

# Business Results

## 2Q 2023



The financial information contained herein has neither been reviewed nor audited by independent auditors. Therefore, no assurance is given that the financial information is accurate or complete, and such financial information may differ from the financial information to be contained in our financial statements audited by independent auditors. The information contained herein is subject to change without further notice.

We also note the following:

- Financial information has been prepared in accordance with the Korean IFRS (K-IFRS).
- The financial figures for periods starting January 1, 2023 have been stated in accordance with K-IFRS No.1117, '*Insurance Contracts*'. The figures for periods starting January 1, 2022 have been restated for the purpose of improved comparability, whereas, the figures for periods prior to December 31, 2021 have not been restated.
- The financial figures for periods starting January 1, 2019 have been stated in accordance with K-IFRS No. 1116, '*Leases*', and the figures for periods prior to December 31, 2017 have not been restated.
- Upon the acquisition of 60% stake in Asia Trust Co., Ltd. ("Asia Trust", which was later rebranded to Shinhan Asset Trust on June 1, 2022), acquisition accounting has been applied for periods starting April 1, 2019, which is the deemed acquisition date. Then, on May 16, 2022, remaining shares of Asia Trust have been acquired.
- On January 15, 2021, Shinhan Financial Group ("SFG" or "the Group") acquired the remaining 35% stake of Shinhan BNP Paribas Asset Management, which was rebranded to Shinhan Asset Management on the same day. On January 5, 2022, Shinhan Alternative Asset Management was merged into Shinhan Asset Management.
- Upon the acquisition of 94.54% stake in BNP Paribas Cardif General Insurance Co., Ltd on September 30, 2022, which was rebranded to Shinhan EZ General Insurance Co., Ltd. on the same day, acquisition accounting has been applied for periods starting June 30, 2022.
- On of July 28, 2022, SFG sold its 100% stake in Shinhan Credit Information to Shinhan Card. Consequently, Shinhan Credit Information is now a sub-subsiary of SFG.
- On of April 3, 2023, Shinhan Fund Partners was rebranded to Shinhan Fund Partners.

This presentation contains forward-looking statements, which is related to future events, not the actual events in the past. Forward-looking statements refers to the Group's expected business developments and financial performance figures in the future, and contains expressions including, but not limited to, '*forecast*', '*estimate*', '*plan*', '*expectation*', '*(e)*', and '*(p)*'. The forward-looking statements are subject to known and unknown risks and uncertainties, therefore, actual results may differ from those expressed or implied in the forward-looking statements. In addition, forward-looking statements are based on the current market conditions and the Group's management direction. Therefore, deviations may arise due to changes in the future market environment and revisions on business strategies. Under no circumstances can this data be used as proof of legal responsibility for the investor's investment results. The Group takes no obligation to update forward-looking statements.

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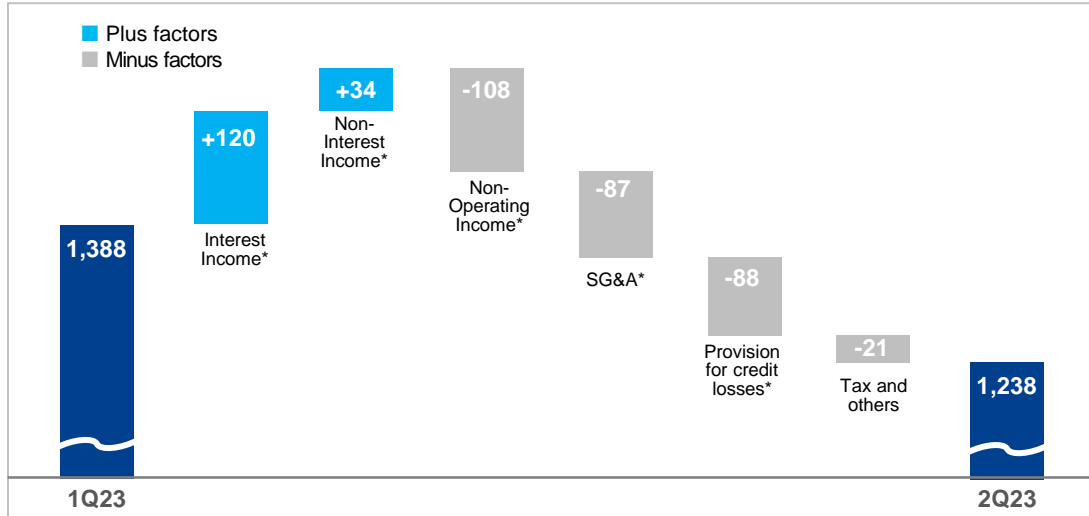
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# I. 2Q23 Result Highlights



## Movements (Consolidated basis, QoQ)

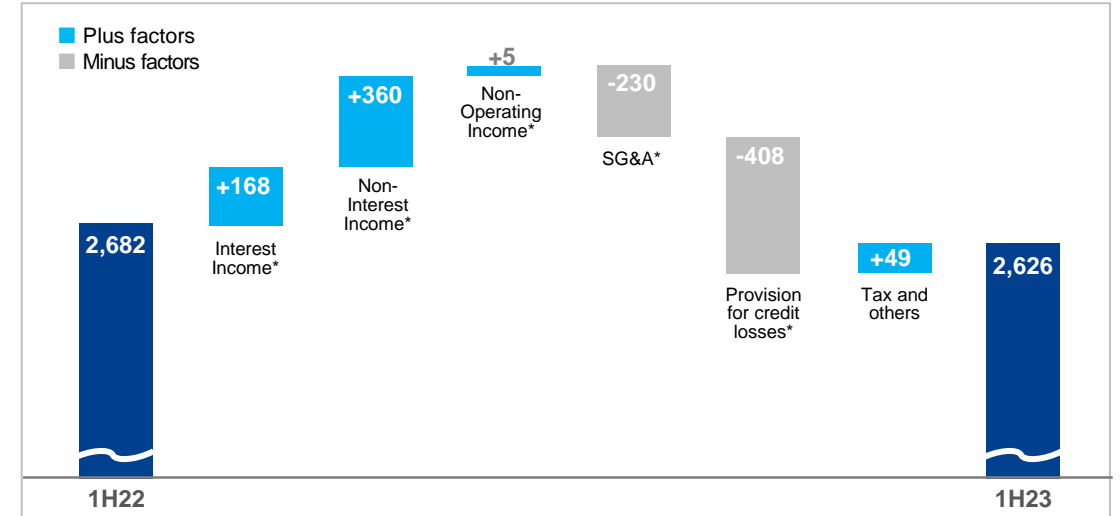
(KRW bn)



\* All figures before income tax

## Movements (Consolidated basis, YoY)

(KRW bn)



\* All figures before income tax

### Operating income growth offset by conservative provisioning

Balanced growth in both interest and non-interest income, demonstrating solid fundamentals

**KRW 1,238 billion**

[-10.8% QoQ]

(2Q23 Consolidate Net Income)

### Continued non-interest income growth driven by diverse fee income increase

Fee income growth partially offset by weaker securities-related income

**KRW 1,033 billion**

[+3.4% QoQ]

(2Q23 Non-interest Income)

### Disciplined expense control, despite inflationary pressure

QoQ increase due to tax deductions and higher advertising and servicing expenses

**38.3%**

[Δ0.1%p YoY, excl. ERP impact in 1Q23]

(1H23 Group Cost-Income Ratio)

### Pre-emptive provisioning amidst uncertainties and increased recurring provisions

Higher provisions reflecting credit review season and master scale PD adjustments

**53bp**

[+22bp YoY /  
1H23 Recurring CCR 35bp]

(1H23 Group Credit Cost Ratio)

### Sustainable capital policy based on adequate capital levels

Shareholder return in consideration of economic uncertainties and future regulatory changes on capital

**DPS 525 won (2Q)<sup>(resolved)</sup>**

**Buybacks 100Wbn (3Q)<sup>(resolved)</sup>**

(Cash Dividend / Share Buyback and Cancellations)

# 2Q23 Financial Overview

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
Operating Income before Expenses (a=b+c)	<b>7,300.5</b>	6,772.0	528.5	7.8%	<b>3,727.5</b>	3,398.2	329.2	9.7%	3,573.1	154.4	4.3%
Interest Income (b)	<b>5,268.0</b>	5,099.5	168.5	3.3%	<b>2,694.2</b>	2,608.4	85.8	3.3%	2,573.8	120.3	4.7%
Non-interest Income (c)	<b>2,032.5</b>	1,672.5	360.0	21.5%	<b>1,033.3</b>	789.8	243.5	30.8%	999.2	34.0	3.4%
G&A Expenses (d)	<b>2,798.8</b>	2,568.8	230.1	9.0%	<b>1,442.9</b>	1,322.9	120.0	9.1%	1,355.9	87.0	6.4%
Operating Income (e=a-d)	<b>4,501.7</b>	4,203.2	298.5	7.1%	<b>2,284.5</b>	2,075.3	209.2	10.1%	2,217.2	67.4	3.0%
Non-Operating Income (f)	<b>92.9</b>	88.0	5.0	5.7%	<b>-7.6</b>	62.8	-70.4	n.a.	100.6	-108.2	n.a.
Pre-Provision Income (g=e+f)	<b>4,594.6</b>	4,291.2	303.4	7.1%	<b>2,276.9</b>	2,138.1	138.8	6.5%	2,317.7	-40.8	-1.8%
Provision for Credit Losses (h)	<b>1,009.5</b>	601.6	407.9	67.8%	<b>548.5</b>	358.1	190.4	53.2%	461.0	87.5	19.0%
Earnings before Income Tax (i=g-h)	<b>3,585.2</b>	3,689.6	-104.5	-2.8%	<b>1,728.4</b>	1,780.0	-51.5	-2.9%	1,856.8	-128.3	-6.9%
Income Tax	<b>902.1</b>	967.6	-65.5	-6.8%	<b>459.6</b>	462.9	-3.3	-0.7%	442.4	17.2	3.9%
Consolidated Net Income	<b>2,626.2</b>	<b>2,682.4</b>	<b>-56.1</b>	<b>-2.1%</b>	<b>1,238.3</b>	<b>1,297.5</b>	<b>-59.3</b>	<b>-4.6%</b>	<b>1,388.0</b>	<b>-149.7</b>	<b>-10.8%</b>
Cost to Income Ratio (%)	<b>38.3%</b>	37.9%		0.4%p	<b>38.7%</b>	38.9%		-0.2%p	37.9%		0.8%p
Credit Cost Ratio (%)	<b>0.53%</b>	0.31%		0.22%p	<b>0.57%</b>	0.37%		0.20%p	0.48%		0.09%p
ROE	<b>10.70%</b>	12.11%		-1.41%p	<b>10.70%</b>	12.11%		-1.41%p	11.54%		-0.84%p
CET1 Ratio (Group)	<b>12.95%</b>	12.73%		0.22%p	<b>12.95%</b>	12.73%		0.22%p	12.68%		0.27%p

- When interest-bearing assets grew only by 0.1%, interest income went up by 4.7% QoQ reflecting 6bp NIM improvement and more business days during the period
- Despite contraction in securities-related income, non-interest income increased 3.4% QoQ due to growth in fee income and insurance-related income
- Despite one-offs in 1Q23(32Wbn in Shinhan Life's ERP costs) G&A costs increased 6.4% QoQ reflecting tax deductions(property tax and comprehensive real estate holding tax), and higher advertising and servicing expenses
- Despite a decrease in Shinhan Card's provisioning, Group's provision for credit losses went up 19.0% QoQ reflecting SHB's credit review season and additional 141Wbn in provisioning set aside through master scale PD adjustments
- Non-operating income decreased QoQ primarily due to high base effect(one-off gains related to real estate sales and equity investments in 1Q23) and donations toward Shinhan Hope Foundation and voice phishing prevention campaigns in 2Q23
- Net income marked 1,238Wbn, down 10.8% QoQ, due to larger G&A expenses and credit cost, despite sound growths in both interest and non-interest income,

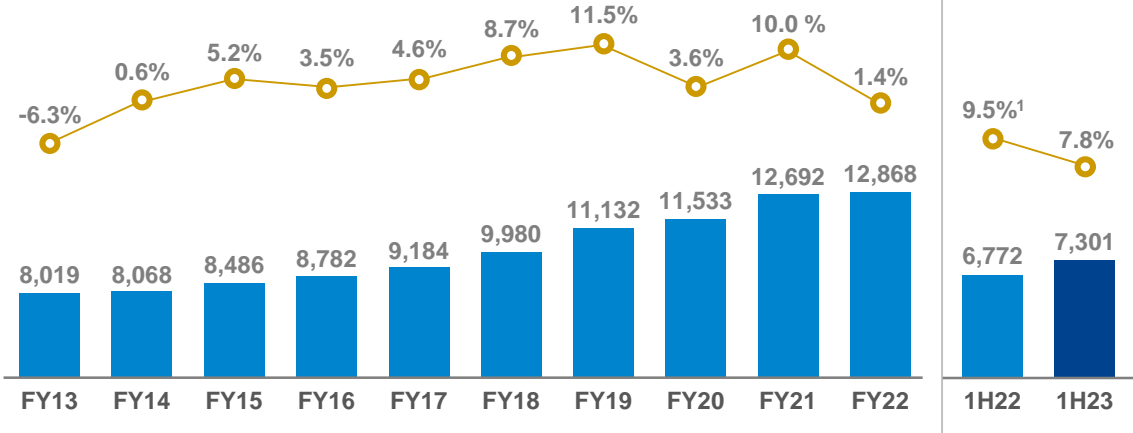
NOTE ROE in year-to-date cumulative basis. Capital ratio (CET1 Ratio) is a preliminary estimate.

# [Note 1] Earnings Trend

## Operating Income

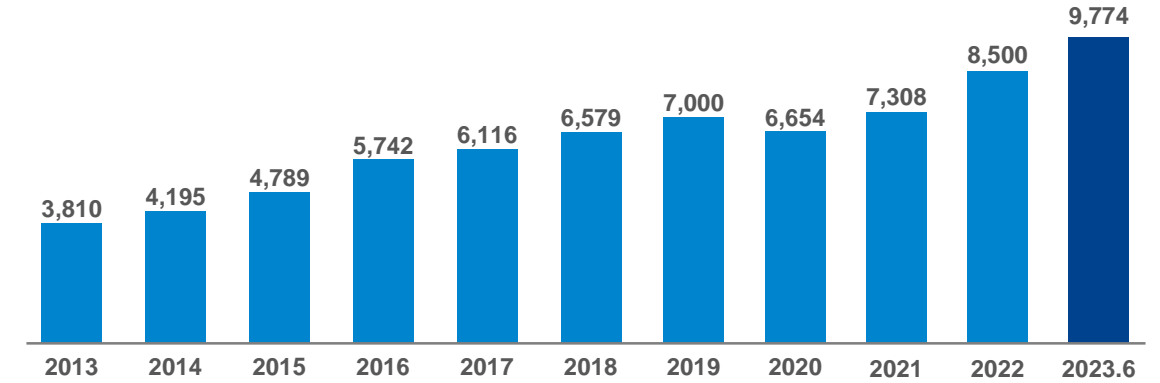
(KRW bn)

○ Operating Income Growth (%)



## EPS

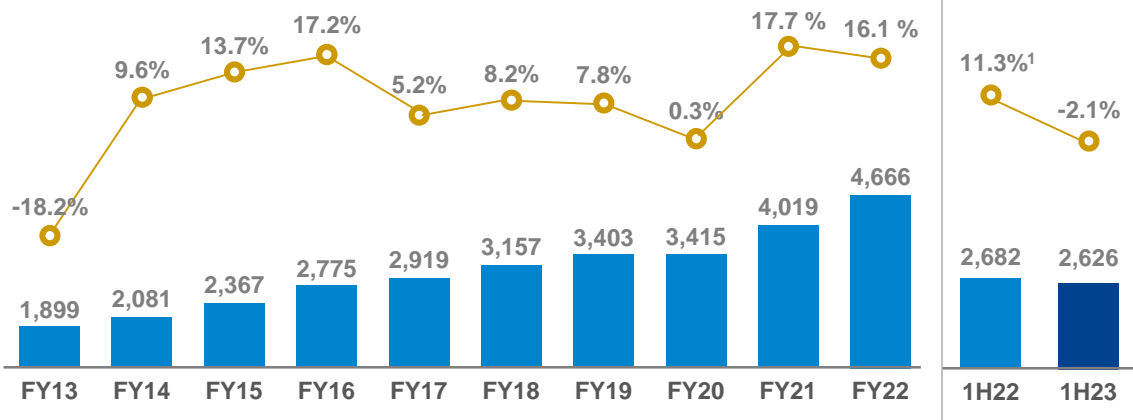
(KRW)



## Net Income

(KRW bn)

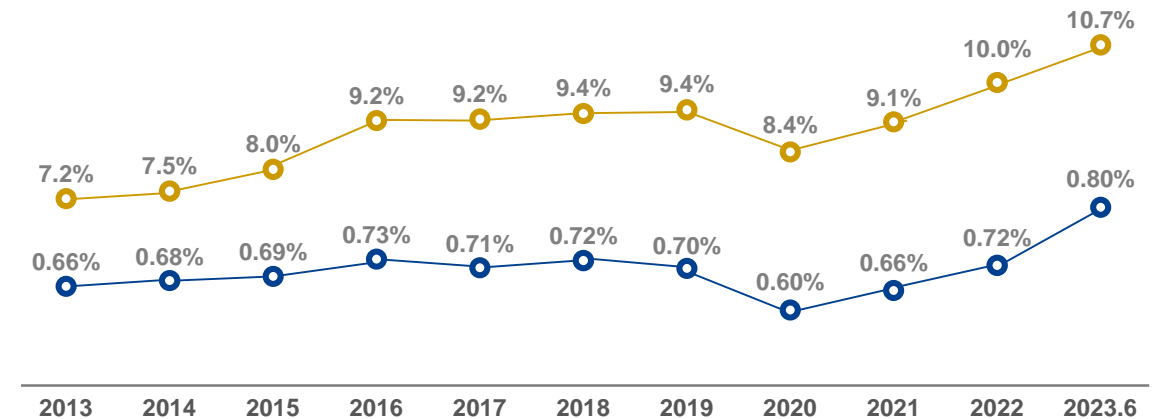
○ Net Income Growth (%)



## ROE & ROA

(%)

○ ROE ● ROA



NOTE 1 Operating Income Growth and Net Income Growth for 1H22 are in accordance with IFRS4 standards

NOTE Annual and Quarterly figures not to the same scale

# Interest Income

## Details of Interest Income

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Interest Revenue (a)</b>	<b>13,307.7</b>	<b>8,723.8</b>	<b>4,583.9</b>	<b>52.5%</b>	<b>6,814.7</b>	<b>4,570.0</b>	<b>2,244.8</b>	<b>49.1%</b>	<b>6,492.9</b>	<b>321.8</b>	<b>5.0%</b>
Loans	10,618.4	7,018.0	3,600.5	51.3%	5,425.6	3,690.1	1,735.5	47.0%	5,192.8	232.8	4.5%
Securities	2,214.5	1,534.4	680.1	44.3%	1,156.9	785.6	371.2	47.3%	1,057.6	99.2	9.4%
Others	474.7	171.4	303.3	176.9%	232.3	94.2	138.0	146.5%	242.5	-10.2	-4.2%
<b>Interest Expense (b)</b>	<b>8,039.6</b>	<b>3,624.2</b>	<b>4,415.4</b>	<b>121.8%</b>	<b>4,120.5</b>	<b>1,961.5</b>	<b>2,159.0</b>	<b>110.1%</b>	<b>3,919.1</b>	<b>201.4</b>	<b>5.1%</b>
Deposits	4,673.3	1,574.2	3,099.1	196.9%	2,386.6	848.2	1,538.4	181.4%	2,286.7	99.9	4.4%
Debentures	2,197.2	1,088.5	1,108.6	101.8%	1,108.0	587.1	520.9	88.7%	1,089.2	18.8	1.7%
Others	981.1	876.4	104.7	11.9%	504.4	465.7	38.7	8.3%	476.7	27.7	5.8%
Interest portion of provision for policy reserve	188.1	85.1	103.0	121.1%	121.5	60.5	61.0	100.7%	66.5	55.0	82.7%
<b>Interest Income (a-b)</b>	<b>5,268.0</b>	<b>5,099.5</b>	<b>168.5</b>	<b>3.3%</b>	<b>2,694.2</b>	<b>2,608.4</b>	<b>85.8</b>	<b>3.3%</b>	<b>2,573.8</b>	<b>120.3</b>	<b>4.7%</b>

