

# Registration & Service Guide

How to Use

## Personal / Corporate users

- Visit branch with valid ID card and required documents.
- Submit Internet banking application and receive a security device (Security Card or OTP).
- Connect to Shinhan Bank internet banking.(<https://in.shinhanglobal.com>)
- After entering the application ID and a temporary password, select the Login button at the branch.
- Enter the security information issued by the media branch and follow the on-screen instructions to set the pass mark.
- (Pass mark consists of the security images and personal identification for character, security question and answer.)
- After you change the temporary password to use internet banking.
- The first screen after you log in internet banking using internet banking.

### **Sign-in for internet banking**

Individual customer and Corporate customer who has account in Shinhan Bank India are available to the service.

You can enroll by visiting our branch with a valid ID card.

### **The type of internet banking users**

There are four types of enrollment, which are Personal Customers (registered at branch), Single User Business (registered at branch), and Corporate Customers (registered at branch).

If a corporate customer does not need a multi-level approval function, you may be registered as `Single User Business`.

In case of Corporate Customers, an authority level is divided into four groups of User, Approval Authority, and Administrator for multi-level approval.

- Personal user: Deposit, Loan management, and other account maintenance services are provided in addition to the functions that are available for online users.
- Single User Business: Deposit/Loan, Remittance, Account management and other account maintenance services are provided in addition to the functions available for Online Customer.
- Corporate Customer (Multi-Level Users): Deposit/Loan, Remittance, Account management, approval function, and other account maintenance services are provided in addition to the functions available for Online Customer.

### **Structure of multi-level user**

Approval of the enterprise multi-level user, who acts in accordance with the following permission.

- Administrator: Assigns authority level to Approval Authority and entering level User. Also manages approval line, corporate information, and accounts.
- entering level User: Enters information for transactions including import/export and wire transfer. Then Submits approval request to Approval Authority.
- Approval Authority: Approves the transaction entered by entering level User.

### **Login method**

Login with user ID, password and security device password.

But, there is possibility to input secure answers about questions whether PC is registered or not.

### **Use a security device**

Use a security device due to improve the safety of transactions.

Security device is provided when you open Internet banking ID in branch.