

General Terms and Conditions of i-Bank Service

Article 1. (Purpose)

The purpose of this General Terms and Conditions is to set forth terms and conditions on iBank Services (hereinafter "Services") which is electronic banking services between Hana Bank Co., Ltd (hereinafter "the Bank") and customers (hereinafter "the Customer").

Article 2. (Definitions of Terms)

The terms used in these General Terms and Conditions shall be defined as follows:

1. "Customer" shall mean the user of the Electronic Banking Transactions.
2. "Services" means Internet Banking services that the Bank provides through telecommunication channels.
3. "Electronic Banking Transaction(s)" shall mean a variety of inquiry, transfer between accounts directly, remittance, trade finance, loan repayment, cash management services, etc., and such other transactions that are offered by the Bank through telecommunication channels and are directly used by the Customers.
4. "Telecommunication Channels" means the electronic device, such as PC and other devices utilized by the User at the time of making use of electronic banking services.
5. "Transaction Request" shall mean the request by which the Customer asks the Bank to process an individual Electronic Banking Transaction pursuant to an agreement of Electronic Banking Transactions.
6. "Payer" shall mean the holder of the account from which funds will be withdrawn (hereinafter, the "Withdrawal Account") in an Electronic Banking Transaction.
7. "Recipient" shall mean the holder of the account into which funds will be deposited (hereinafter, the "Deposit Account") in an Electronic Banking Transaction.
8. "Transfer Services" shall mean the transactions whereby the Bank withdraws funds from a specified account and transfers them to another account opened at the same bank or another bank pursuant to the Transaction Request made by the Payer.
9. "Scheduled Remittance/Transfer" shall mean the transactions whereby the Customer makes a Transaction Request in advance designating a future date as the date on which Remittance/Transfer Services are to take place, and the Bank executes the requested Remittance/Transfer Services on such date. In this case Scheduled Remittance/Transfer shall include both Single Scheduled Remittance/Transfer which performs one time transaction and Auto Scheduled Remittance/Transfer which performs cyclical Scheduled transactions for a given period.
10. "Business Day" shall mean days on which the Banks are open for normal business operation at its business places.
11. "Means of Access" shall mean certificates, passwords, user identification numbers and others which are necessary to make a Transaction Request through the method of Electronic Banking Transactions.
12. "ID (Identification) " means the designated User-ID to verify the authentic users through telecommunication channels.
13. "Login Password" means the password to identify the User-ID when the User logs on telecommunication channels.
14. "Transfer Password" means the password used by the User at the time of transferring fund through telecommunication channels.
15. "Certificate" means the electronic information to verify and prove the fact that digital signature authentication key is consistent with the digital signature creation key owned by the Customer. There are two kinds of electronic certifications: IDENTRUS Certificate issued by IDENTRUS Certificate agency and KEB Certificate issued by the Bank.
16. The other term will be posted through the telecommunication channels.

Article 3. (Types of Services.)

Types of Services that the Bank provides for the Customer are a variety of inquiry, transfer between accounts directly, remittance, trade finance, loan repayment, cash management services, etc. Actual information shall be pursuant as stipulated by the Bank.

Article 4. (Service Hours)

- (1) The Customer may use the Electronic Banking Transactions during the service hours set by the Bank.
- (2) The service hours may be subject to change depending on the circumstances of the Bank. If the Bank wishes to change the service hours, it shall post such changes three (3) Business Days in advance both at its business places and over Telecommunication Channels which are amenable to posting of notice, except in the cases of inevitable circumstances, such as system recovery, urgent program repair works, external causes, etc.

Article 5. (Identification of User)

Where each item of ID, Login Password, Account No., Account Password, Transfer Password, Certificate is inputted by the Customer and verified the previously registered ones, the Bank shall deem the Customer identical and process transactions in conformity with instructions.

Article 6. (Registration of Service Account)

- 1.The Customer shall select a withdrawal account before applying for the account registration with the Bank in writing.
2. The Customer shall designate a deposit account to register with the Bank, or otherwise, the Bank shall transfer fund into the deposit account selected when the User request to transfer fund .

Article 7. (Ceiling Amount for Transfer Services)

The Customer shall set his/her own ceiling amount for Transfer Services in accordance with the method designated by the Bank.

Article 8. (Registration of Passwords)

- (1) In case the Customer registers his/her password directly via Telecommunication Channels after entering into an agreement for transactions, such registration shall be made within three (3) Business Days from the date of the agreement for transactions, inclusive of the transaction agreement date.
- (2) The Customer shall avoid using common or accessible data for the Customer's password, such as his or her birthday, telephone no., name and characters, numbers and symbols that are easily recognized by the third party in registering a password with the bank. The Bank may request the Customer to alter the password at a certain term of period.

Article 9. (Issue and Use of Digital Certificate)

Business related to Digital Certificate shall be pursuant as KEB iBank Service Certification Practice Statement(CPS) stipulated by the Bank or IDENTRUS Service Certification Practice Statement(CPS).