## Interest Rate & NIM Movement

(%)	4Q21	1Q22	2Q22	3Q22	4Q22	1Q23	2Q23
BOK Base rate	1.00	1.25	1.75	2.50	3.25	3.50	<b>3.50</b>
3-y T Bond yield (average)	1.80	2.66	3.55	4.19	3.73	3.34	<b>3.66</b>
<b>NIS (Bank, for the quarter) (a-b)</b>	<b>1.79</b>	<b>1.87</b>	<b>2.04</b>	<b>2.13</b>	<b>2.14</b>	<b>2.03</b>	<b>2.05</b>
Interest-bearing asset yield (a)	2.65	2.89	3.17	3.58	4.28	4.73	<b>4.80</b>
Liability funding cost (b)	0.86	1.01	1.13	1.45	2.14	2.71	<b>2.76</b>
<b>NIM (Group, for the quarter)</b>	<b>1.83</b>	<b>1.89</b>	<b>1.98</b>	<b>2.01</b>	<b>1.98</b>	<b>1.94</b>	<b>2.00</b>
NIM (Bank, for the quarter)	1.45	1.51	1.63	1.68	1.67	1.59	<b>1.64</b>
<b>NIM (Group, YTD)</b>	<b>1.81</b>	<b>1.89</b>	<b>1.94</b>	<b>1.96</b>	<b>1.96</b>	<b>1.94</b>	<b>1.97</b>
NIM (Bank, YTD)	1.41	1.51	1.58	1.61	1.63	1.59	<b>1.62</b>

NOTE Group NIM is the sum of Bank NIM and Card NIM

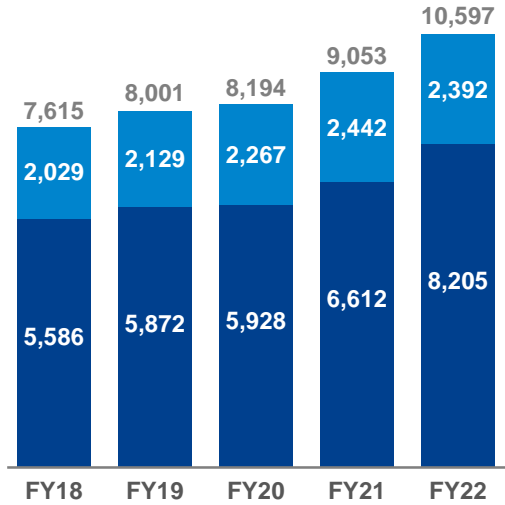
- Although interest-bearing assets only grew by 0.1%, Group interest income increased by 4.7% QoQ reflecting non-bank's funding cost stabilization, and bank's NIM improvement
- Group NIM recorded 2.00%, up 6bp QoQ, thanks to improvement in Bank NIM and a drop in SHC's funding costs
- Bank's quarterly NIM marked 1.64%, up 5bp QoQ, attributable to higher lending rates and increased securities-related earnings amid rising market rates, and the maturity of high-interest time deposits procured in 4Q22
- Although the size of Group securities decreased by 1.2Wtn during 2Q23, securities-related earnings increased thanks to higher operating yield through portfolio adjustment efforts
- Bank's KRW loan growth marked +0.1% in 1Q and +0.6% in 2Q, signaling resumed growth (Please refer to pg. 9 for details on SHB's loan growth)
- For SHB, retail lending decreased 1.8% YTD due to weaker demand reflecting higher interest rates, tight DSR regulations, and slow real estate market, as well as asset securitization of mortgages
- Backed by strong loan demand from large corporates and quality SMEs, corporate lending grew by 2.8% YTD, driving SHB's loan growth
- SHC's earning assets decreased by 1.5% YTD following its strategic reduction of interest-free installment services



# [Note 2] Loan Growth, Deposits, and Margin Trend

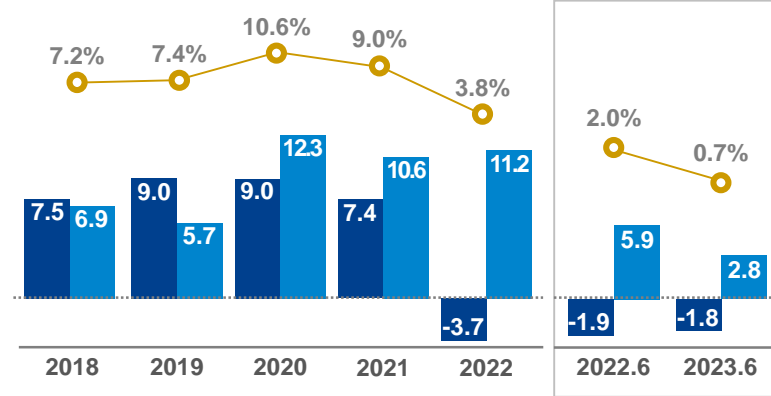
## Group Interest Income (KRW bn)

■ Bank ■ Non-bank



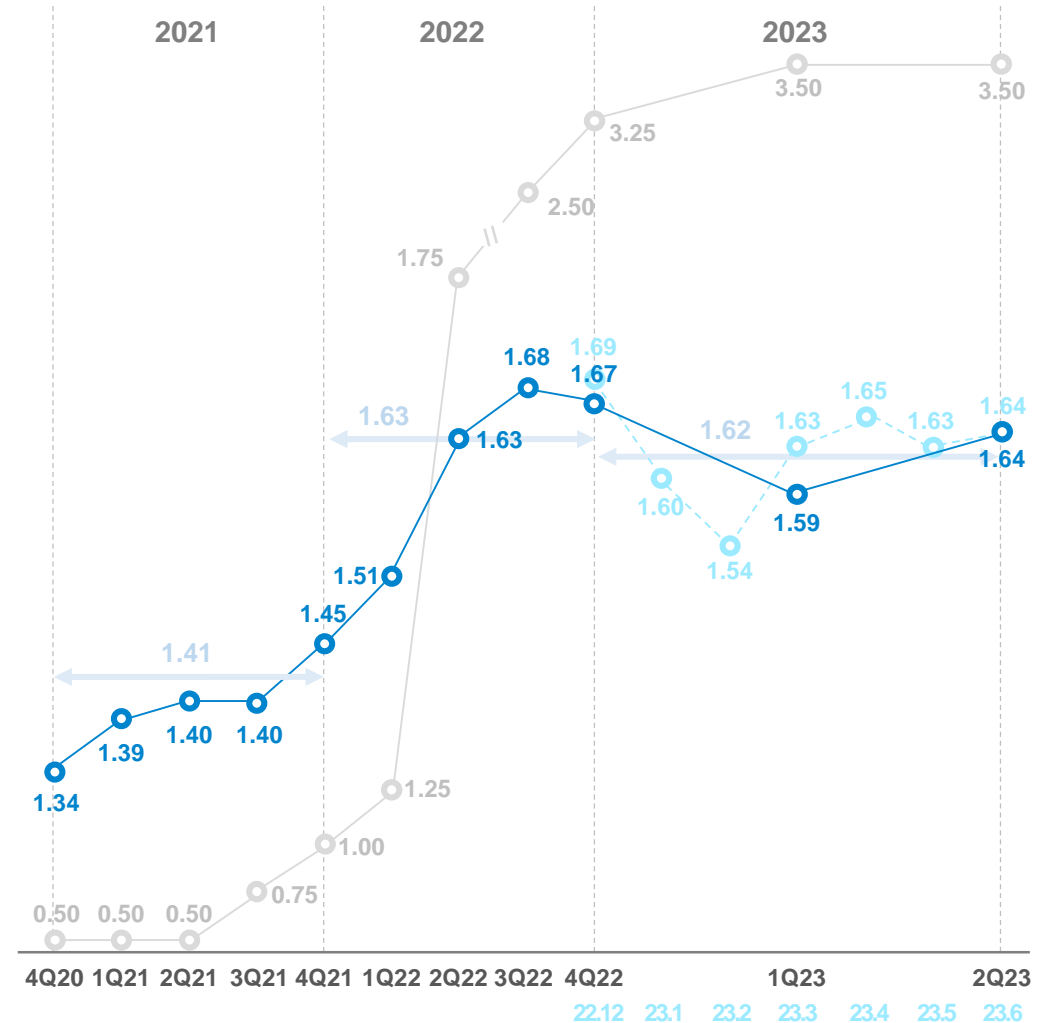
## KRW Loan Growth (%)

■ Retail YTD ■ Corporate YTD  
● Total Loans YTD



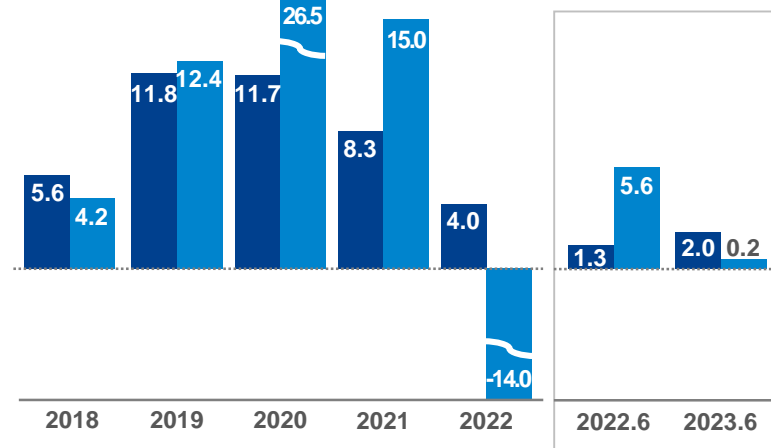
## SHB NIM Trend (%)

■ Annualized NIM ● Quarterly NIM ● Monthly NIM ● BOK base rate

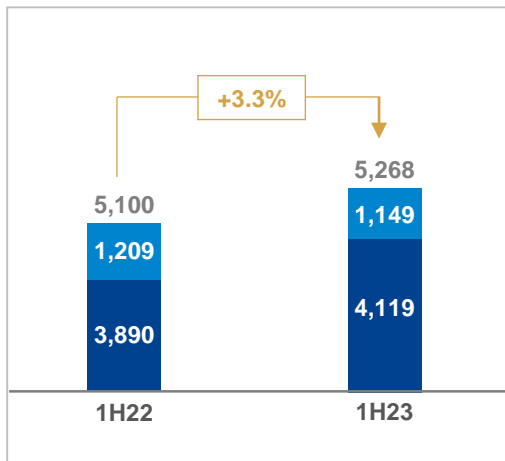


## SHB Core Deposit Trend (%)

■ Deposit growth rate YTD ■ Core Deposit growth rate YTD



NOTE Annual and Quarterly figures not to the same scale



# Non-interest Income

## Details of Non-interest Income

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Non-Interest Income</b>	<b>2,032.5</b>	<b>1,672.5</b>	<b>360.0</b>	<b>21.5%</b>	<b>1,033.3</b>	<b>789.8</b>	<b>243.5</b>	<b>30.8%</b>	<b>999.2</b>	<b>34.0</b>	<b>3.4%</b>
Fees & Commission	1,252.7	1,362.8	-110.0	-8.1%	649.3	661.2	-11.9	-1.8%	603.4	45.9	7.6%
Securities related & FX Trading/Derivatives	1,179.8	476.2	703.6	147.8%	568.3	197.7	370.6	187.4%	611.5	-43.2	-7.1%
Insurance-related Income	497.6	514.9	-17.3	-3.4%	260.8	249.7	11.0	4.4%	236.8	24.0	10.1%
Others	-897.6	-681.4	-216.2	n.a.	-445.1	-318.9	-126.2	n.a.	-452.5	7.4	n.a.
(Contribution Expenses)	-231.6	-216.6	-15.0	n.a.	-113.5	-108.5	-5.0	n.a.	-118.1	4.6	n.a.
(Insurance Fees on Deposits)	-235.2	-218.5	-16.7	n.a.	-116.1	-107.0	-9.1	n.a.	-119.1	3.0	n.a.

## Details of Fees & Commission

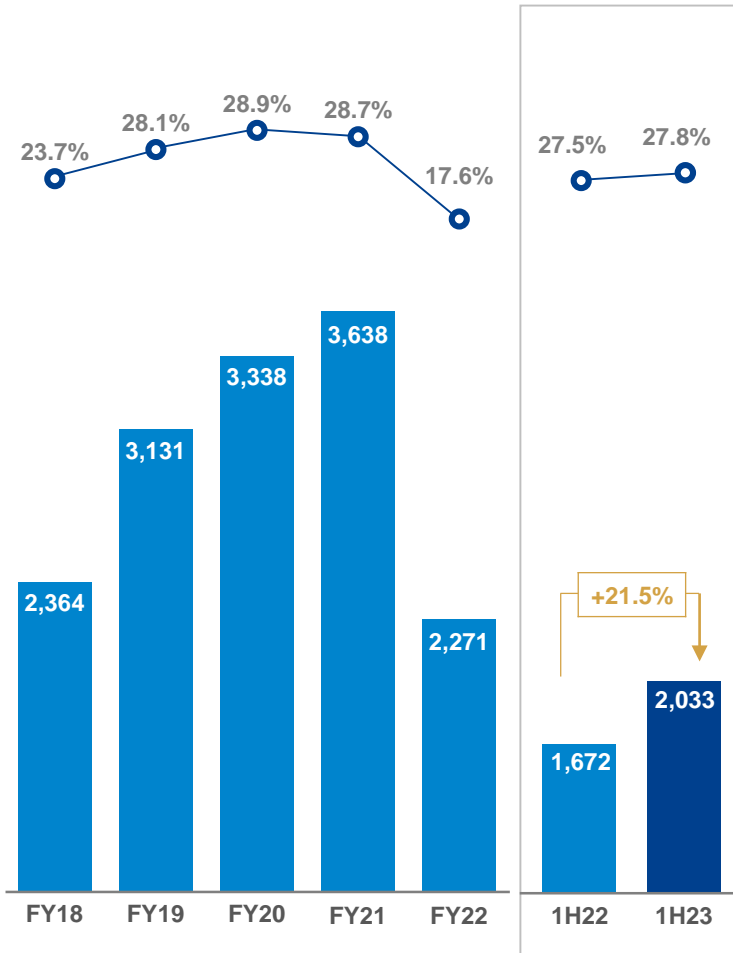
(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Fees &amp; Commission</b>	<b>1,252.7</b>	<b>1,362.8</b>	<b>-110.0</b>	<b>-8.1%</b>	<b>649.3</b>	<b>661.2</b>	<b>-11.9</b>	<b>-1.8%</b>	<b>603.4</b>	<b>45.9</b>	<b>7.6%</b>
Credit Card Fee Income	166.7	208.1	-41.5	-19.9%	93.2	117.9	-24.6	-20.9%	73.5	19.8	26.9%
Brokerage Commissions	154.4	144.1	10.3	7.2%	83.6	67.5	16.0	23.7%	70.9	12.7	17.9%
Fund & Bancassurance	52.3	58.6	-6.3	-10.7%	25.5	28.3	-2.8	-9.9%	26.8	-1.2	-4.6%
Trust Fee Income	150.0	161.0	-11.0	-6.8%	75.6	81.1	-5.5	-6.8%	74.4	1.2	1.6%
F/X Fee Income	104.1	113.3	-9.2	-8.1%	54.1	59.4	-5.3	-8.9%	50.0	4.1	8.2%
Electronic Transaction	73.2	73.4	-0.2	-0.2%	37.4	36.9	0.4	1.2%	35.9	1.5	4.2%
Investment Banking	77.9	165.7	-87.8	-53.0%	43.9	69.1	-25.2	-36.4%	34.0	10.0	29.3%
Lease Financing Fees	290.7	218.3	72.5	33.2%	145.8	111.5	34.3	30.8%	144.9	0.9	0.6%
Others	183.4	220.4	-37.0	-16.8%	90.2	89.6	0.6	0.7%	93.2	-3.0	-3.2%

- Despite decrease in securities-related income, non-interest income increased 3.4% QoQ thanks to recovery in insurance-related income and fee income
- On YoY basis, non-interest income increased by 21.5% thanks to low base effect (low trading gains in the previous year due to rising rates), and higher securities-related income reflecting market rate decrease in 1H23
- Insurance-related income increased QoQ due to decreased accident insurance payments resulting from a drop in insurance claims
- Fee income up 7.6% QoQ, driven by balanced growth of fee income, including from credit card fees, brokerage fees, and lease financing fees
- Credit card fee income grew 26.9% QoQ thanks to increased volume in credit card purchases. On YoY basis, despite 6.2% increase in credit card purchases, credit card fee income decreased by 19.9% owing to merchant fee adjustments in February 2022 and increased marketing expenses
- Brokerage fee income up 17.9% QoQ reflecting increased trading volume
- IB commissions up 29.3% QoQ, largely driven by increased underwriting and arrangement fees. On YoY basis, IB commissions decreased due to high base effect (big IPO and real estate deals in the previous year)
- Lease financing fees remained flat QoQ reflecting weaker demand amid higher rates, and selective growth strategy centered on quality assets

# [Note 3] Non-interest Income Trend and Details

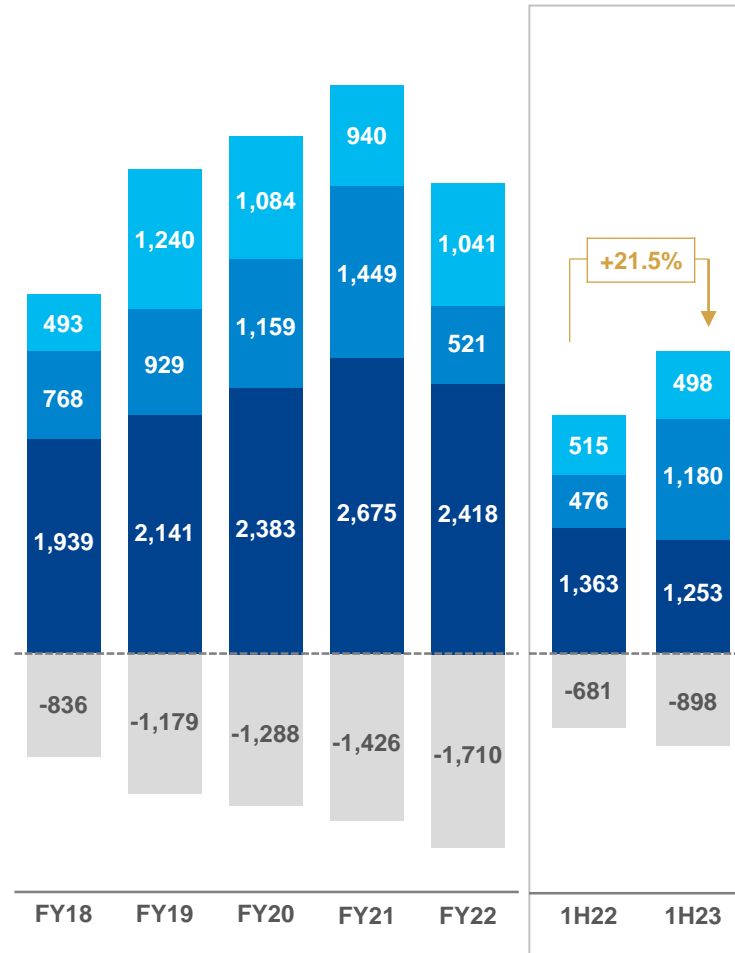
## Non-interest Income Trend (KRW bn)

- Non-interest Income
- Non-interest Income weight (Operating Income/Non-interest Income)

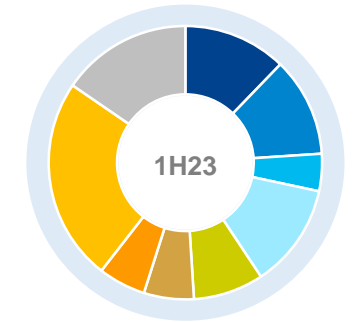


## Non-interest Income Breakdown (KRW bn)

- Fees & Commission
- Securities related & FX Trading/Derivatives
- Insurance-related Income
- Others (Contribution expenses, Insurance fee on deposits, etc.)



