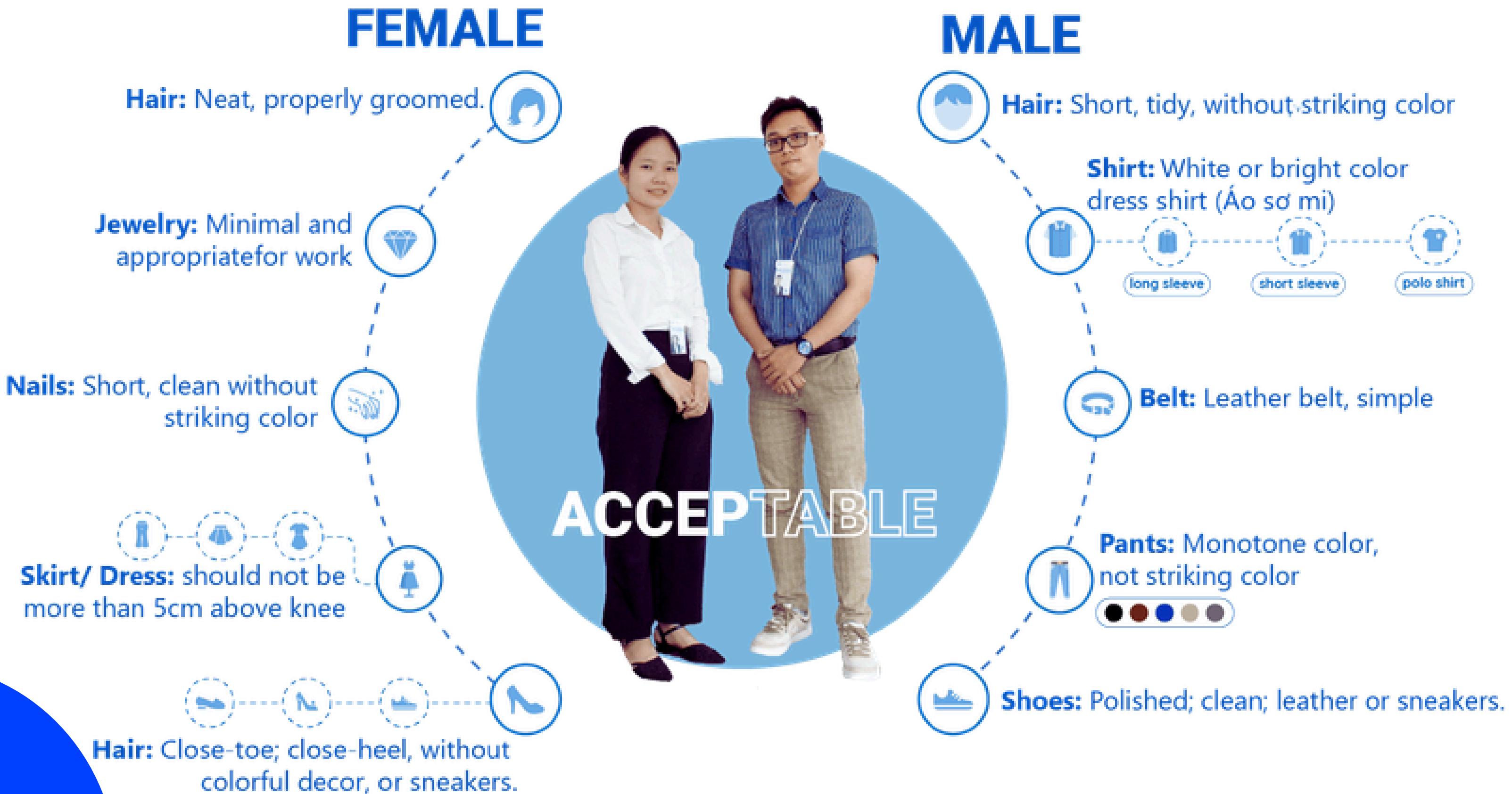
Internet access is restricted
► Only Swing Portal and Swing Chat are accessible.

02.

Transferring files between internal & external computers
► Use OpenNetLink.
► Approval required from your line manager.

03.

Editing & sending internal files
► The file must be unlocked using MarkAny.
► Unlocking also requires approval from your line manager.





COMPENSATION & BENEFITS



DAILY

Free Daily Drink at the 23 Floor Coffee Counter: 1 free drink per day – just scan your card at the shared coffee counter!



WEEKLY

Family Day: Leave 30 minutes early every Friday to enjoy more personal time.



MONTHLY

Team Bonding Budget: The amount is pooled by team and can be used for meals, coffee, or activities together.



YEARLY

Company trip, yearly health check-up & holiday gifts for all employees.

