

ANNOUNCEMENT

Dear Valued Clients,

SSV would like to inform customers about SSV's update of the trading system.

Accordingly, some features related to stock trading accounts may be affected as of 16 Aug 2026. The update does not affect access, login, or assets currently held in your account.

We sincerely appreciate your understanding for any inconvenience this may cause.

Please contact us with the information below for further assistance:

1. Your account manager; or
2. Support Center:
 - Phone number: 028 6299 8000
 - Email: cs_ssv@shinhan.com

Best Regards,