## Fees & Commission (%)



■ Credit Card Fee Income	13.3%
■ Brokerage Commissions	12.3%
■ Fund & Bancassurance	4.2%
■ Trust Fee Income	12.0%
■ F/X Fee Income	8.3%
■ Electronic Transaction	5.8%
■ Investment Banking	6.2%
■ Lease Financing Fees	23.2%
■ Others	14.6%

# Expenses and Provisioning

## Details of G&A Expense

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>G&amp;A Expense</b>	<b>2,798.8</b>	<b>2,568.8</b>	<b>230.1</b>	<b>9.0%</b>	<b>1,442.9</b>	<b>1,322.9</b>	<b>120.0</b>	<b>9.1%</b>	<b>1,355.9</b>	<b>87.0</b>	<b>6.4%</b>
Salary & Employee benefits	1,739.2	1,630.8	108.4	6.6%	864.3	807.3	57.1	7.1%	874.9	-10.6	-1.2%
(Early Retirement Program Expenses)	36.6	0.8	35.9	4,692.3%	2.4	0.1	2.2	1,828.3%	34.3	-31.9	-93.1%
D&A	358.0	318.2	39.9	12.5%	183.9	159.0	24.9	15.7%	174.1	9.7	5.6%
Other Expenses	701.6	619.8	81.8	13.2%	394.7	356.7	38.0	10.7%	306.9	87.9	28.6%
(Advertising Expenses)	114.5	119.1	-4.7	-3.9%	72.1	76.4	-4.3	-5.6%	42.4	29.7	70.1%
(Taxes and Dues)	128.8	107.4	21.4	19.9%	76.0	67.4	8.7	12.8%	52.8	23.3	44.1%
(Servicing Expenses)	90.3	74.2	16.1	21.6%	57.3	47.2	10.1	21.4%	33.0	24.2	73.4%

## Provision for Credit Losses / Delinquency

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Provision for Credit Losses</b>	<b>1,009.5</b>	<b>601.8</b>	<b>407.7</b>	<b>67.7%</b>	<b>548.5</b>	<b>358.3</b>	<b>190.2</b>	<b>53.1%</b>	<b>461.0</b>	<b>87.5</b>	<b>19.0%</b>
Shinhan Bank	463.6	304.5	159.1	52.3%	285.1	211.7	73.5	34.7%	178.5	106.7	59.8%
Shinhan Card	372.0	257.9	114.1	44.3%	182.3	112.4	69.9	62.2%	189.7	-7.5	-3.9%
Other	173.8	39.4	134.4	341.3%	81.1	34.3	46.7	136.1%	92.7	-11.7	-12.6%
<b>SHB Delinquency</b>	<b>0.27%</b>	<b>0.19%</b>		<b>0.08%p</b>	<b>0.27%</b>				<b>0.27%</b>		<b>0.00%p</b>
SME (incl SOHO)	0.32%	0.23%		0.09%p	0.32%				0.33%		-0.01%p
SOHO	0.32%	0.14%		0.19%p	0.32%				0.33%		-0.01%p
Retail	0.24%	0.18%		0.07%p	0.24%				0.26%		-0.02%p
<b>SHC Delinquency</b>	<b>1.43%</b>	<b>0.92%</b>		<b>0.51%p</b>	<b>1.43%</b>				<b>1.37%</b>		<b>0.06%p</b>

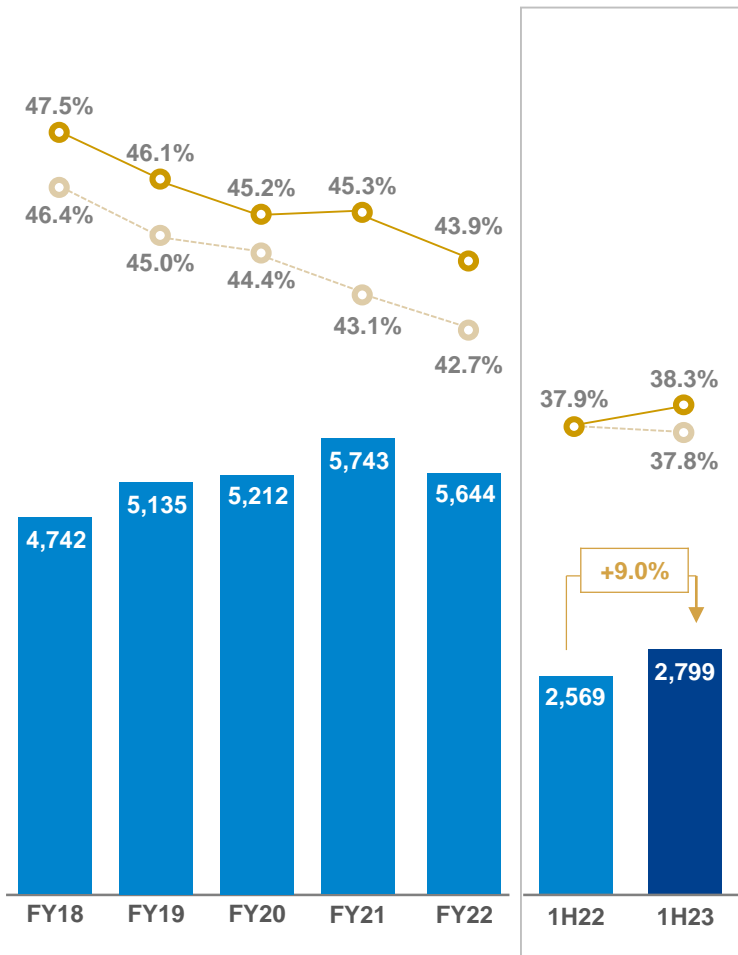
- Despite one-offs in 1Q23(32Wbn in Shinhan Life's ERP costs) G&A costs increased 6.4% QoQ reflecting tax deductions and higher advertising and servicing expenses
- On YoY basis, G&A costs went up 9.0%, but when excluding ERP costs in 1Q23, the increase was 7.6%. YoY increase is primarily driven by overall increase in general cost levels due to inflation and bigger depreciation from increased digital and ICT capital investments
- Group CIR marked 38.3%, a slight increase compared to the same period last year, but when excluding Shinhan Life's ERP costs in 1Q23, Group CIR improved by 0.1%p
- Although Card's provisioning decreased reflecting stabilization of the 2-month delinquency migration rate, Group's provision for credit losses went up 19.0% QoQ reflecting SHB's corporate credit review season and additional 141.1Wbn in provisioning set aside through Master Scale PD<sup>1</sup> adjustments  
NOTE 1 Master Scale PD: Probability of default target by grade
- Although delinquency rate for SHB is on an increase due to rate hikes and unfavorable economic conditions, the absolute delinquency rate remains low compared to pre-COVID levels. Through active write-offs, Bank's delinquency remains flat QoQ at 0.27%
- Delinquency rate for SHC went up 6bp QoQ to 1.43%. But, 2M delinquency migration rate has been stabilizing since Feb.

# [Note 4] Expenses and Provisioning Trend

## G&A Expense

(KRW bn)

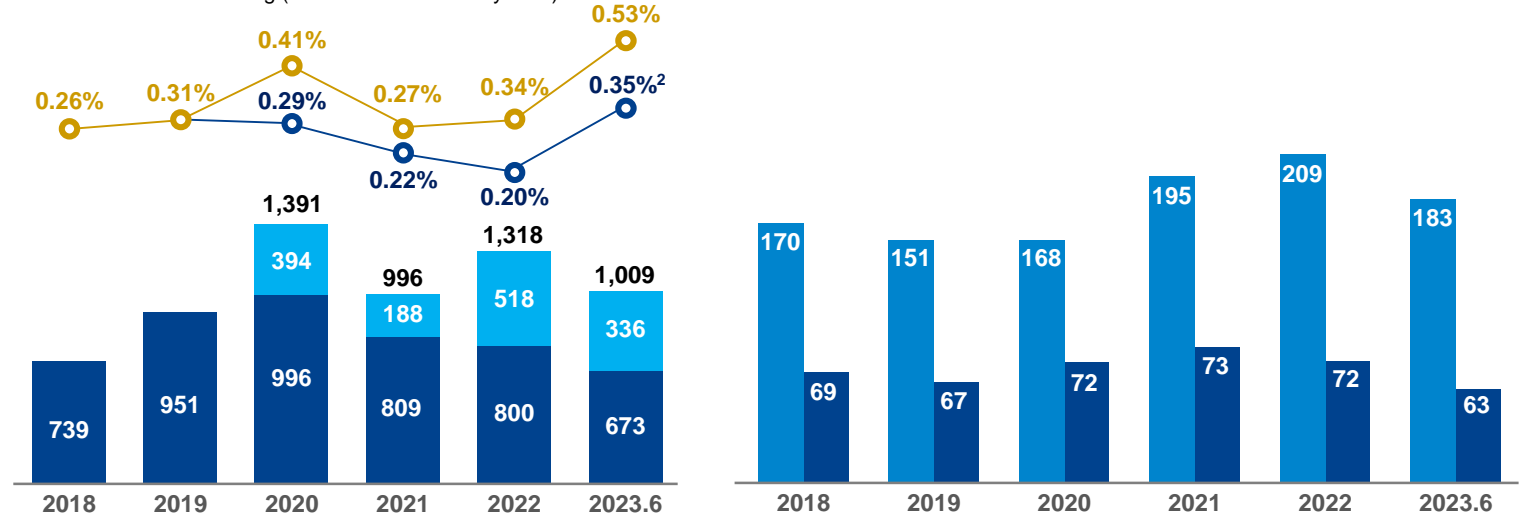
■ G&A Expenses ● CIR ● CIR (excluding ERP)



## Frontloading Provisions for Resilience

(KRW bn, %)

● Nominal CCR ● Recurring CCR  
 ■ Recurring Provisioning ■ Additional Provisioning (COVID-19 · Countercyclical)  
 ■ NPL Coverage Ratio ■ Coverage Ratio for Precautionary & Below

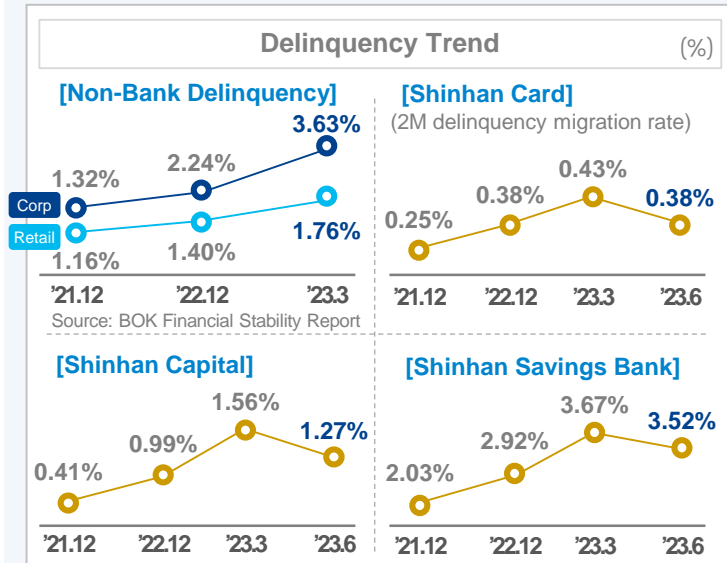


(KRW bn)	2020		2021		2022		2023			
	Provisioning	CCR	Provisioning	CCR	Provisioning	CCR	CCR	1Q23	2Q23	
<b>Nominal Provisioning</b>	1,390.6	0.41%	996.4	0.27%	1,317.9	0.34%	1,009.5	0.53%	461.0	548.5
Recurring Provisioning	996.2	0.29%	808.5	0.22%	800.0	0.20%	673.3	0.35%	276.0	397.3
COVID-19 · Countercyclical Provisioning	394.4	0.12%	187.9	0.05%	517.9	0.14%	336.2	0.18%	185.0	151.2
Collective Assessment	228.6		83.0		396.9		275.6		132.9	142.7
DCF*	165.8		104.9		121.0		60.6		52.1	8.5

\* DCF: Discounted Cash Flow

NOTE 1 Annual and Quarterly figures not to the same scale  
 NOTE 2 Excluding COVID19-related and countercyclical provisioning

## Asset Quality and Delinquency



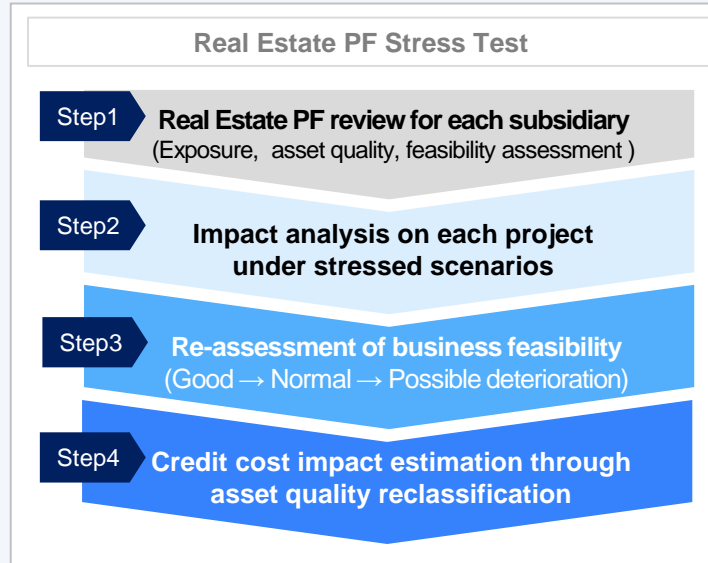
### Asset quality concerns amid higher rates and economic slowdown

- Despite increasing concerns on the vulnerable segments (multiple debtors, self-employed, etc.), SFG's exposure on these segments remain stable
- Despite concerns regarding COVID-19 loan forbearance programs coming to an end in SEP, estimated impact on delinquency is insignificant (+3bp max)

### Preemptive risk management in place

- Asset quality management teams in full operation on the Group-level (since March, 2023)
- Group delinquency shifting to a downward trend
  - Tightened asset quality management while flexibly applying write-off and sales, and support programs

## Monitoring on Real Estate PF



### Concerns amid real estate market downturn

- Apparent market polarization (by region, type)
  - SFG's exposure consists of high-quality assets (metropolitan area-based, residential, etc.)

### Stress test results show risk is manageable

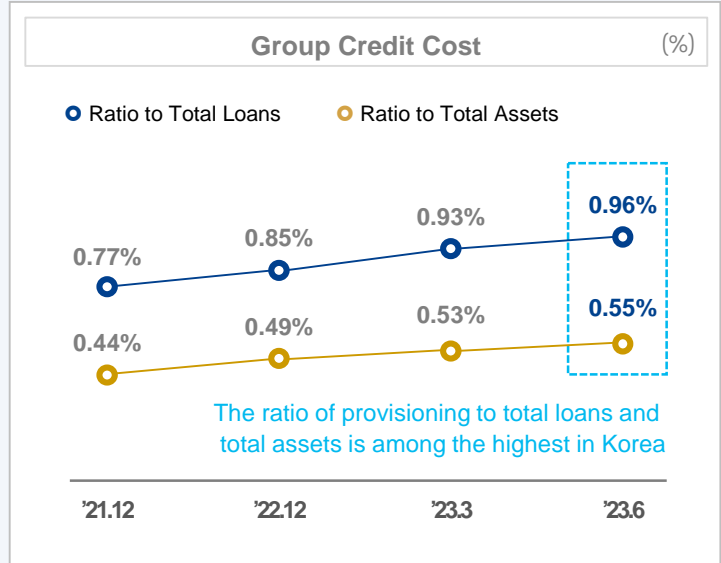
- Sophisticated scenario setting
  - \* (Pre-sold units)  $\Delta$ 5~25%, (Collateral value)  $\Delta$ 2~ $\Delta$ 15%
  - Different weight by region and collateral type

- 225Wbn in additional credit cost expected under Global Financial Crisis('08) scenario

### Bolstered support and risk monitoring

- Weekly asset quality review and monthly asset review and adjustment

## Loss Absorption Capacity



### Concerns of higher credit cost due to asset quality deterioration

- Visible impact on asset soundness
  - Sharp increase in delinquencies since 2H22, corporate credit rating downgrade, etc., bigger recurring credit cost in 2023

### Improving loss absorption capacity through conservative provisioning policy

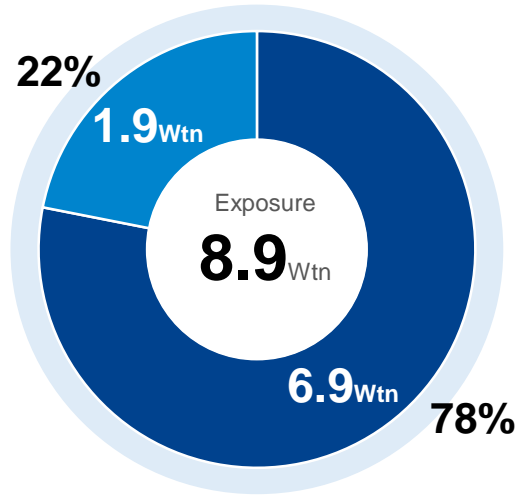
- Reinforced provisioning standards for improved loss absorption capacity (SHB +133.5Wbn, etc.)
- Conservative business value assessment on real estate projects, including bridge loans, for strong loss absorption

# [Note 5] Real Estate PF Updates

## Group Real Estate-related Exposure

(KRW tn, %)

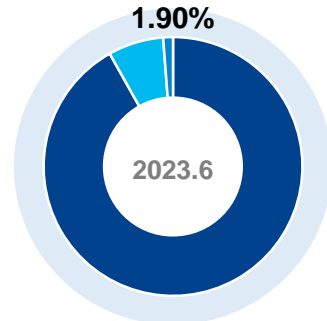
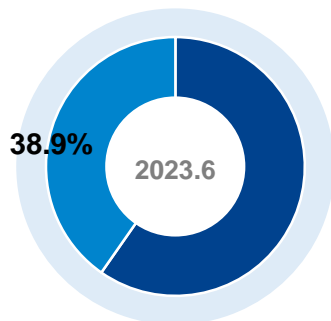
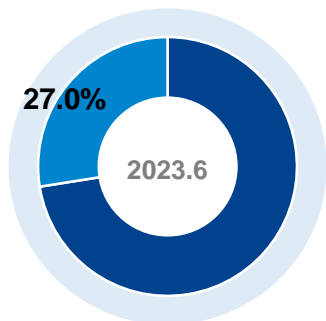
■ Real Estate PF  
■ Bridge Loan



■ Seoul Metropolitan Area  
■ Others

■ Residential Real Estate  
■ Commercial Real Estate

■ Normal  
■ Precautionary  
■ Substandard & below



## Tightened Risk Management of Real Estate Financings

### Group Real Estate-related Exposure

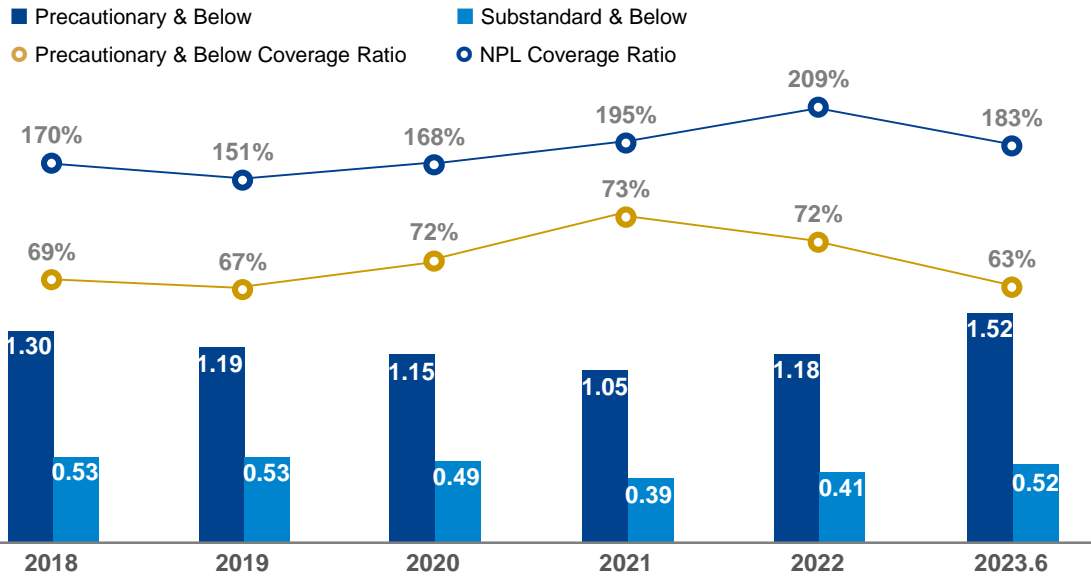
(KRW bn)	2023.3	2023.6	QoQ	Note
<b>Total</b>	<b>8,776</b>	<b>8,861</b>	<b>85</b>	
Real Estate PF	6,853	7,001	147	Shinhan Bank weight 43%
Bridge Loan	1,923	1,860	-62	Shinhan Capital weight 56%
<b>By Asset Quality</b>	<b>8,776</b>	<b>8,861</b>	<b>85</b>	
NPL Ratio (%)	1.22%	1.90%	+0.7%p	Delinquent: 120.5Wbn (as of June 30, 2023) Delinquency rate: 1.36%
Normal	8,062	8,028	-34	
Precautionary	607	665	58	
Substandard & below	108	168	61	
<b>By Region (%)</b>	<b>100.0%</b>	<b>100.0%</b>		
Seoul Metropolitan Area	72.5%	73.0%	0.5%p	
Other Metropolitan Area	16.9%	17.1%	0.2%p	
Others	10.6%	9.9%	-0.7%p	
<b>Residential Real Estate (%)</b>	<b>59.7%</b>	<b>61.1%</b>	<b>1.4%p</b>	

