

Notification of Major Incident(Correction of Errors from the Previous period)

Major Incident Notification

SHINHAN BANK (CAMBODIA) PLC., acknowledges a transaction issue affecting a customer's deposit account. After conducting a detailed assessment, corrective actions have been taken, and the customer was fully reimbursed on 10th January, 2025. Once the further investigation is concluded, appropriate measures will be taken to recover the loss. Security measures are being reinforced to prevent future occurrences. The bank remains committed to transparency and customer trust.

We would like to emphasize the case overview and progress:

Complaint filed by a customer in 2024 regarding the unauthorized withdrawal and termination of his deposit account approximately US\$2.6million without his consent.

Prior Period Error Correction

In accordance with IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors, *Paragraph 5 & 42*, those withdrawal incidents happened between Jan and Aug 2023 which would result in error in the financial statements to be misrepresented, lead to understatement of customer accounts and other losses in 2023 financial statements. The fact that the incident was only discovered subsequently in 2024 was not a determining factor to support the recording of those losses in 2024 itself.

If these transactions fall under the scope of prior period errors, SBC agreed to correct prior period errors retrospectively to 2023 as follows:

Description	Debit	Credit
Other losses	2,7 Million	
Other payables		2,7 Million
<i>To record loss in 2023</i>		
Other payables	2,7 Million	
Customer account		2,7 Million
<i>To record payment made to customer account in 2025</i>		