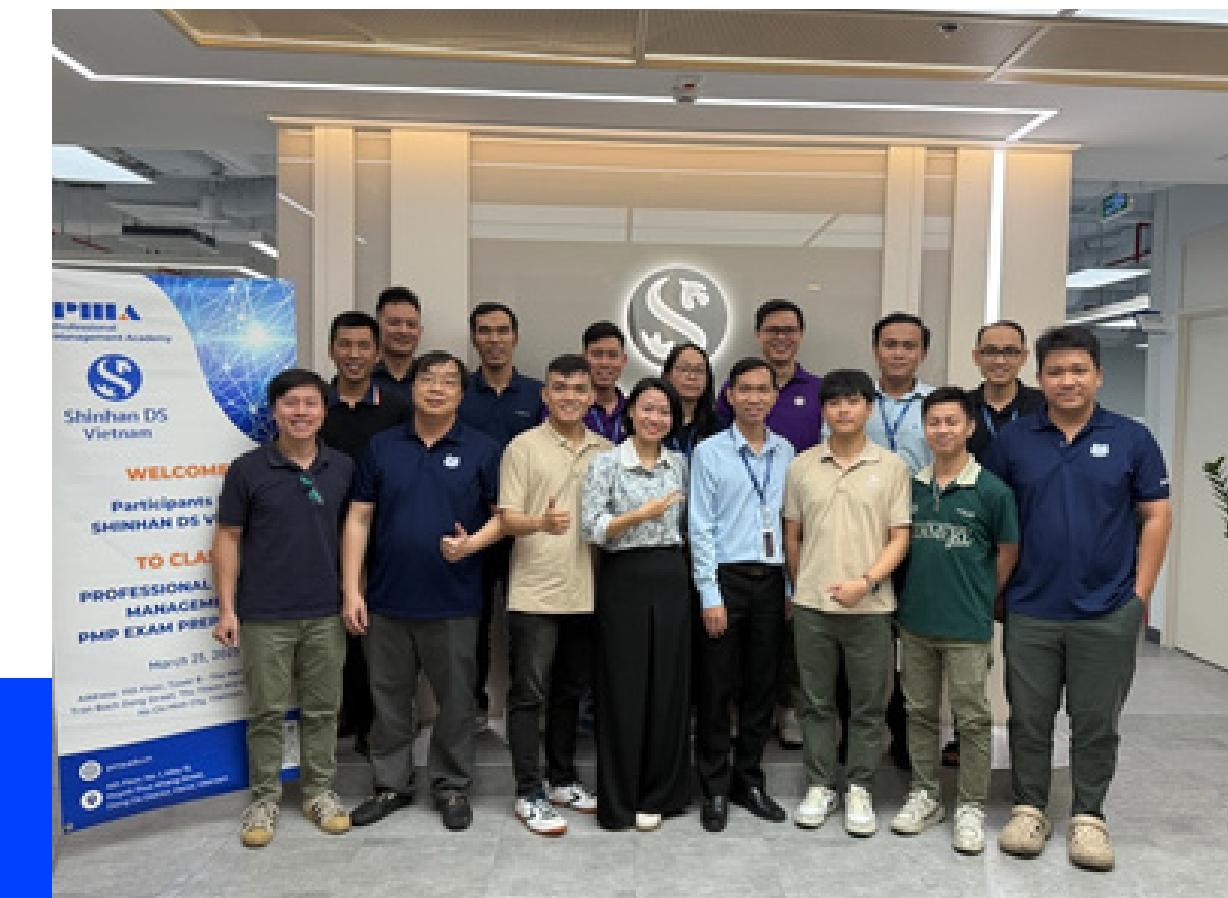
ACTIVITIES



ACTION HERO



GALA DINNER



PMP TRAINING



TEAM BUILDING



OUR ADVANTAGE

13TH MONTH SALARY

Paid annually in 2 installments –
July (50%) and December (50%)

KPI BONUS:

Paid at year-end based on individual performance.

PASS PROBATION BONUS:

After passing probation and signing the official contract, employees receive an additional 30% of their official monthly salary, meaning the total **income for the probation period** is equivalent to **100% of the official salary**.

Allowance

Special occasions

(*) Applicable for probationary employees also.

Lunar New Year (*)	1,000,000 VND + Greeting Card
Mid-Autumn Festival (*)	Mooncakes
Women's Day (Mar 8) (*)	500,000 VND + Card (for female employees)
Children's Day (Jun 1)	300,000 VND per child
Birthday	500,000 VND (added to monthly salary)
Marriage	4,000,000 VND + Greeting Card
Childbirth (all employees)	1,000,000 VND + Greeting Card
Condolence	1,000,000 VND - 10,000,000 VND + Flowers

Allowance

Annual Supports & Team Activities

(*) Applicable for probationary employees also.

Annual Health Check-up

Covered as per market price, approved by General Director

Private Insurance

Covered as per market price, approved by General Director

Company Trip, Team Building, Sports, Charity

As per management approval

Overtime Past Midnight

200,000 VND/night for transportation & stay

NEW EMPLOYEE TO-DO LIST



Welcome aboard! Please complete the onboarding tasks below.

- 1 Submit required documents
- 2 Sign contract & NDA.
- 3 Receive & sign equipment handover.
- 4 Submit Shinhan Bank account number to HR
- 5 Log in to Swing Portal, Swing Chat, KakaoTalk, FAST.
- 6 Activate Shinhan Webmail.
- 7 If using a motorbike, ask HR for parking guidance



Thank You

If you have any questions or concerns, feel free to scan the QR code below to contact us via KakaoTalk.

**Salary & Benefits, HR-related
matters**



Ms. Min
HR Team Leader

**Fast System,
Motobike Parking**



Ms. Tien
HR Supervisor

**Equipment,
Stationery request**



Mr. Bach
GA Officier



Ms. Mia
Senior HR Officier