- **Group's exposure to real estate PF and bridge loans amounts to 8.9Wtn, which is equivalent to 2.2% of Group's total loans**
- **Rigorous risk management**
  - Active support for business restructuring through coordination with other PF lenders
  - Concentrated efforts on monitoring and managing high-risk PF deals
    - > Minimize insolvency by concentrating risk management capabilities on selected high-risk assets
  - Emphasis on collection and monitoring of existing PF and bridge loans
  - Reinforced crisis analysis on various stress scenarios and develop countermeasures

# [Note 6] Asset Quality

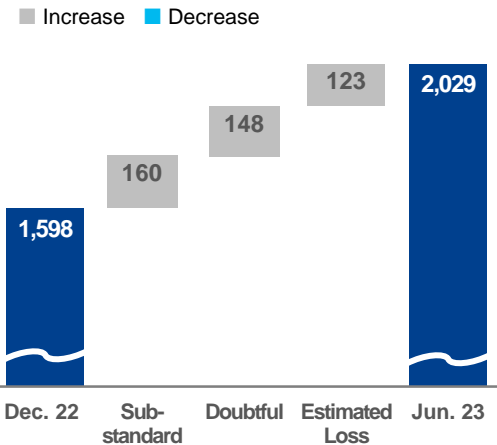
## Group Asset Quality

(%)



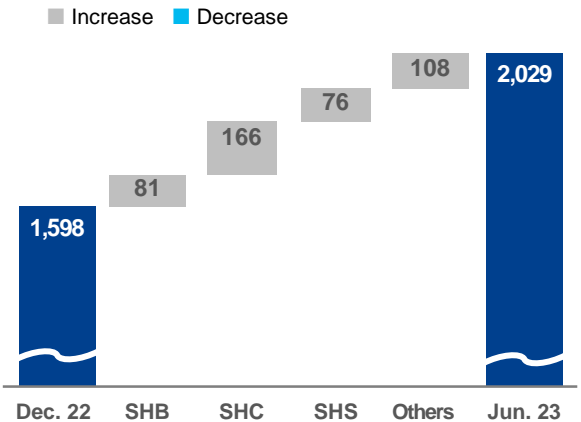
## Breakdown of NPL

(KRW bn)



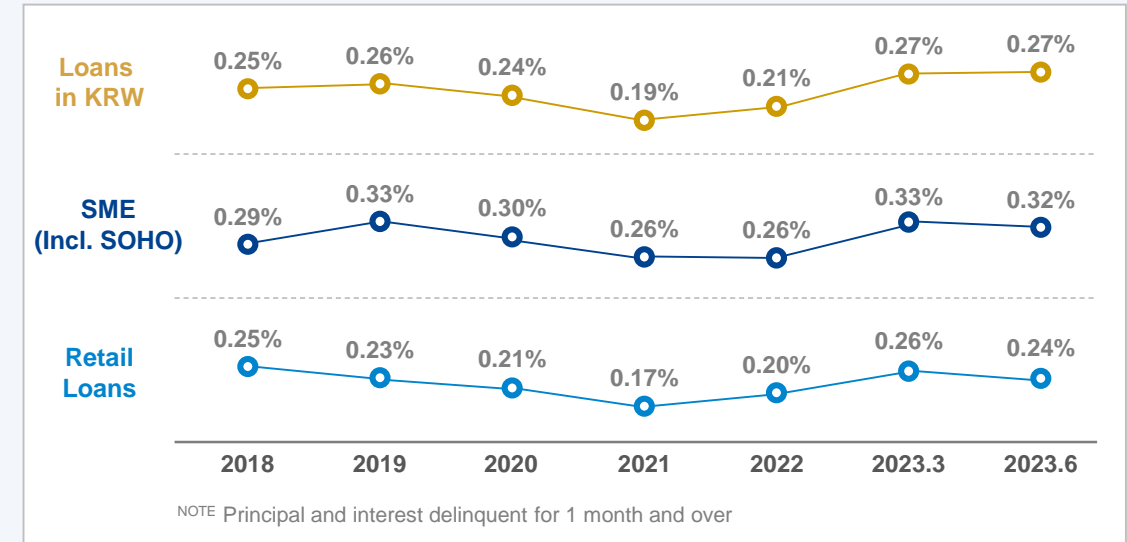
## Breakdown of NPL (by subsidiary)

(KRW bn)

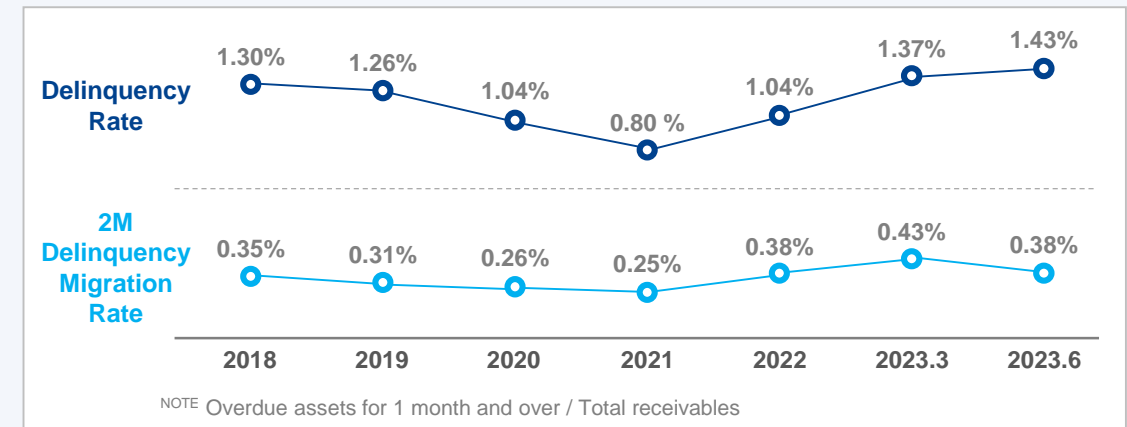


\* Shinhan Bank (SHB), Shinhan Card (SHC), Shinhan Securities (SHS)

## SHB Delinquency Rate



## SHC Delinquency Rate





# SFG Income by Subsidiaries

## Net Income by Subsidiaries<sup>1</sup>

(KRW bn)	1H23	1H22	Y/Y	Y/Y %	2Q23	2Q22	Q/Q	Q/Q %	1Q23	QoQ	QoQ %
<b>Bank (a)</b>	<b>1,689.2</b>	<b>1,693.3</b>	<b>-4.0</b>	<b>-0.2%</b>	<b>754.4</b>	<b>824.0</b>	<b>-69.6</b>	<b>-8.5%</b>	<b>934.9</b>	<b>-180.5</b>	<b>-19.3%</b>
Shinhan Bank	1,680.5	1,683.0	-2.5	-0.1%	749.0	820.0	-71.0	-8.7%	931.5	-182.5	-19.6%
Jeju Bank	8.7	10.2	-1.5	-14.9%	5.4	4.1	1.3	32.0%	3.3	2.1	62.8%
<b>Non-bank (b)</b>	<b>1,139.3</b>	<b>1,159.2</b>	<b>-19.9</b>	<b>-1.7%</b>	<b>589.6</b>	<b>569.1</b>	<b>20.6</b>	<b>3.6%</b>	<b>549.7</b>	<b>39.9</b>	<b>7.3%</b>
Shinhan Card	316.9	412.7	-95.8	-23.2%	150.2	236.8	-86.6	-36.6%	166.7	-16.5	-9.9%
Shinhan Savings Bank	17.0	21.7	-4.7	-21.7%	6.5	11.8	-5.3	-45.1%	10.5	-4.1	-38.7%
Shinhan Life Insurance	311.7	236.1	75.6	32.0%	177.9	97.4	80.4	82.6%	133.8	44.1	32.9%
Shinhan EZ General Insurance	-1.3	-	-1.3	n.a.	-0.4	-	-0.4	n.a.	-0.9	0.5	n.a.
Shinhan Securities	241.9	189.1	52.8	27.9%	122.5	84.6	37.9	44.8%	119.4	3.1	2.6%
Shinhan Capital	190.1	203.6	-13.6	-6.7%	97.9	95.0	2.9	3.0%	92.2	5.7	6.2%
Shinhan Asset Management	14.5	40.9	-26.4	-64.6%	8.3	14.5	-6.2	-42.7%	6.2	2.2	35.2%
Shinhan REITs Management	0.9	1.8	-0.9	-51.3%	2.2	1.3	0.9	74.1%	-1.3	3.6	n.a.
Shinhan Asset Trust	38.3	40.5	-2.2	-5.4%	20.6	22.0	-1.5	-6.6%	17.8	2.8	15.9%
Shinhan AI	-1.6	0.1	-1.7	n.a.	-0.7	0.0	-0.7	n.a.	-0.9	0.2	n.a.
Shinhan Venture Investment	2.3	3.6	-1.4	-37.8%	1.0	1.9	-0.9	-49.6%	1.3	-0.3	-26.0%
Others <sup>2</sup>	8.7	9.1	-0.4	-4.2%	3.7	3.8	-0.0	-0.9%	5.0	-1.3	-25.2%
<b>SFG (a+b)</b>	<b>2,828.6</b>	<b>2,852.5</b>	<b>-23.9</b>	<b>-0.8%</b>	<b>1,344.0</b>	<b>1,393.1</b>	<b>-49.1</b>	<b>-3.5%</b>	<b>1,484.6</b>	<b>-140.5</b>	<b>-9.5%</b>
<b>Consolidated Net Income</b>	<b>2,626.2</b>	<b>2,682.4</b>	<b>-56.1</b>	<b>-2.1%</b>	<b>1,238.3</b>	<b>1,297.5</b>	<b>-59.3</b>	<b>-4.6%</b>	<b>1,388.0</b>	<b>-149.7</b>	<b>-10.8%</b>

- Although interest income increased QoQ, predominantly driven by margin improvement, SHB's net income decreased due to large provisions set aside, increased G&A costs, and high base effect on the securities-related income
- Although SHC's operating income grew evenly throughout its business lines, SHC's net income decreased QoQ, reflecting one-off securities sales gains in 1Q23
- SHS's net income grew QoQ thanks to higher brokerage income and IB-related income, which was partially offset by increased provisions related to past-due CFD receivables
- SHL's net income increased QoQ owing to balanced growth of insurance service income and insurance finance income, as well as one-off ERP-related expense in 1Q23 of 32.3Wbn
- Despite a drop in securities-related income, Shinhan Capital's net income increased QoQ due to low base effect reflecting real estate PF-related provisioning in 1Q23

\* Shinhan Bank (SHB), Shinhan Card (SHC), Shinhan Securities (SHS), Shinhan Life (SHL), Shinhan Asset Management (Shinhan AM)

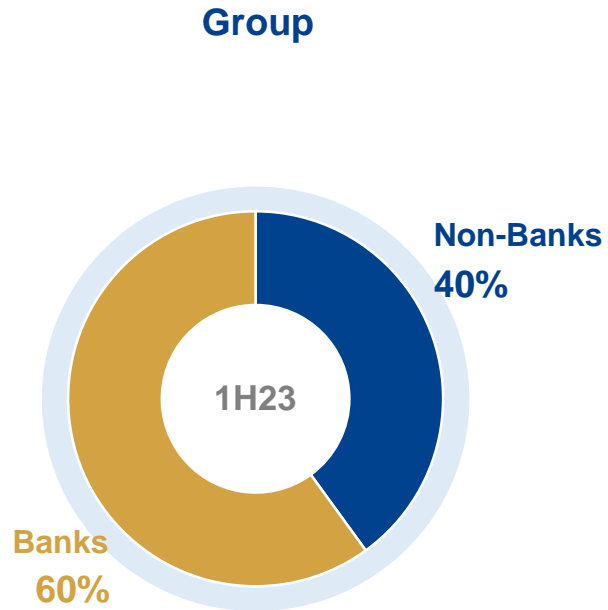
NOTE 1 Net income before reflecting ownership

NOTE 2 Others is the sum of Shinhan DS, Shinhan Fund Partners

# [Note 7] SFG Income by Subsidiaries

## NI Contribution (%)

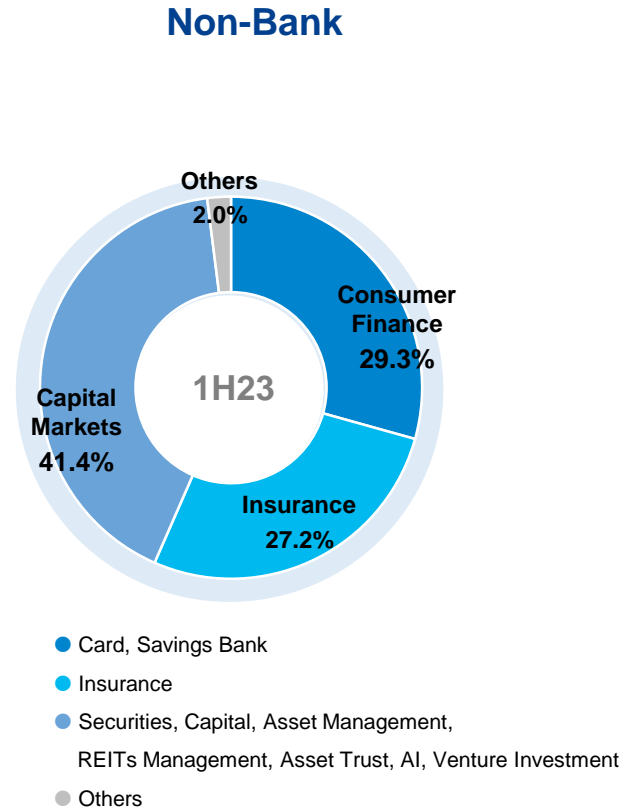
(%)



NOTE Net income before reflecting ownership

## Snapshot of NI Contribution by Non-Bank Subsidiaries (%)

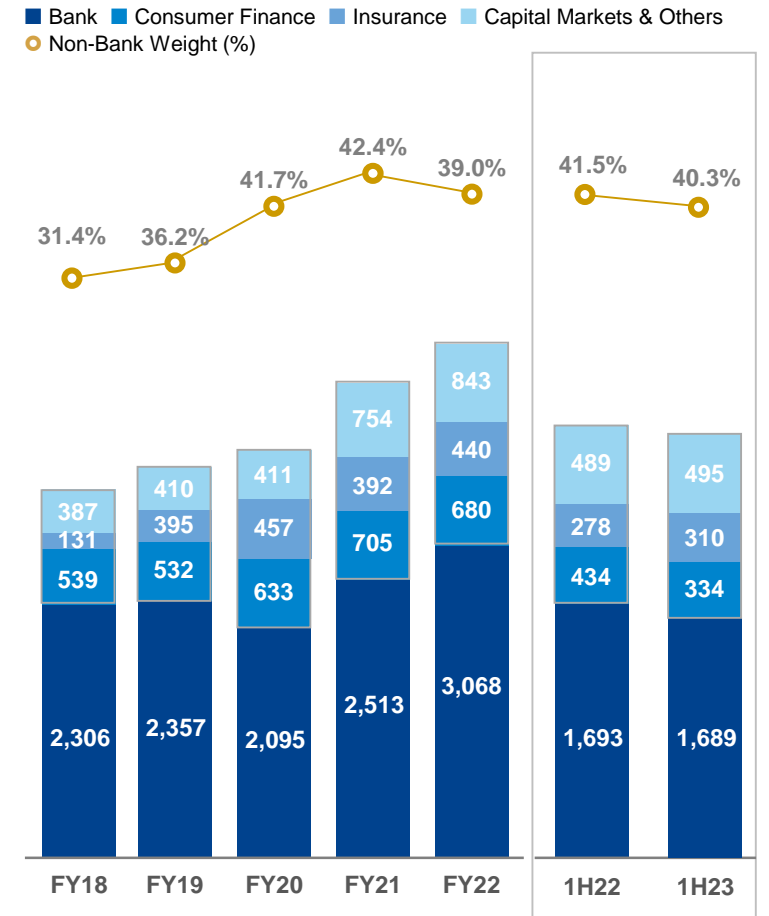
(%)



NOTE Net income before reflecting ownership

## NI Contribution Trend by Non-Bank Subsidiaries (KRW bn)

(KRW bn)

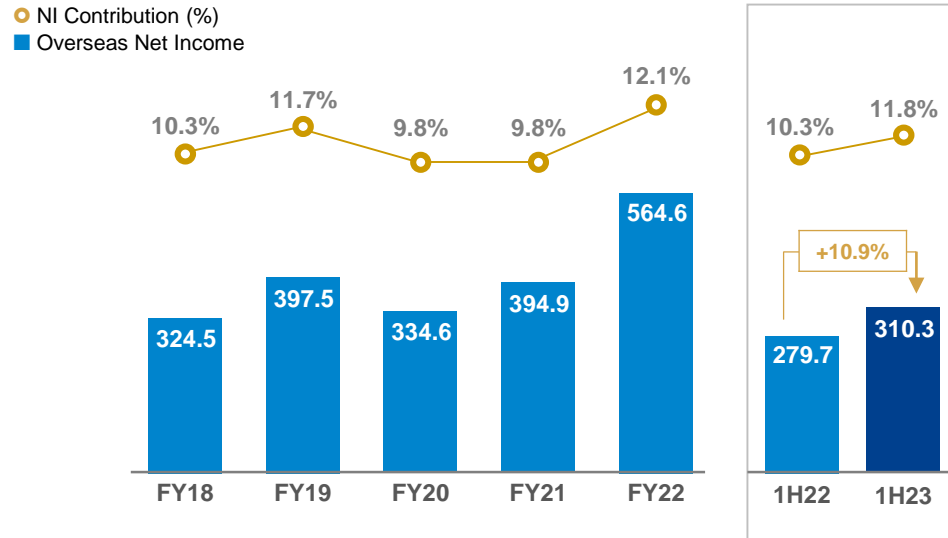


NOTE Net income before reflecting ownership

NOTE Annual and Quarterly figures not to the same scale

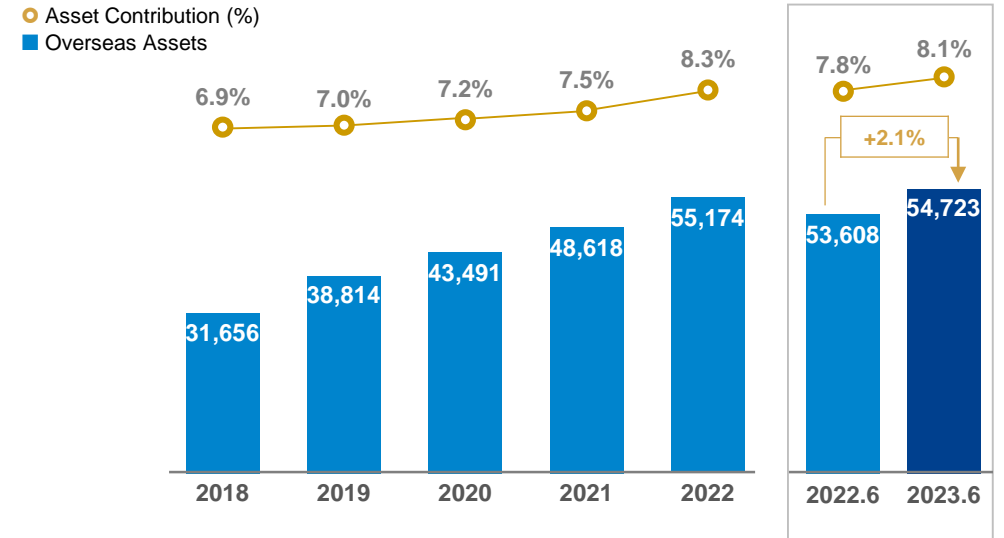
# [Note 8] SFG Overseas Business

## NI Contribution by Overseas Business (KRW bn)



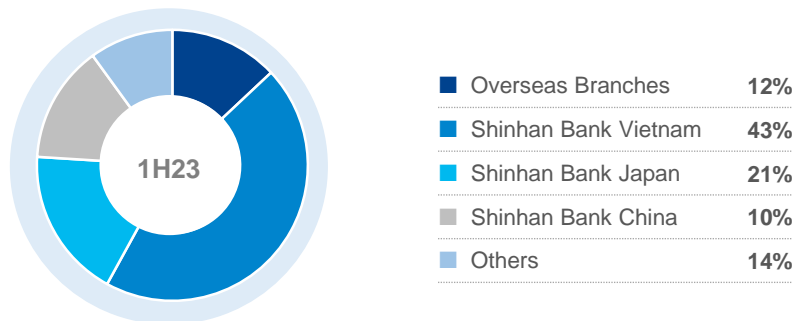
NOTE KRW figures are converted based on the average FX rates of the respective periods  
 NOTE Annual and Quarterly figures not to the same scale  
 NOTE Reflecting effect of FX rates and provisions for consolidated settlements in KRW

## Asset Contribution by Overseas Business (KRW bn)

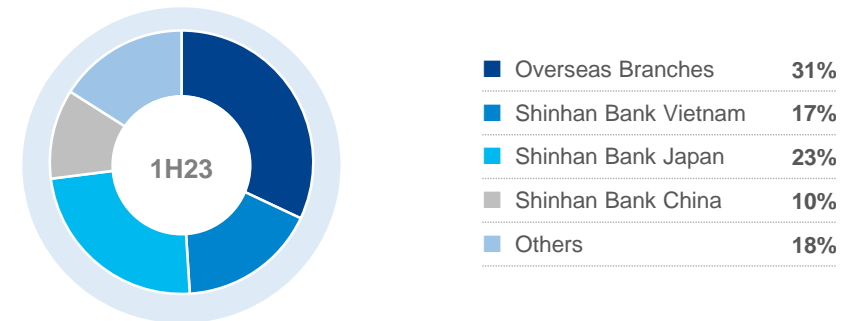


NOTE KRW figures are converted based on the average FX rates at the end of the respective periods  
 NOTE Annual and Quarterly figures not to the same scale

## SHB's Overseas NI Composition (%)

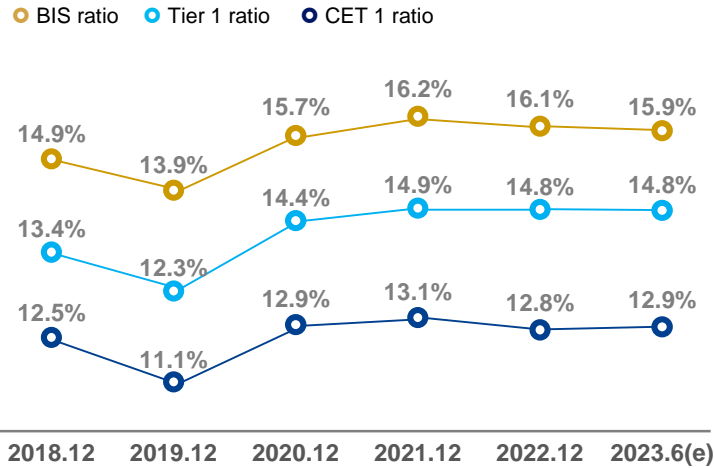


## SHB's Overseas Asset Composition (%)



# Capital Management and Profitability

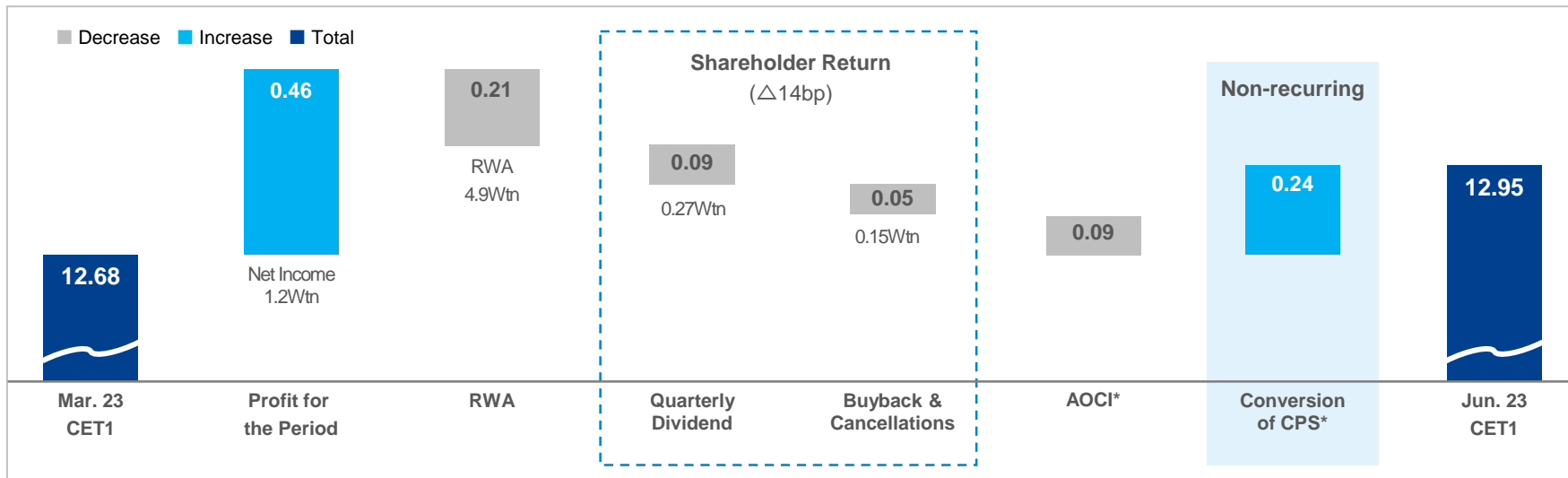
## Group BIS Ratio



## Group BIS Ratio

(KRW bn)	2023.6(e)	2022.6	Y/Y	Y/Y %	2023.3	QoQ	QoQ %
Risk weighted assets	310,660	291,543	19,117.8	6.6%	305,775	4,885.4	1.6%
Capital	49,460	46,982	2,478.4	5.3%	48,928	532.1	1.1%
CET1	40,244	37,288	2,956.7	7.9%	38,769	1,475.0	3.8%
Tier 1	45,923	43,267	2,656.0	6.1%	45,340	583.8	1.3%
BIS ratio	15.92%	16.11%		-0.19%p	16.00%		-0.08%p
CET 1 ratio	12.95%	12.79%		0.16%p	12.68%		0.27%p
Tier 1 ratio	14.78%	14.84%		-0.06%p	14.83%		-0.05%p

## RWA Movement

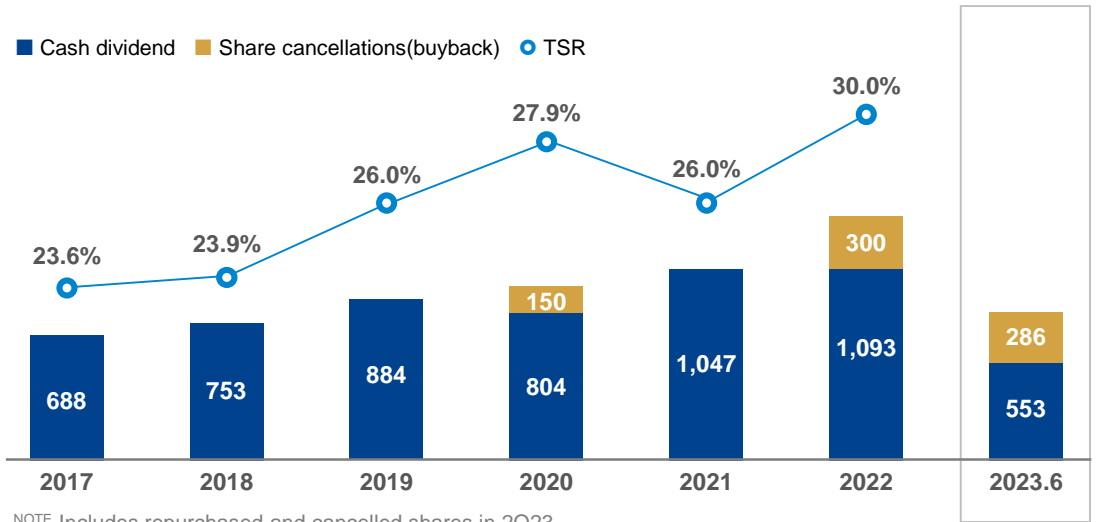


- Through effective capital management and the conversion of CPS (0.75Wtn), CET1 ratio is expected to be 12.95%, up 0.27%p QoQ
- RWA growth of +1.6% (+4.9Wtn)
  - RWA growth breakdown: credit risk +4.6Wtn, market risk Δ0.4Wtn, operating risk +0.7Wtn
- RWA portfolio management with credit RWA QoQ growth marking 1.8% (+4.6Wtn)
  - Breakdown by subsidiaries: SHB +2.1Wtn, SHC +0.6Wtn, SHS +0.7Wtn, Shinhan Capital +0.1Wtn
- Thanks to sound earnings generation and efficient capital management efforts, ROE marked 10.7%
- On July 27<sup>th</sup>, 2023, BOD resolved:
  - a quarterly dividend payout of KRW 525 for 2Q 2023
  - a quarterly share buyback/cancellations of 100Wbn for 3Q 2023 (400Wbn accumulative for 2023 buybacks)

\* Shinhan Bank (SHB), Shinhan Card (SHC), Shinhan Securities (SHS),

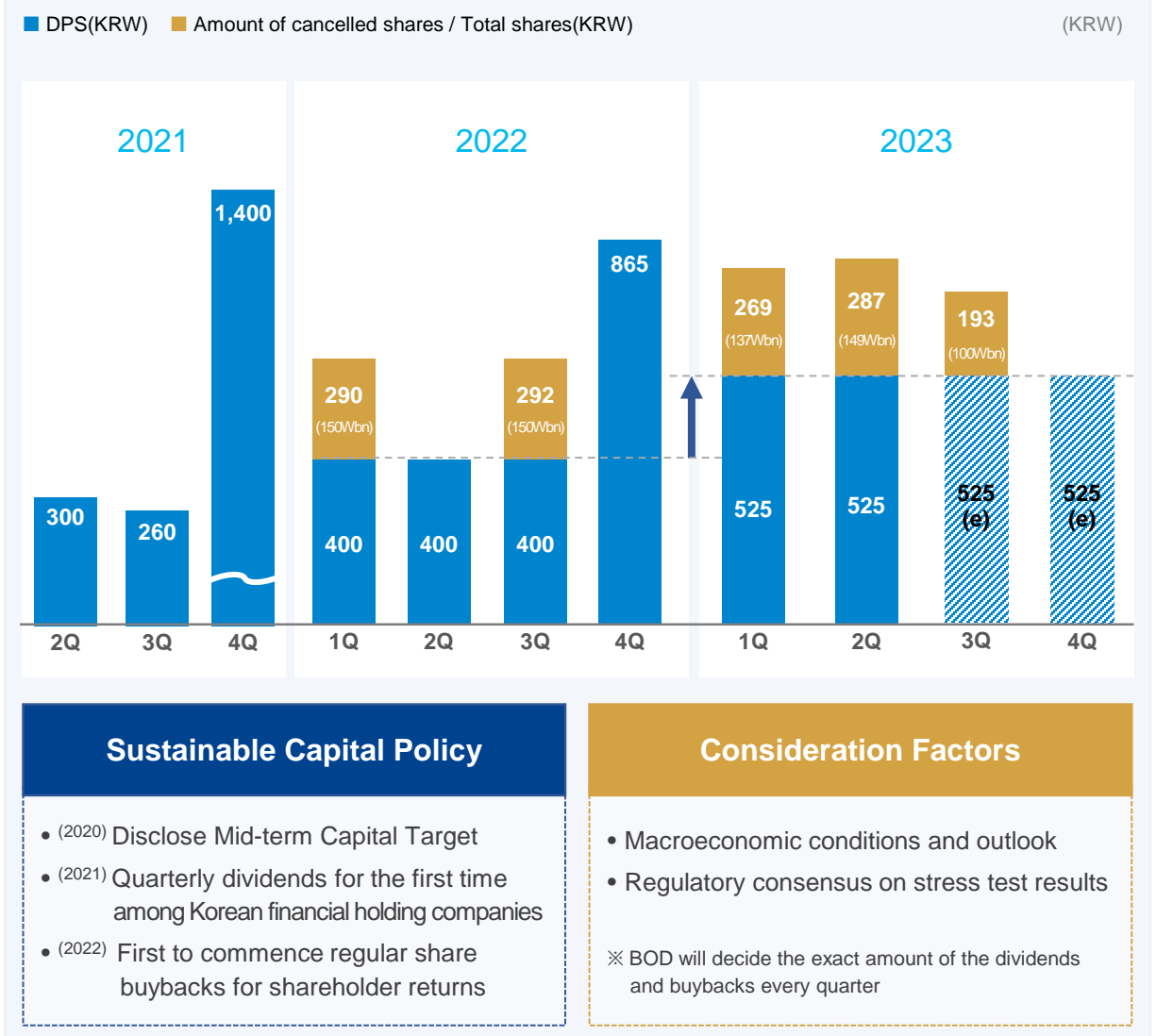
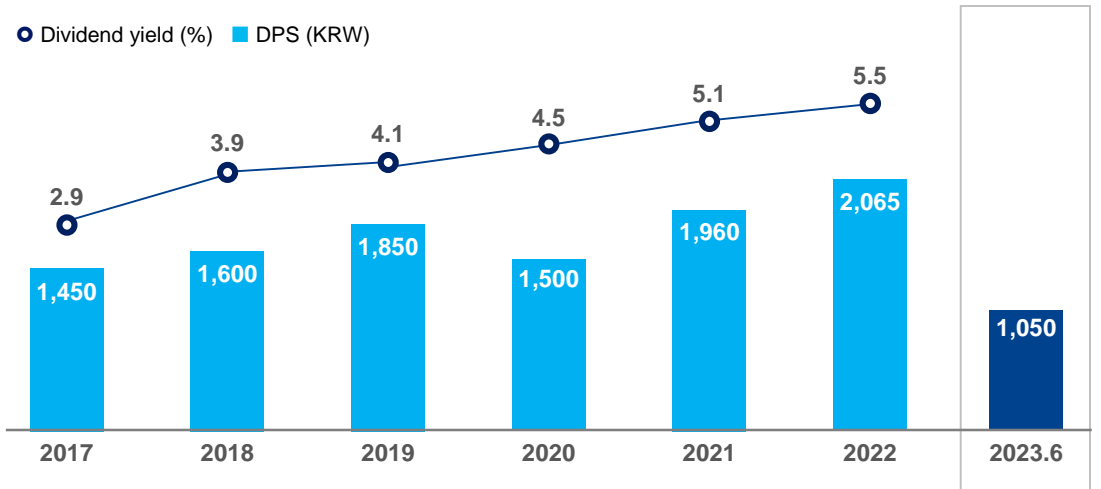
# [Note 9] Shareholder Return

## Total Shareholder Return (incl. preferred shares)



NOTE Includes repurchased and cancelled shares in 2Q23

## Dividend per Share



### Sustainable Capital Policy

- (2020) Disclose Mid-term Capital Target
- (2021) Quarterly dividends for the first time among Korean financial holding companies
- (2022) First to commence regular share buybacks for shareholder returns

### Consideration Factors

- Macroeconomic conditions and outlook
  - Regulatory consensus on stress test results
- ※ BOD will decide the exact amount of the dividends and buybacks every quarter

NOTE The converted 17,482,000 common shares from Convertible Preferred Stocks(CPS) have been listed on May 18, 2023.

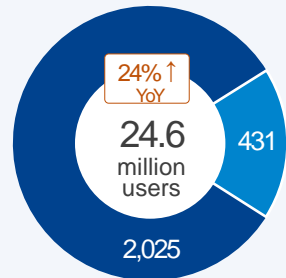
## Elevating Financial Competitiveness while Enlarging Social Value through Digital (as of 1H 2023)

### More Friendly



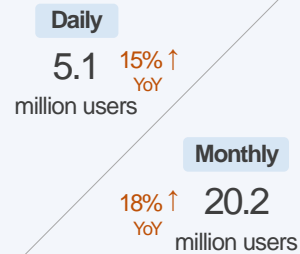
Pursuing qualitative & quantitative platform growth

SFG Gross MAU<sup>1</sup>



■ Financial Platform  
■ Non-financial Platform

DAU<sup>2</sup> & MAU of Financial Platforms



Stickiness Ratio 25.2%<sup>3</sup>

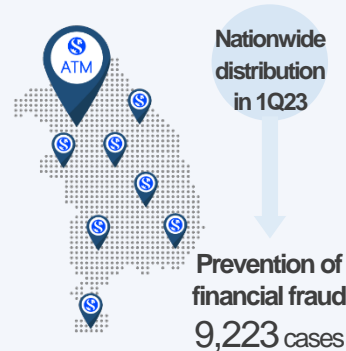
- **24 million MAU in financial and life platforms**  
→ (SHB) SOL 9.6 million, (SHC) pPlay 8.5 million, (SHS) alpha 1.3 million, (SHL) Square 0.3 million, etc.  
→ Life platforms continuing robust growth (YoY 59%↑)
- **Financial platforms' DAU exceeded 5 million**

### More Secure

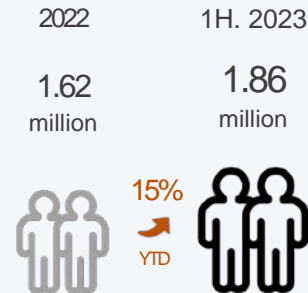


Strengthened customer protection, financial accessibility, and literacy

ATMs with UAD functions



Senior MAU<sup>4</sup> of Financial Platforms



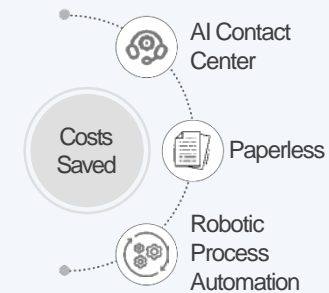
- **Nationwide distribution of ATMs with UAD functions for customer protection**  
→ 21 thousand detected and 9 thousand cases blocked after confirming with customers for suspicious activities
- **Providing senior-friendly services and financial literacy trainings**  
→ On-demand branches for seniors in remote areas, etc.

### More Creative

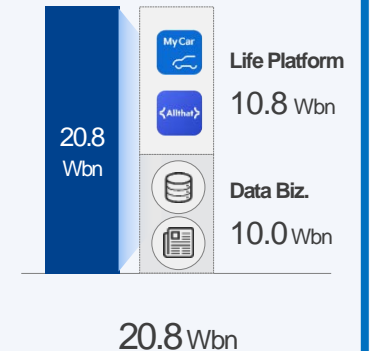


Process and business innovation for bigger financial impact

Cost Efficiency from Digital Technology<sup>5</sup>



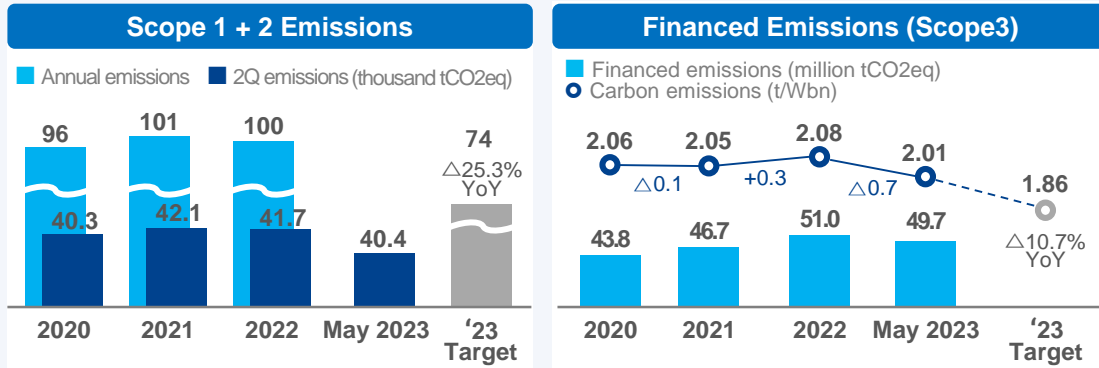
New Profit Generation from Digital Businesses<sup>6</sup>



- **211.8Wbn saved through DT (+10% YoY)**  
→ AICC 22Wbn, Open Banking-based process efficiency 1.8Wbn, etc.
- **Upgrading life platforms and growing data businesses**  
→ Developing new products and expanding partnerships  
→ Expanding B2B data business (YoY 28%↑)

\* UAD: Unusual Activity Detection

## CO<sub>2</sub> Emissions (Scope1,2 / Scope3)



- Promoting RE100 of Shinhan Data Center through green premium and REC purchases
- Exposure management of high emitting sectors (power, oil & chemical industries, etc.), and securing emissions data

## Inclusive Finance

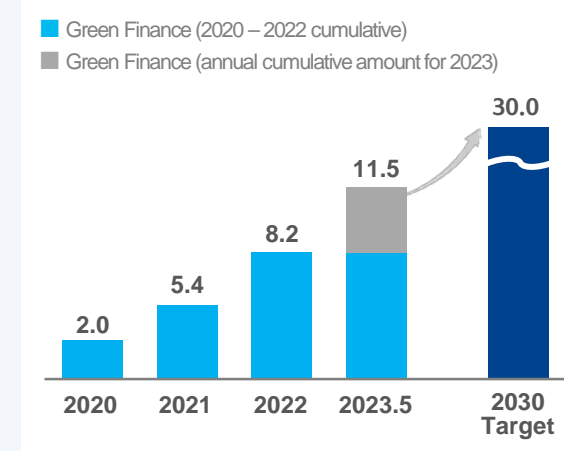
(As of 1H 2023)



- Major inclusive finance products: (SHB) Hope Spore Loan, Sunshine Loan (SHC) Mid-rate Loan (SH Savings) Hug Loan
- Low-income youth support: 498 persons  
Global job support: 47 persons
- Financial literacy: 250 thousand persons  
SW training for the disabled: 1,109 persons
- Start-up support platform (Launched in 2020) - 479 members, 300Wbn in investments, 4,621 job creation

## Green Finance

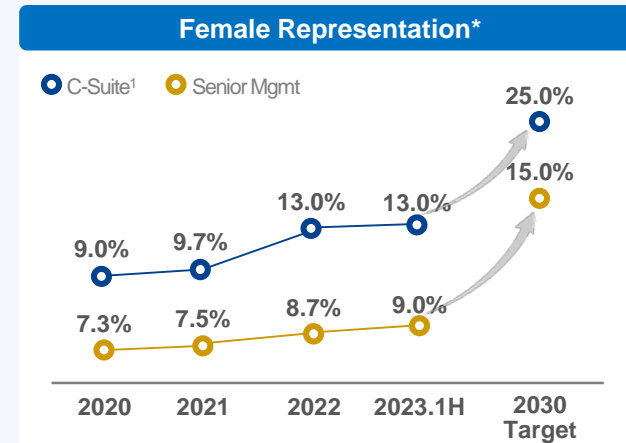
(KRW tn)



- ('23.1H) 1.5Wtn in Green loans and 1.8Wtn in Green investments

Type	Amount
Sustainability Fund	855.0Wbn (AUM)
Renewable Energy Infra PF	255.6Wbn (Committed)
Shinhan Bank Green Loans (19 products)	1,180.5Wbn (New loans)
Certified Green Building REITs	916.9Wbn (New loans)
Green Loans (excluding Shinhan Bank)	97.8Wbn (New loans)

## Diversity Index



- Women empowerment**
  - ('23.1H) Progress against 2030 target
    - Women in C-Suite 52%
    - Women in senior mgmt 60%
  - Embracing diversity through expanded female leadership development
    - 280 persons participants in Shinhan "SHeroes", a female leader fostering program

NOTE 1 Management and Division Heads

\* Includes Shinhan Bank, Shinhan Card, Shinhan Securities, Shinhan Life, Shinhan Capital, Shinhan Asset Management, Jeju Bank

## II. Supplements





# 2Q23 Financial Overview

(KRW bn)	1H23	1H22	2Q23		2Q22		1Q23		QoQ	QoQ %	
			Y/Y	Y/Y %	Q/Q	Q/Q %					
Operating Income before Expenses	7,300.5	6,772.0	528.5	7.8%	3,727.5	3,398.2	329.2	9.7%	3,573.1	154.4	4.3%
Interest Income	5,268.0	5,099.5	168.5	3.3%	2,694.2	2,608.4	85.8	3.3%	2,573.8	120.3	4.7%
Non-interest Income	2,032.5	1,672.5	360.0	21.5%	1,033.3	789.8	243.5	30.8%	999.2	34.0	3.4%
G&A Expenses	2,798.8	2,568.8	230.1	9.0%	1,442.9	1,322.9	120.0	9.1%	1,355.9	87.0	6.4
Operating Income	4,501.7	4,203.2	298.5	7.1%	2,284.5	2,075.3	209.2	10.1%	2,217.2	67.4	3.0
Non-Operating Income	92.9	88.0	5.0	5.7%	-7.6	62.8	-70.4	n.a.	100.6	-108.2	n.a.
Pre-Provision Income	4,594.6	4,291.2	303.4	7.1%	2,276.9	2,138.1	138.8	6.5%	2,317.7	-40.8	-1.8
Provision for Credit Losses	1,009.5	601.6	407.9	67.8%	548.5	358.1	190.4	53.2%	461.0	87.5	19.0
Earnings before Income Tax	3,585.2	3,689.6	-104.5	-2.8%	1,728.4	1,780.0	-51.5	-2.9%	1,856.8	-128.3	-6.9
Income Tax	902.1	967.6	-65.5	-6.8%	459.6	462.9	-3.3	-0.7%	442.4	17.2	3.9
Consolidated Net Income <sup>1</sup>	2,626.2	2,682.4	-56.1	-2.1%	1,238.3	1,297.5	-59.3	-4.6%	1,388.0	-149.7	-10.8
Loans in KRW (Bank, KRW tn)	283.2	276.7	6.6	2.4%	283.2				281.5	1.7	0.6%
Group Assets (Consolidated, end of period, KRW tn)	677.0	673.9	3.1	0.5%	677.0				676.2	0.8	0.1%
NIM (Group)	1.97%	1.94%		0.03%p	2.00%	1.98%		0.01%p	1.94%		0.06%p
Cost to Income Ratio	38.3%	37.9%		0.4%p	38.7%	38.9%		-0.2%p	37.9%		0.8%p
Credit Cost Ratio	0.53%	0.31%		0.21%p	0.57%	0.37%		0.20%p	0.48%		0.08%p
NPL Ratio	0.52%	0.38%		0.14%p	0.52%	0.38%		0.14%p	0.48%		0.04%p
ROE <sup>1</sup>	10.70%	12.11%		-1.41%p	10.70%	12.11%		-1.41%p	11.54%		-0.84%p
ROA <sup>1</sup>	0.80%	0.84%		-0.03%p	0.80%	0.84%		-0.03%p	0.86%		-0.05%p
CET1 Ratio (Group) <sup>2</sup>	12.95%	12.73%		0.23%p	12.95%	12.73%		0.23%p	12.68%		0.28%p

NOTE 1 Net Income in Controlling Interest. ROE and ROA are year-to-date cumulative basis

NOTE 2 Capital ratio (CET1 Ratio) is a preliminary estimate

# Financial Highlights by Subsidiaries

(KRW bn)		Ownership	Total Assets <sup>1</sup>	Shareholder's Equity	Profit for the Period <sup>2</sup>	ROA	ROE
<b>Bank</b>			<b>618,752.6</b>	<b>32,643.8</b>	<b>1,689.2</b>		
	Shinhan Bank	100.0%	611,475.6	32,112.2	1,680.5	0.68%	10.58%
	Jeju Bank	75.3%	7,277.0	531.6	8.7	0.24%	3.31%
<b>Non-bank</b>			<b>377,580.8</b>	<b>25,257.2</b>	<b>1,139.3</b>		
Consumer Finance	Shinhan Card	100.0%	42,619.0	7,789.1	316.9	1.50%	8.31%
	Shinhan Savings Bank	100.0%	3,125.6	336.8	17.0	1.11%	10.43%
Insurance	Shinhan Life Insurance	100.0%	57,332.4	8,497.8	311.7	1.10%	7.57%
	Shinhan EZ General Insurance	85.1%	232.8	135.4	-1.3	-1.26%	-2.56%
Capital Markets	Shinhan Securities	100.0%	76,679.7	5,472.1	241.9	1.01%	8.97%
	Shinhan Capital	100.0%	12,641.7	2,120.3	190.1	2.96%	18.74%
	Shinhan Asset Management	100.0%	105,698.0	238.5	14.5	8.96%	12.42%
	Shinhan REITs Management	100.0%	3,900.7	53.9	0.9	2.93%	3.21%
	Shinhan Asset Trust	100.0%	69,566.5	363.0	38.3	16.85%	21.96%
	Shinhan AI	100.0%	39.7	37.6	-1.6	-7.56%	-7.97%
Others	Shinhan Venture Investment	100.0%	894.7	79.3	2.3	3.12%	5.74%
	Shinhan DS	100.0%	112.4	49.8	3.7	6.78%	15.31%
	Shinhan Fund Partners	99.8%	101.0	83.6	5.0	10.47%	12.08%

NOTE 1 Trust A/C of Shinhan Bank, Jeju Bank, Shinhan Securities, Shinhan Asset Trust, and AUM of Shinhan Asset Management, Shinhan REITs, Shinhan Venture Investment are included

NOTE 2 Net Profit before reflecting ownership

# Shinhan Bank Income (1)

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Operating Income (a=b+c)</b>	<b>4,538.9</b>	<b>4,221.5</b>	<b>317.5</b>	<b>7.5%</b>	<b>2,274.8</b>	<b>2,170.1</b>	<b>104.8</b>	<b>4.8%</b>	<b>2,264.1</b>	<b>10.7</b>	<b>0.5%</b>
Interest Income (b)	4,118.9	3,890.2	228.8	5.9%	2,116.4	2,037.8	78.5	3.9%	2,002.6	113.8	5.7%
Non-interest Income (c)	420.0	331.3	88.7	26.8%	158.5	132.2	26.2	19.8%	261.6	-103.1	-39.4%
G&A Expenses (d)	1,786.2	1,643.0	143.1	8.7%	928.2	848.3	79.9	9.4%	857.9	70.3	8.2%
Pre-Provision Operating Income (e=a-d)	2,752.8	2,578.5	174.3	6.8%	1,346.6	1,321.8	24.8	1.9%	1,406.2	-59.6	-4.2%
Non-operating Income (f)	-30.7	2.4	-33.1	n.a.	-42.8	-11.2	-31.6	n.a.	12.1	-54.9	n.a.
<b>Pre-Provision Income (g=e+f)</b>	<b>2,722.1</b>	<b>2,580.9</b>	<b>141.2</b>	<b>5.5%</b>	<b>1,303.8</b>	<b>1,310.6</b>	<b>-6.8</b>	<b>-0.5%</b>	<b>1,418.3</b>	<b>-114.5</b>	<b>-8.1%</b>
Provision for Credit Losses (h)	463.6	304.5	159.1	52.3%	285.1	211.7	73.5	34.7%	178.5	106.7	59.8%
Earnings Before Income Tax (i=g-h)	2,258.5	2,276.4	-17.9	-0.8%	1,018.7	1,098.9	-80.2	-7.3%	1,239.8	-221.1	-17.8%
Income Tax	577.8	593.0	-15.1	-2.6%	269.6	278.8	-9.2	-3.3%	308.2	-38.6	-12.5%
<b>Net Profit<sup>1</sup></b>	<b>1,680.5</b>	<b>1,683.0</b>	<b>-2.5</b>	<b>-0.1%</b>	<b>749.0</b>	<b>820.0</b>	<b>-71.0</b>	<b>-8.7%</b>	<b>931.5</b>	<b>-182.5</b>	<b>-19.6%</b>

NOTE 1 Net income in controlling interest

(%)	2Q21	3Q21	4Q21	1Q22	2Q22	3Q22	4Q22	1Q23	2Q23
<b>NIS (a-b, for the quarter)</b>	<b>1.36</b>	<b>1.36</b>	<b>1.41</b>	<b>1.47</b>	<b>1.59</b>	<b>1.62</b>	<b>1.57</b>	<b>1.46</b>	<b>1.50</b>
Interest-bearing asset yield (a)	2.17	2.17	2.30	2.49	2.76	3.17	3.85	4.28	4.41
Liability funding cost (b)	0.81	0.81	0.88	1.02	1.17	1.56	2.27	2.83	2.91
<b>NIM (for the quarter)</b>	<b>1.40</b>	<b>1.40</b>	<b>1.45</b>	<b>1.51</b>	<b>1.63</b>	<b>1.68</b>	<b>1.67</b>	<b>1.59</b>	<b>1.64</b>
<b>NIM (cumulative)</b>	<b>1.39</b>	<b>1.40</b>	<b>1.41</b>	<b>1.51</b>	<b>1.58</b>	<b>1.61</b>	<b>1.63</b>	<b>1.59</b>	<b>1.62</b>

# Shinhan Bank Income (2)

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Non-interest Income (a+b+c)</b>	<b>420.0</b>	<b>331.3</b>	<b>88.7</b>	<b>26.8%</b>	<b>158.5</b>	<b>132.2</b>	<b>26.2</b>	<b>19.8%</b>	<b>261.6</b>	<b>-103.1</b>	<b>-39.4%</b>
<b>Fee &amp; Commission (a)</b>	<b>476.0</b>	<b>503.5</b>	<b>-27.5</b>	<b>-5.5%</b>	<b>239.5</b>	<b>237.8</b>	<b>1.7</b>	<b>0.7%</b>	<b>236.5</b>	<b>3.0</b>	<b>1.3%</b>
Fund Fees	26.4	34.2	-7.8	-22.8%	13.4	16.7	-3.3	-19.6%	13.0	0.4	3.1%
Bancassurance Fees	14.9	12.4	2.5	20.5%	6.3	5.9	0.3	5.7%	8.7	-2.4	-27.4%
F/X Fees	77.2	82.1	-4.8	-5.9%	41.1	44.5	-3.5	-7.8%	36.1	5.0	13.8%
Trust Fees	90.3	95.1	-4.8	-5.1%	45.0	46.0	-1.0	-2.2%	45.4	-0.4	-0.9%
Electronic Transaction Fees	73.4	74.5	-1.1	-1.5%	37.5	37.3	0.2	0.4%	35.9	1.6	4.3%
Investment banking	36.4	63.5	-27.1	-42.7%	16.7	24.3	-7.6	-31.2%	19.7	-3.0	-15.0%
Others	157.4	141.7	15.6	11.0%	79.6	63.1	16.5	26.1%	77.8	1.8	2.3%
<b>Securities Related &amp; F/X Trading, Derivatives (b)</b>	<b>505.6</b>	<b>215.2</b>	<b>290.4</b>	<b>134.9%</b>	<b>200.9</b>	<b>72.8</b>	<b>128.1</b>	<b>175.8%</b>	<b>304.7</b>	<b>-103.8</b>	<b>-34.1%</b>
<b>Others<sup>1</sup> (c)</b>	<b>-561.6</b>	<b>-387.4</b>	<b>-174.2</b>	<b>n.a.</b>	<b>-281.9</b>	<b>-178.4</b>	<b>-103.5</b>	<b>n.a.</b>	<b>-279.7</b>	<b>-2.2</b>	<b>n.a.</b>
<b>G&amp;A Expenses Details</b>											
<b>G&amp;A Details</b>	<b>1,786.2</b>	<b>1,643.0</b>	<b>143.1</b>	<b>8.7%</b>	<b>928.2</b>	<b>848.3</b>	<b>79.9</b>	<b>9.4%</b>	<b>857.9</b>	<b>70.3</b>	<b>8.2%</b>
<b>Salary &amp; Employee Benefits</b>	<b>1,069.8</b>	<b>1,018.3</b>	<b>51.5</b>	<b>5.1%</b>	<b>538.6</b>	<b>503.0</b>	<b>35.7</b>	<b>7.1%</b>	<b>531.2</b>	<b>7.4</b>	<b>1.4%</b>
(Early Retirement Program Expenses)	0.2	0.1	0.1	41.5%	0.1	0.1	-0.0	-13.8%	0.1	0.0	9.0%
<b>D&amp;A</b>	<b>241.8</b>	<b>221.9</b>	<b>19.9</b>	<b>9.0%</b>	<b>121.2</b>	<b>110.7</b>	<b>10.5</b>	<b>9.5%</b>	<b>120.6</b>	<b>0.5</b>	<b>0.5%</b>
<b>Other Expenses</b>	<b>474.6</b>	<b>402.8</b>	<b>71.7</b>	<b>17.8%</b>	<b>268.4</b>	<b>234.7</b>	<b>33.8</b>	<b>14.4%</b>	<b>206.1</b>	<b>62.3</b>	<b>30.2%</b>
(Advertising Expenses)	53.5	47.5	6.0	12.7%	35.8	31.7	4.1	12.9%	17.7	18.1	102.0%
(Taxes and Dues)	86.0	68.7	17.4	25.3%	54.9	47.3	7.6	16.1%	31.1	23.8	76.3%
(Servicing Expenses)	154.0	127.0	27.0	21.2%	88.4	74.1	14.4	19.4%	65.5	22.9	35.0%
<b>Cost to Income Ratio (YTD)</b>	<b>39.4%</b>	<b>38.9%</b>		<b>0.4%p</b>	<b>39.4%</b>	<b>38.9%</b>		<b>0.4%p</b>	<b>37.9%</b>		<b>1.0%p</b>

NOTE 1 Including Deposit Insurance Premium, Contribution Expenses etc.

# Shinhan Card Income

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Operating Revenue (a)</b>	<b>2,674.0</b>	<b>2,543.6</b>	<b>130.3</b>	<b>5.1%</b>	<b>1,309.0</b>	<b>1,392.1</b>	<b>-83.1</b>	<b>-6.0%</b>	<b>1,365.0</b>	<b>-56.0</b>	<b>-4.1%</b>
Card business	1,536.6	1,485.3	51.3	3.5%	795.3	755.4	39.9	5.3%	741.3	54.0	7.3%
Installment Finance	109.0	85.8	23.2	27.1%	56.7	44.2	12.5	28.3%	52.3	4.4	8.3%
Lease	333.1	235.0	98.1	41.8%	166.8	119.7	47.1	39.3%	166.4	0.4	0.3%
Others	695.1	737.5	-42.3	-5.7%	290.2	472.8	-182.6	-38.6%	405.0	-114.8	-28.3%
<b>Interest Expense (b)</b>	<b>447.7</b>	<b>298.2</b>	<b>149.5</b>	<b>50.1%</b>	<b>223.1</b>	<b>158.6</b>	<b>64.5</b>	<b>40.7%</b>	<b>224.5</b>	<b>-1.4</b>	<b>-0.6%</b>
<b>G&amp;A Expenses (c)</b>	<b>361.4</b>	<b>347.1</b>	<b>14.3</b>	<b>4.1%</b>	<b>183.4</b>	<b>175.4</b>	<b>8.0</b>	<b>4.6%</b>	<b>178.0</b>	<b>5.5</b>	<b>3.1%</b>
<b>Commissions &amp; Other Expenses (d)</b>	<b>1,088.6</b>	<b>1,085.3</b>	<b>3.3</b>	<b>0.3%</b>	<b>521.1</b>	<b>628.4</b>	<b>-107.2</b>	<b>-17.1%</b>	<b>567.5</b>	<b>-46.4</b>	<b>-8.2%</b>
<b>Pre-Provision Income (e=a-b-c-d)</b>	<b>776.3</b>	<b>813.0</b>	<b>-36.7</b>	<b>-4.5%</b>	<b>381.3</b>	<b>429.7</b>	<b>-48.5</b>	<b>-11.3%</b>	<b>395.0</b>	<b>-13.7</b>	<b>-3.5%</b>
Provision for credit losses (f)	373.3	257.9	115.4	44.8%	182.3	112.3	69.9	62.3%	191.0	-8.8	-4.6%
Earnings Before Income Tax (g=e-f)	403.0	555.1	-152.2	-27.4%	199.0	317.4	-118.4	-37.3%	204.0	-4.9	-2.4%
Income Tax	85.4	141.6	-56.2	-39.7%	48.7	80.4	-31.7	-39.5%	36.7	11.9	32.5%
<b>Net Income<sup>1</sup></b>	<b>316.9</b>	<b>412.7</b>	<b>-95.8</b>	<b>-23.2%</b>	<b>150.2</b>	<b>236.8</b>	<b>-86.6</b>	<b>-36.6%</b>	<b>166.7</b>	<b>-16.5</b>	<b>-9.9%</b>
Merchant Fee Rates <sup>2</sup>	1.36%	1.38%		-0.02%p	1.35%	1.37%		-0.02%p	1.36%		-0.00%p
Credit Card Merchant Fee Rate	1.41%	1.44%		-0.03%p	1.41%	1.44%		-0.03%p	1.42%		-0.01%p
Delinquency rate (One Month)	1.43%	0.92%		0.51%p	1.43%	0.92%		0.51%p	1.37%		0.06%p
2 months delinquency migration rate <sup>3</sup>	0.38%	0.23%		0.15%p	0.38%	0.23%		0.15%p	0.43%		-0.05%p

NOTE 1 Net income in controlling interest

NOTE 2 Including merchant fee rates for credit cards, check cards, prepaid cards, and others

NOTE 3 (2 months overdue assets outstanding as of the end of base month) / (normal assets outstanding as of the end of (base month-2 months))

# Shinhan Life Insurance Income

(KRW bn, %)	1H23	1H22			2Q23	2Q22			1Q23		
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>APE<sup>1</sup></b>	<b>437.7</b>	<b>330.5</b>	<b>+107.2</b>	<b>+32.4%</b>	<b>212.4</b>	<b>162.2</b>	<b>+50.2</b>	<b>+30.9%</b>	<b>225.3</b>	<b>-13.0</b>	<b>-5.8%</b>
Protection	426.3	300.6	+125.7	+41.8%	208.5	149.7	+58.8	+39.2%	217.9	-9.4	-4.3%
Savings, Annuities	11.3	29.9	-18.5	-62.1%	3.9	12.5	-8.6	-68.7%	7.4	-3.5	-47.5%
<b>Total Assets</b>	<b>57,332.4</b>	<b>59,332.4</b>	<b>-2,000.0</b>	<b>-3.4%</b>	<b>57,332.4</b>	<b>59,332.4</b>	<b>-2,000.0</b>	<b>-3.4%</b>	<b>58,084.0</b>	<b>-751.6</b>	<b>-1.3%</b>
General Accounts Assets	48,960.4	50,403.5	-1,443.1	-2.9%	48,960.4	50,403.5	-1,443.1	-2.9%	49,638.3	-677.9	-1.4%
(Fixed Income)	36,903.5	37,895.5	-992.0	-2.6%	36,903.5	37,895.5	-992.0	-2.6%	37,458.5	-555.0	-1.5%
(Alternative Investments)	7,685.1	7,425.4	+259.7	+3.5%	7,685.1	7,425.4	+259.7	+3.5%	7,632.1	+53.0	+0.7%
Separate Account Assets	8,372.0	8,928.9	-556.9	-6.2%	8,372.0	8,928.9	-556.9	-6.2%	8,445.7	-73.8	-0.9%
<b>Liabilities</b>	<b>48,834.5</b>	<b>51,267.0</b>	<b>-2,432.5</b>	<b>-4.7%</b>	<b>48,834.5</b>	<b>51,267.0</b>	<b>-2,432.5</b>	<b>-4.7%</b>	<b>49,794.2</b>	<b>-959.7</b>	<b>-1.9%</b>
Contractual Service Margin <sup>2</sup>	7,041.3	6,745.5	+295.8	+4.4%	7,041.3	6,745.5	+295.8	+4.4%	7,027.7	+13.7	+0.2%
<b>Equity</b>	<b>8,497.8</b>	<b>8,065.3</b>	<b>+432.5</b>	<b>+5.4%</b>	<b>8,497.8</b>	<b>8,065.3</b>	<b>+432.5</b>	<b>+5.4%</b>	<b>8,289.8</b>	<b>+208.0</b>	<b>+2.5%</b>
<b>Net Income</b>	<b>311.7</b>	<b>236.1</b>	<b>+75.6</b>	<b>+32.0%</b>	<b>177.9</b>	<b>97.4</b>	<b>+80.4</b>	<b>+82.6%</b>	<b>133.8</b>	<b>+44.1</b>	<b>+32.9%</b>
Insurance Service Income	316.3	347.7	-31.4	-9.0%	181.4	164.9	+16.4	+10.0%	135.0	+46.4	+34.4%
Insurance Finance Income	146.9	-1.8	+148.7	n.a	82.2	-15.5	+97.6	-631.5%	64.7	+17.5	+27.1%
Other Income	-46.0	-26.8	-19.2	n.a	-20.7	-13.7	-6.9	n.a	-25.3	+4.6	-18.2%
Earnings before Tax	417.2	319.2	+98.0	+30.7%	242.8	135.7	+107.1	+78.9%	174.4	+68.5	+39.3%
Income Tax	105.5	83.1	+22.4	+27.0%	65.0	38.3	+26.7	+69.7%	40.5	+24.4	+60.3%
<b>Key Indicators</b>											
ROE	7.57%	5.76%		1.81%p	7.57%	5.76%		+1.81%p	6.61%		+14.46%p
K-ICS Ratio <sup>3</sup>	219.0%				219.0%				225.5%		-6.5%p

NOTE 1 Annual Premium Equivalent

NOTE 2 Contractual Service Margin(CSM) on direct premium written

NOTE 3 K-ICS ratio is a preliminary estimate

# Shinhan Securities Income

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Operating Revenue</b>	<b>749.3</b>	<b>684.7</b>	<b>64.6</b>	<b>9.4%</b>	<b>409.3</b>	<b>335.6</b>	<b>73.6</b>	<b>21.9%</b>	<b>340.0</b>	<b>69.2</b>	<b>20.4%</b>
Fee & Commission	363.0	420.7	-57.7	-13.7%	200.6	192.5	8.1	4.2%	162.5	38.1	23.4%
Brokerage fees	175.6	171.9	3.7	2.2%	94.2	80.0	14.2	17.8%	81.4	12.8	15.7%
Financial Product fees	53.2	40.6	12.6	31.1%	28.0	20.0	8.0	39.9%	25.3	2.7	10.7%
Investment Banking	100.6	174.7	-74.1	-42.4%	56.7	79.0	-22.3	-28.3%	43.9	12.7	29.0%
Others	33.6	33.5	0.1	0.2%	21.7	13.5	8.2	61.0%	11.8	9.9	83.2%
Proprietary Trading	397.5	168.2	229.3	136.3%	207.4	81.4	126.0	154.8%	190.1	17.3	9.1%
Others	-11.2	95.8	-107.0	n.a.	1.3	61.7	-60.4	-97.9%	-12.5	13.8	n.a.
<b>Operating Expenses</b>	<b>492.7</b>	<b>448.2</b>	<b>44.5</b>	<b>9.9%</b>	<b>279.9</b>	<b>236.7</b>	<b>43.2</b>	<b>18.2%</b>	<b>212.8</b>	<b>67.1</b>	<b>31.5%</b>
G&A Expenses	383.6	363.8	19.9	5.5%	202.8	189.8	13.1	6.9%	180.8	22.1	12.2%
Commission Expenses	78.9	77.8	1.1	1.5%	46.5	40.5	5.9	14.7%	32.4	14.0	43.3%
Provisioning for Credit Losses	30.2	6.6	23.5	355.8%	30.6	6.4	24.2	376.7%	-0.4	31.0	n.a.
<b>Operating Income</b>	<b>256.6</b>	<b>236.5</b>	<b>20.0</b>	<b>8.5%</b>	<b>129.4</b>	<b>98.9</b>	<b>30.4</b>	<b>30.8%</b>	<b>127.2</b>	<b>2.2</b>	<b>1.7%</b>
<b>Non-Operating Income</b>	<b>73.4</b>	<b>15.1</b>	<b>58.3</b>	<b>386.6%</b>	<b>34.4</b>	<b>12.9</b>	<b>21.6</b>	<b>167.5%</b>	<b>39.0</b>	<b>-4.6</b>	<b>-11.8%</b>
<b>Net Income</b>	<b>241.9</b>	<b>189.1</b>	<b>52.8</b>	<b>27.9%</b>	<b>122.5</b>	<b>84.6</b>	<b>37.9</b>	<b>44.8%</b>	<b>119.4</b>	<b>3.1</b>	<b>2.6%</b>

(KRW bn)	2023.6	2022.12	YTD		2023.6	2023.3	Q/Q	
			YTD	YTD %			Q/Q	Q/Q %
<b>Financial Product<sup>1</sup> (at the end of period , KRW tn)</b>	<b>96.4</b>	<b>88.2</b>	<b>8.2</b>	<b>9.3%</b>	<b>96.4</b>	<b>96.5</b>	<b>-0.0</b>	<b>-0.0%</b>
Funds (Beneficiary Certificates)	36.3	32.0	4.3	13.3%	36.3	37.3	-1.0	-2.6%
Trust Account	22.0	23.5	-1.4	-6.0%	22.0	23.0	-1.0	-4.2%
ELS	3.2	3.9	-0.6	-16.5%	3.2	3.7	-0.5	-12.5%
Others (WRAP + RP + Micro Debentures)	34.9	28.9	6.0	20.8%	34.9	32.5	2.4	7.4%

NOTE 1 Includes retail and institutional clients

# Shinhan Capital Income

(KRW bn)	1H23	1H22	Y/Y		2Q23	2Q22	Q/Q		1Q23	QoQ	
			Y/Y	Y/Y %			Q/Q	Q/Q %		QoQ	QoQ %
<b>Operating Income before Expenses (a=b+c-d-e)</b>	<b>353.5</b>	<b>278.3</b>	<b>75.2</b>	<b>27.0%</b>	<b>159.4</b>	<b>133.9</b>	<b>25.5</b>	<b>19.1%</b>	<b>194.1</b>	<b>-34.7</b>	<b>-17.9%</b>
Interest Income (b)	288.1	226.1	62.0	27.4%	148.9	120.9	28.0	23.2%	139.2	9.8	7.0%
Non-interest Income (c)	325.3	288.9	36.4	12.6%	135.0	150.6	-15.6	-10.4%	190.3	-55.3	-29.0%
Securities	292.8	241.7	51.1	21.1%	120.4	121.4	-1.0	-0.8%	172.5	-52.1	-30.2%
Others	32.4	47.1	-14.7	-31.2%	14.6	29.2	-14.6	-49.9%	17.8	-3.2	-17.8%
Interest Expense (d)	157.4	95.4	62.0	65.0%	80.2	51.7	28.5	55.1%	77.2	3.0	3.9%
Non-interest Expense (e)	102.4	141.2	-38.8	-27.4%	44.3	85.9	-41.6	-48.4%	58.1	-13.8	-23.8%
Securities	84.9	111.7	-26.8	-24.0%	37.8	63.7	-25.9	-40.7%	47.1	-9.3	-19.8%
Others	17.5	29.5	-11.9	-40.5%	6.5	22.2	-15.7	-70.7%	11.0	-4.5	-41.0%
<b>G&amp;A Expenses (f)</b>	<b>33.5</b>	<b>30.5</b>	<b>3.0</b>	<b>9.9%</b>	<b>17.1</b>	<b>15.5</b>	<b>1.6</b>	<b>10.6%</b>	<b>16.4</b>	<b>0.7</b>	<b>4.3%</b>
<b>Operating Income (g=a-f)</b>	<b>320.0</b>	<b>247.9</b>	<b>72.2</b>	<b>29.1%</b>	<b>142.3</b>	<b>118.4</b>	<b>23.9</b>	<b>20.2%</b>	<b>177.7</b>	<b>-35.4</b>	<b>-19.9%</b>
<b>Non-Operating Income (h)</b>	<b>-2.3</b>	<b>-1.6</b>	<b>-0.7</b>	<b>n.a.</b>	<b>-2.3</b>	<b>-1.5</b>	<b>-0.8</b>	<b>n.a.</b>	<b>0.0</b>	<b>-2.3</b>	<b>n.a.</b>
<b>Pre-Provision Income (i=g-h)</b>	<b>317.7</b>	<b>246.3</b>	<b>71.4</b>	<b>29.0%</b>	<b>140.0</b>	<b>117.0</b>	<b>23.1</b>	<b>19.7%</b>	<b>177.7</b>	<b>-37.7</b>	<b>-21.2%</b>
<b>Provision for Credit Losses (j)</b>	<b>72.3</b>	<b>-22.5</b>	<b>94.8</b>	<b>n.a.</b>	<b>8.6</b>	<b>-8.7</b>	<b>17.3</b>	<b>n.a.</b>	<b>63.7</b>	<b>-55.1</b>	<b>-86.5%</b>
<b>Earnings before Income Tax (k=i-j)</b>	<b>245.4</b>	<b>268.8</b>	<b>-23.3</b>	<b>-8.7%</b>	<b>131.4</b>	<b>125.7</b>	<b>5.8</b>	<b>4.6%</b>	<b>114.0</b>	<b>17.4</b>	<b>15.3%</b>
<b>Net Income</b>	<b>190.1</b>	<b>203.6</b>	<b>-13.6</b>	<b>-6.7%</b>	<b>97.9</b>	<b>95.0</b>	<b>2.9</b>	<b>3.0%</b>	<b>92.2</b>	<b>5.7</b>	<b>6.2%</b>

(KRW bn)	1H23	FY22	YTD		2Q23	1Q23	Q/Q	
			YTD	YTD %			Q/Q	Q/Q %
<b>Operating Assets</b>	<b>11,806.3</b>	<b>11,627.7</b>	<b>178.6</b>	<b>1.5%</b>	<b>11,806.3</b>	<b>11,695.7</b>	<b>110.6</b>	<b>0.9%</b>
Lease Asset	86.7	128.3	-41.6	-32.4%	86.7	106.7	-20.0	-18.7%
Installment Finance	3.9	5.6	-1.7	-30.4%	3.9	4.7	-0.8	-17.0%
Loans/Factoring	7,488.6	7,579.5	-90.9	-1.2%	7,488.6	7,530.7	-42.1	-0.6%
Technology Finance	1,417.5	1,261.3	156.2	12.4%	1,417.5	1,331.2	86.3	6.5%
Securities	2,809.6	2,653.0	156.6	5.9%	2,809.6	2,722.4	87.2	3.2%
<b>Other Assets</b>	<b>835.4</b>	<b>1,408.1</b>	<b>-572.7</b>	<b>-40.7%</b>	<b>835.4</b>	<b>1,136.5</b>	<b>-301.1</b>	<b>-26.5%</b>



# SFG Subsidiaries Asset

(KRW bn)		2023.6	2022.12	YTD		2023.3	QoQ		2023.6 Weight %
<b>Bank</b>		<b>618,752.6</b>	<b>588,633.8</b>	<b>30,118.8</b>	<b>5.1%</b>	<b>591,944.0</b>	<b>26,808.6</b>	<b>4.5%</b>	<b>62.1%</b>
	Shinhan Bank	611,475.6	581,202.6	30,273.0	5.2%	584,728.6	26,746.9	4.6%	61.4%
	Jeju Bank	7,277.0	7,431.3	-154.2	-2.1%	7,215.4	61.7	0.9%	0.7%
<b>Non-Bank</b>		<b>377,580.8</b>	<b>364,117.9</b>	<b>13,462.9</b>	<b>3.7%</b>	<b>374,271.8</b>	<b>3,308.9</b>	<b>0.9%</b>	<b>37.9%</b>
Consumer Finance	Shinhan Card	42,619.0	43,050.3	-431.3	-1.0%	42,193.4	425.6	1.0%	4.3%
	Shinhan Savings Bank	3,125.6	3,043.5	82.1	2.7%	3,040.8	84.8	2.8%	0.3%
Insurance	Shinhan Life Insurance	57,332.4	56,501.1	831.2	1.5%	58,084.0	-751.6	-1.3%	5.8%
	Shinhan EZ General Insurance <sup>2</sup>	232.8	223.0	9.8	4.4%	230.3	2.5	1.1%	0.0%
Capital Markets	Shinhan Securities	76,679.7	67,885.5	8,794.1	13.0%	73,708.4	2,971.3	4.0%	7.7%
	Shinhan Capital	12,641.7	13,035.9	-394.1	-3.0%	12,832.2	-190.5	-1.5%	1.3%
	Shinhan Asset Management	105,698.0	101,446.4	4,251.6	4.2%	106,251.7	-553.6	-0.5%	10.6%
	Shinhan REITs Management	3,900.7	3,552.4	348.2	9.8%	3,742.2	158.5	4.2%	0.4%
	Shinhan Asset Trust	69,566.5	70,048.7	-482.2	-0.7%	68,405.8	1,160.7	1.7%	7.0%
Others	Shinhan AI	39.7	41.4	-1.7	-4.1%	42.7	-3.0	-6.9%	0.0%
	Shinhan Venture Investment	894.7	873.4	21.2	2.4%	880.3	14.4	1.6%	0.1%
Others	Shinhan DS	112.4	107.4	5.1	4.7%	106.6	5.9	5.5%	0.0%
	Shinhan Fund Partners	101.0	94.7	6.3	6.6%	99.1	1.9	1.9%	0.0%
	Others	4,636.6	4,214.1	422.5	10.0%	4,654.5	-17.9	-0.4%	0.5%

NOTE 1 Trust A/C of Shinhan Bank, Jeju Bank, Shinhan Securities, Shinhan Asset Trust, and AUM of Shinhan Asset Management, Shinhan REITs, Shinhan Venture Investment are included

NOTE 2 Upon the acquisition of 94.54% stake in BNP Paribas Cardif General Insurance Co., Ltd on September 30, 2022 (rebranded to Shinhan EZ General Insurance Co., Ltd. on the same day), the acquisition accounting has been applied for periods starting June 30, 2022

# Shinhan Bank Loans & Deposits

(KRW bn)	2023.6	2022.12	2023.3		2023.6		2023.6 Weight %	
			YTD	YTD %	QoQ	QoQ %		
<b>Loans in KRW</b>	<b>283,237.6</b>	<b>281,380.6</b>	<b>1,857.0</b>	<b>0.7%</b>	<b>281,519.2</b>	<b>1,718.4</b>	<b>0.6%</b>	<b>100.0%</b>
<b>Retail</b>	<b>128,220.8</b>	<b>130,626.9</b>	<b>-2,406.0</b>	<b>-1.8%</b>	<b>129,311.1</b>	<b>-1,090.3</b>	<b>-0.8%</b>	<b>45.3%</b>
Mortgage	59,675.9	60,156.4	-480.5	-0.8%	60,068.4	-392.6	-0.7%	21.1%
Others <sup>1</sup>	68,545.0	70,470.5	-1,925.5	-2.7%	69,242.7	-697.7	-1.0%	24.2%
<b>Corporate</b>	<b>155,016.8</b>	<b>150,753.7</b>	<b>4,263.0</b>	<b>2.8%</b>	<b>152,208.1</b>	<b>2,808.7</b>	<b>1.8%</b>	<b>54.7%</b>
SME	127,941.0	126,307.4	1,633.7	1.3%	125,806.1	2,135.0	1.7%	45.2%
SOHO	65,121.0	64,482.6	638.4	1.0%	64,436.6	684.4	1.1%	23.0%
Large Corporate etc.	27,075.7	24,446.3	2,629.4	10.8%	26,402.0	673.7	2.6%	9.6%
<b>Loans in FX</b>	<b>16,539.0</b>	<b>16,995.6</b>	<b>-456.6</b>	<b>-2.7%</b>	<b>16,899.8</b>	<b>-360.8</b>	<b>-2.1%</b>	
<b>Total Deposits</b>	<b>298,854.3</b>	<b>293,107.2</b>	<b>5,747.1</b>	<b>2.0%</b>	<b>292,508.7</b>	<b>6,345.6</b>	<b>2.2%</b>	<b>100.0%</b>
<b>Low cost Deposits</b>	<b>131,981.0</b>	<b>130,933.7</b>	<b>1,047.3</b>	<b>0.8%</b>	<b>132,620.3</b>	<b>-639.3</b>	<b>-0.5%</b>	<b>44.2%</b>
Demand	43,704.0	41,761.0	1,943.0	4.7%	42,096.7	1,607.3	3.8%	14.6%
Savings	88,277.0	89,172.7	-895.7	-1.0%	90,523.6	-2,246.7	-2.5%	29.5%
<b>Time Savings</b>	<b>166,873.3</b>	<b>162,173.5</b>	<b>4,699.8</b>	<b>2.9%</b>	<b>159,888.4</b>	<b>6,984.9</b>	<b>4.4%</b>	<b>55.8%</b>
Time Deposits	156,925.7	153,049.7	3,876.0	2.5%	150,724.7	6,200.9	4.1%	52.5%
Accumulative etc.	9,947.6	9,123.8	823.8	9.0%	9,163.6	784.0	8.6%	3.3%
<b>Certificate of Deposits</b>	<b>9,810.1</b>	<b>13,010.4</b>	<b>-3,200.2</b>	<b>-24.6%</b>	<b>10,743.8</b>	<b>-933.7</b>	<b>-8.7%</b>	
<b>Debentures in KRW</b>	<b>19,599.8</b>	<b>22,669.6</b>	<b>-3,069.9</b>	<b>-13.5%</b>	<b>19,497.6</b>	<b>102.2</b>	<b>0.5%</b>	
<b>Loan to Deposit Ratio<sup>2</sup></b>	<b>92.9%</b>	<b>95.8%</b>	<b>-3.0%</b>	<b>-3.0%p</b>	<b>93.3%</b>	<b>-0.5%</b>	<b>-0.5%p</b>	

NOTE 1 Includes Jeonse loans, Secured loans and Unsecured loans, and etc.

NOTE 2 Based on monthly average balance, Excluding CD

# Shinhan Bank Loans (Retail, Large Corporates)

(KRW bn, %)	2023.6	Weight %	2022.12	2023.6		2023.3	2023.6		Delinquency				
				YTD	YTD %		QoQ	QoQ %	2022.6	2022.9	2022.12	2023.3	2023.6
<b>Mortgage Loans</b>	<b>59,676</b>	<b>46.5%</b>	<b>60,156</b>	<b>-481</b>	<b>-0.8%</b>	<b>60,068</b>	<b>-393</b>	<b>-0.7%</b>	<b>0.09%</b>	<b>0.09%</b>	<b>0.11%</b>	<b>0.14%</b>	<b>0.15%</b>
<b>Personal Loans</b>	<b>68,545</b>	<b>53.5%</b>	<b>70,470</b>	<b>-1,926</b>	<b>-2.7%</b>	<b>69,243</b>	<b>-698</b>	<b>-1.0%</b>	<b>0.37%</b>	<b>0.37%</b>	<b>0.42%</b>	<b>0.58%</b>	<b>0.49%</b>
High credit unsecured	<b>20,703</b>	16.1%	23,488	-2,785	<b>-11.9%</b>	21,560	-857	-4.0%					
Secured (Deposits, etc.)	<b>6,903</b>	5.4%	7,436	-533	<b>-7.2%</b>	7,095	-191	-2.7%					
Jeonse Loans	<b>29,184</b>	22.8%	29,850	-665	<b>-2.2%</b>	29,231	-47	-0.2%					
Others <sup>1</sup>	<b>11,754</b>	9.2%	9,697	2,058	<b>21.2%</b>	11,357	397	3.5%					
<b>Retail Loan Total</b>	<b>128,221</b>	<b>100.0%</b>	<b>130,627</b>	<b>-2,406</b>	<b>-1.8%</b>	<b>129,311</b>	<b>-1,090</b>	<b>-0.8%</b>	<b>0.18%</b>	<b>0.18%</b>	<b>0.20%</b>	<b>0.26%</b>	<b>0.24%</b>
Mortgage loan LTV (%)	<b>44.3%</b>		41.7%		<b>2.6%p</b>	43.6%		0.7%p					

NOTE 1 Secured and Unsecured loans, and etc.

NOTE 2 Proportion of collateralized loan as of June 2023 is 77% (Real estate 44%, Guarantee 32%, Others 1%), unsecured loan 23%

(KRW bn, %)	2023.6	Weight %	2022.12	2023.6		2023.3	2023.6		Delinquency				
				YTD	YTD %		QoQ	QoQ %	2022.6	2022.9	2022.12	2023.3	2023.6
<b>Large Corporates Loans<sup>3</sup></b>	<b>22,275.2</b>	<b>100.0%</b>	<b>20,448</b>	<b>1,827</b>	<b>8.9%</b>	<b>20,760</b>	<b>1,515</b>	<b>7.3%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.12%</b>	<b>0.12%</b>	<b>0.11%</b>
Manufacturing	<b>9,768.9</b>	43.9%	8,673	1,096	<b>12.6%</b>	9,330	439	4.7%	-	-	-	-	-
Oil Refinery, Chemical	<b>1,844.4</b>	8.3%	1,589	255	<b>16.0%</b>	1,729	116	6.7%	-	-	-	-	-
Metal Production	<b>248.3</b>	1.1%	192	57	<b>29.5%</b>	254	-5	-2.1%	-	-	-	-	-
Auto	<b>1,571.5</b>	7.1%	1,299	272	<b>21.0%</b>	1,447	124	8.6%	-	-	-	-	-
Financials and Insurance	<b>4,159.3</b>	18.7%	4,041	118	<b>2.9%</b>	3,613	547	15.1%	-	-	0.62%	0.69%	<b>0.60%</b>
Construction	<b>423.4</b>	1.9%	629	-205	<b>-32.7%</b>	475	-51	-10.8%	-	-	-	-	<b>0.11%</b>
Real Estate & Renting	<b>691.7</b>	3.1%	671	21	<b>3.1%</b>	582	109	18.8%	-	-	-	-	-
Wholesalers & Retailers	<b>2,499.1</b>	11.2%	2,139	360	<b>16.8%</b>	2,337	162	6.9%	-	-	-	-	-
Hotel & Restaurants	<b>273.5</b>	1.2%	339	-65	<b>-19.2%</b>	337	-64	-18.9%	-	-	-	-	-

NOTE 3 Large Corporates exclude government agencies and others, and total Large Corporate Loans include unused credit lines and others  
The sum of the sub-sector loans does not equal the Large Corporates Loans as only the major sub-sectors are shown in the table

# Shinhan Bank SME Loans

(KRW bn, %)	2023.6	Weight %	2022.12	2023.3		Delinquency							
				YTD	YTD %	QoQ	QoQ %	2022.6	2022.9	2022.12	2023.3	2023.6	
<b>SME Total</b>	<b>127,957</b>	<b>100.0%</b>	<b>126,324</b>	<b>1,633</b>	<b>1.3%</b>	<b>126,763</b>	<b>1,194</b>	<b>0.9%</b>	<b>0.23%</b>	<b>0.25%</b>	<b>0.26%</b>	<b>0.33%</b>	<b>0.32%</b>
SOHO	65,121	50.9%	64,483	638	1.0%	64,646	475	0.7%	0.14%	0.16%	0.22%	0.33%	0.32%
Audited SME	23,353	18.3%	20,808	2,544	12.2%	21,134	2,219	10.5%	0.19%	0.19%	0.17%	0.21%	0.21%
Unaudited SME	39,482	30.9%	41,032	- 1,550	-3.8%	40,982	- 1,500	-3.7%	0.39%	0.42%	0.37%	0.39%	0.39%
<b>By Sectors</b>													
<b>SME Total</b>	<b>127,957</b>	<b>100.0%</b>	<b>126,324</b>	<b>1,633</b>	<b>1.3%</b>	<b>126,763</b>	<b>1,194</b>	<b>0.9%</b>	<b>0.23%</b>	<b>0.25%</b>	<b>0.26%</b>	<b>0.33%</b>	<b>0.32%</b>
Manufacturing	34,449	26.9%	34,698	-248	-0.7%	34,527	-77	-0.2%	0.42%	0.45%	0.38%	0.45%	0.41%
Construction	2,936	2.3%	2,933	4	0.1%	2,940	-3	-0.1%	0.37%	0.47%	0.41%	0.56%	0.50%
Real Estate & Renting	36,419	28.5%	35,194	1,224	3.5%	35,589	830	2.3%	0.03%	0.04%	0.05%	0.07%	0.04%
Wholesalers & Retailers	21,466	16.8%	21,402	64	0.3%	21,407	59	0.3%	0.24%	0.22%	0.30%	0.40%	0.44%
Accommodations & Restaurants	8,307	6.5%	8,218	89	1.1%	8,249	59	0.7%	0.23%	0.27%	0.48%	0.74%	0.74%
Others	24,379	19.1%	23,878	500	2.1%	24,051	327	1.4%					
<b>SOHO</b>	<b>65,121</b>	<b>100.0%</b>	<b>64,483</b>	<b>638</b>	<b>1.0%</b>	<b>64,646</b>	<b>475</b>	<b>0.7%</b>	<b>0.14%</b>	<b>0.16%</b>	<b>0.22%</b>	<b>0.33%</b>	<b>0.32%</b>
Manufacturing	7,820	12.0%	7,925	-105	-1.3%	7,847	-28	-0.4%	0.29%	0.24%	0.23%	0.38%	0.26%
Construction	758	1.2%	771	-12	-1.6%	761	-3	-0.4%	0.24%	0.26%	0.48%	0.74%	0.82%
Real Estate & Renting	27,475	42.2%	26,871	604	2.2%	27,083	392	1.4%	0.03%	0.04%	0.05%	0.08%	0.05%
Wholesalers & Retailers	10,442	16.0%	10,453	-11	-0.1%	10,404	38	0.4%	0.19%	0.19%	0.35%	0.54%	0.58%
Accommodations & Restaurants	6,990	10.7%	6,983	7	0.1%	7,020	-30	-0.4%	0.24%	0.29%	0.55%	0.85%	0.86%
Others	11,637	17.9%	11,480	157	1.4%	11,530	107	0.9%					

\* Proportion of Collateralized SME loans as of June 2023: 83% (Real Estate 65%, Guarantee 14%, Deposits and others 5%)

\* Proportion of Collateralized SOHO loans as of June 2023: 89% (Real Estate 73%, Guarantee 13%, Deposits and others 3%)

# Shinhan Card Assets and Funding

(KRW bn, %)	2023.6	2022.12	2023.3		2023.6		2023.6 Weight %	
			YTD	YTD %	QoQ	QoQ %		
<b>Earning Assets</b>	<b>38,848.6</b>	<b>39,436.1</b>	<b>-587.6</b>	<b>-1.5%</b>	<b>38,487.0</b>	<b>361.5</b>	<b>0.9%</b>	<b>100.0%</b>
Credit Purchase	17,765.6	18,424.0	-658.4	-3.6%	17,705.1	60.4	0.3%	45.7%
Cash Advances	1,631.7	1,794.1	-162.4	-9.1%	1,597.4	34.3	2.1%	4.2%
Card Loan	8,011.3	7,939.1	72.3	0.9%	7,858.4	152.9	1.9%	20.6%
(Re-aged Loan)	371.8	308.4	63.5	20.6%	323.2	48.6	15.0%	1.0%
Installment Finance	4,000.9	4,286.1	-285.2	-6.7%	4,107.2	-106.3	-2.6%	10.3%
Lease etc.	7,439.1	6,992.8	446.2	6.4%	7,218.9	220.1	3.0%	19.1%
<b>Total Funding</b>	<b>29,760.1</b>	<b>30,134.9</b>	<b>-374.8</b>	<b>-1.2%</b>	<b>29,271.6</b>	<b>488.5</b>	<b>1.7%</b>	<b>100.0%</b>
Debentures	19,074.1	18,184.0	890.0	4.9%	18,694.2	379.9	2.0%	64.1%
ABS	2,365.8	2,985.9	-620.1	-20.8%	2,266.8	99.0	4.4%	7.9%
CP	5,580.0	5,740.0	-160.0	-2.8%	5,740.0	-160.0	-2.8%	18.7%
Others	2,740.2	3,224.9	-484.7	-15.0%	2,570.6	169.6	6.6%	9.2%

(KRW bn, %)	1H23	1H22	2Q23		1Q23		1H23		
			Y/Y	Y/Y %	QoQ	QoQ %	1H23 Weight %		
<b>Transaction Volume</b>	<b>107,459.7</b>	<b>104,351.3</b>	<b>3,108.4</b>	<b>3.0%</b>	<b>55,199.2</b>	<b>54,432.4</b>	<b>766.8</b>	<b>1.4%</b>	<b>100.0%</b>
Lump-sum	79,966.1	75,306.5	4,659.6	6.2%	41,085.0	39,749.2	1,335.8	3.4%	74.4%
(Debit Card)	14,713.4	14,707.6	5.8	0.0%	7,438.9	7,790.5	-351.7	-4.5%	13.7%
Installment Purchase	13,222.6	13,042.3	180.3	1.4%	6,737.1	6,625.0	112.1	1.7%	12.3%
Cash Advance	6,521.5	6,582.4	-60.8	-0.9%	3,298.8	3,294.1	4.7	0.1%	6.1%
Card Loan	4,586.6	5,659.4	-1,072.8	-19.0%	2,409.6	2,770.2	-360.7	-13.0%	4.3%
Others	3,162.9	3,760.8	-597.9	-15.9%	1,668.7	1,993.9	-325.2	-16.3%	2.9%

# Asset Quality

(KRW bn)		Total Loans						Substandard & Below	NPL Ratio	Loan Loss Allowance	NPL Coverage Ratio
			Normal	Precautionary	Substandard	Doubtful	Estimated Loss				
Group <sup>1</sup>	2023.6	387,640	381,739	3,872	838	496	695	2,029	0.52%	3,705	183%
	2022.6	379,923	375,879	2,634	507	307	597	1,410	0.37%	2,942	209%
	Y/Y %	2.0%	1.6%	47.0%	65.5%	61.7%	16.4%	43.9%	0.15%p	26.0%	-26%p
	2023.3	386,171	380,619	3,701	729	465	656	1,850	0.48%	3,575	193%
	QoQ %	0.4%	0.3%	4.6%	15.0%	6.6%	5.9%	9.7%	0.04%p	3.6%	-10%p
SHB	2023.6	320,313	318,223	1,216	568	149	158	874	0.27%	1,802	206%
	2022.6	310,151	308,360	991	458	145	197	800	0.26%	1,408	176%
	Y/Y %	3.3%	3.2%	22.8%	24.0%	2.5%	-20.1%	9.2%	0.01%p	28.0%	30%p
	2023.3	319,819	317,815	1,098	535	189	183	906	0.28%	1,734	191%
	QoQ %	0.2%	0.1%	10.7%	6.2%	-21.1%	-13.9%	-3.5%	-0.01%p	3.9%	15%p
SHC	2023.6	38,843	36,985	1,329	-	219	310	528	1.36%	1,269	240%
	2022.6	36,596	35,361	936	-	124	175	299	0.82%	1,076	360%
	Y/Y %	6.1%	4.6%	42.0%	-	76.9%	76.8%	76.8%	0.54%p	18.0%	-120%p
	2023.3	38,589	36,894	1,244	-	186	265	451	1.17%	1,248	277%
	QoQ %	0.7%	0.2%	6.8%	-	17.5%	17.0%	17.2%	0.19%p	1.7%	-37%p

NOTE 1 Group Total Loans are sum of Shinhan Bank, Jeju Bank, Shinhan Card, Shinhan Securities, Shinhan Life Insurance, Shinhan Capital, Shinhan Savings Bank and Shinhan Asset Trust.

# Provisioning and Write-Offs

## Provision for Credit Losses and Credit Cost Ratio

(KRW bn)	FY23	1Q23	2Q23	3Q23	4Q23	FY22	1Q22	2Q22	3Q22	4Q22
<b>Shinhan Bank<sup>1</sup></b>	<b>397.2</b>	<b>154.8</b>	<b>242.4</b>			<b>550.6</b>	<b>80.7</b>	<b>196.8</b>	<b>70.8</b>	<b>202.2</b>
Retail	108.1	50.3	57.9			332.9	38.2	132.3	86.3	76.1
Corporate	289.1	104.6	184.5			217.7	42.5	64.5	-15.5	126.1
<b>Shinhan Card<sup>1</sup></b>	<b>373.3</b>	<b>191.0</b>	<b>182.3</b>			<b>560.2</b>	<b>145.5</b>	<b>112.3</b>	<b>110.6</b>	<b>191.8</b>
<b>Total</b>	<b>770.5</b>	<b>345.8</b>	<b>424.6</b>			<b>1,110.8</b>	<b>226.2</b>	<b>309.1</b>	<b>181.4</b>	<b>394.0</b>
<b>Credit Cost Ratio<sup>2</sup></b>										
Group	<b>0.48%</b>	0.48%	0.48%			<b>0.34%</b>	0.26%	0.37%	0.24%	0.46%
Bank	<b>0.23%</b>	0.23%	0.23%			<b>0.19%</b>	0.12%	0.27%	0.11%	0.27%
Card	<b>1.99%</b>	1.99%	1.99%			<b>1.42%</b>	1.61%	1.18%	1.11%	1.93%

NOTE 1 Shinhan Bank figures are on a separate basis, Shinhan Card on a consolidated basis

NOTE 2 Credit Cost Ratio based YTD basis

## Write-Offs and NPL Sales

(KRW bn)	FY23	1Q23	2Q23	3Q23	4Q23	FY22	1Q22	2Q22	3Q22	4Q22
<b>Shinhan Bank</b>	<b>392.5</b>	<b>107.1</b>	<b>285.4</b>			<b>539.1</b>	<b>89.2</b>	<b>120.0</b>	<b>138.2</b>	<b>191.7</b>
Write-Off	212.6	45.8	166.9			374.8	53.9	80.0	105.9	135.0
Retail	127.1	20.2	106.9			185.3	30.2	28.0	72.5	54.6
Corporate	85.5	25.6	59.9			189.5	23.7	52.0	33.4	80.4
Sale	179.8	61.3	118.6			164.2	35.2	40.0	32.4	56.6
Retail	39.1	12.4	26.7			42.3	7.5	9.0	10.3	15.5
Corporate	140.8	48.9	91.8			121.9	27.7	31.0	22.1	41.1
<b>Shinhan Card</b>	<b>527.0</b>	<b>311.7</b>	<b>215.3</b>			<b>587.9</b>	<b>143.3</b>	<b>143.3</b>	<b>136.8</b>	<b>164.6</b>
<b>Total</b>	<b>919.4</b>	<b>418.8</b>	<b>500.7</b>			<b>1,127.0</b>	<b>232.5</b>	<b>263.3</b>	<b>275.0</b>	<b>356.2</b>

## Digital Transformation (pg.22)

NOTE 1 'SFG Gross MAU' is the sum of the MAU of Shinhan's financial platforms and the MAU of Shinhan's non-financial platforms. The MAU figures are based on managed data.

\* The MAU figures for financial platform represent the sum of MAUs of the following apps:

- SOL (Shinhan Bank), *pLay* (Shinhan Card), *Alpha* (Shinhan Securities), *Square* (Shinhan Life), *Jbank* (Jeju Bank), and Shinhan Savings Bank

\* The MAU figures for non-financial platform represent the sum of MAUs of the following apps:

- *Shinhan MyCar* (Auto), *AllThat* (Shopping), *Jeju Jini* (Travel), *HowFIT* (Healthcare), and *Ddangyo* (Delivery)

NOTE 2 'The DAU (Daily Active Users) of financial platforms' is the sum of the DAU of SOL (Shinhan Bank), *pLay* (Shinhan Card), *Alpha* (Shinhan Securities), *Square* (Shinhan Life), *Jbank* (Jeju Bank), and Shinhan Savings Bank.

NOTE 3 'Stickiness Ratio' = 'DAU of financial platforms' / 'MAU of financial platforms'

NOTE 4 Senior MAU of SFG's Main Financial Platforms is the sum of the senior users' MAU of SOL (Shinhan Bank), *pLay* (Shinhan Card), *Alpha* (Shinhan Securities), and *Square* (Shinhan Life)

※ Where "senior" refers to those who are 60 years of age or older.

NOTE 5 The Digital Cost Efficiency is sum of costs saved in Front, Middle, and Back offices. Please refer to below for calculation details

	Definition	Calculation
<b>Front</b>	Shifting customer channels to low-cost channels (Financial services offered via digital means, etc.)	Front = Total # of offered services (on+offline) X Digital coverage X Reduced cost per task
<b>Middle</b>	Innovating offline customer experience (Digitized forms, etc.)	Middle = Total # of offered digital services X Reduced work time per task X Average wage
<b>Back</b>	Streamlining back office operations (AI Contact Center(AICC), Robotic Process Automation(RPA), etc.)	Back(RPA) = Total RPA time X Average wage

NOTE 6 Profit from new digital businesses is calculated by adding the operating income of Shinhan's lifestyle platform (Shinhan MyCar, AllThat) and data-related businesses of Shinhan Card, and Shinhan Securities