Article 10. (Transfer Service)

- (1) The ceiling of withdrawal amount on the withdrawal account shall be within deposit balance in cash and loan ceiling by the point of transfer.
- (2) Inquiry for scheduled remittance/transfer (including scheduled bulk remittance/transfer) and deposit of remitted/transferred fund into withdrawal account shall be completed by the time designated by the Bank and transaction hour of remitting/transferring fund into deposit account and remitting/transfer means, etc shall be consistent as stipulated by the Bank.

Article 11. (Receipt Means of Service Fees)

The receipt means of service fees for utilizing services shall be pursuant as stipulated by the Bank.

Article 12. (Service Suspension, Alteration, Closing Etc.)

1. If the Customer intends to change or close the services, the Customer may apply for changing or closing the services in writing. The already registered applications by the Customer, such as reserved transfer and etc shall be automatically cancelled, provided that Customer close the services.
2. The Customer shall comply with the procedures specifically stipulated by the Banker, provided that the Customer intends to continue the suspended services or the suspended password due to lost and stolen security means and passwords, or input incorrect passwords more than certain number of times designated by the Bank.

Article 13. (Formation of Transactions)

When the Customer wishes to use Electronic Banking Transactions, the transactions shall be formed at the following point in time:

1. In case of Transfer Services, at the time when the Bank confirms the contents of the Transaction Request entered by the Customer and records the withdrawing of the "withdrawal amount" (this term hereinafter shall include service fees, if any) on the ledger of the Withdrawal Account;
2. In case of Remittance Services, at the time when the Bank confirms both the contents of the Transaction Request entered by the Customer and the amount to be deposited; and
3. In case of Scheduled Remittance/Transfer Services, at the time when the Bank confirms the contents of the Transaction Request made by the Customer, subject to the condition that the Withdrawal Account shall have sufficient funds available at the time of execution of the requested Remittance/Transfer Services.
4. Letter of Credit Open and Amendments, request to payment against import letter of credit, export bills bought or request of collections services will be executed(formed) at the time the Bank confirms both the contents of the Transaction Request entered by the Customer and the amount to be deposited.
5. In case of repayment of loan(s) service, at the time the Bank confirms the contents of the transaction request made by the customer, is executed(formed) at withdraw of from withdrawing account(s)

Article 14. (Criteria for Processing the Transaction Requests)

- (1) The Bank shall process a Transaction Request upon verification of the identify of the account number, password, user number, etc. stated on the Transaction Request against those reported to the Bank.
- (2) When the Bank withdraws funds from the Withdrawal Account pursuant to the Transaction Request of the Customer, the Bank may effect such withdrawal without utilizing bankbooks, withdrawal request slips or checks, notwithstanding the provisions of the General Terms and Conditions of Deposit Transactions.
- (3) In case of transactions where the Recipients cannot be confirmed due to the nature of the requested transactions, such as batch Transfer Services and Transfer Services to accounts opened at another bank, etc., the requested transactions shall be processed on the basis of the account numbers of the Recipients.
- (4) In case of Scheduled Remittance/Transfer Services, the requested transactions shall be processed only if the Withdrawal Account has sufficient funds to cover the amount requested by the Customer on the Transaction Request at the time of execution of the requested transactions.
- (5) In case of Scheduled Remittance/Transfer Services, if the requested transfer date falls on a Bank of holiday, Single Scheduled transaction shall not be processed. But Auto Scheduled Remittance/Transfer Services shall be processed pursuant to the holiday conditions (omission of the transaction or transaction execution on the following business day) registered. on the following Business Day.
- (6) Any request of transactions during non-working hours may be processed on the following Business Day.

Article 15. (Restrictions on Transactions)

- (1) In any of the following cases, the Electronic Banking Transactions requested on the Transaction Request may be restricted:
 1. In case the balance of the Withdrawal Account is less than the withdrawal amount at the time of execution of the Electronic Banking Transaction, provided, however, that if there are other provisions, then such other provisions shall apply;

2. In case the Deposit/Withdrawal Accounts are closed or suspended;
 3. In case a certificate of balance is issued for the Deposit/Withdrawal Accounts on the requested transfer date;
 4. In case the amount requested for Transfer Services on the Transfer Request exceeds the ceiling amount set by the Customer;
 5. In case the Transfer Request requests Transfer Services to be made to an account other than the designated Deposit Account, when the Customer has agreed to use only the designated Deposit Accounts for Transfer Services; and
 6. In case the Bank determines that provision of services may not be appropriate for reasons of legal restraints placed on withdrawal, etc.
- (2) In case the certificate has expired or is canceled, all of Transfer Services conducted via applicable Telecommunication Channels may be restricted.
- (3) In the event that the Electronic Banking Transactions are restricted pursuant to the foregoing Paragraphs (1) and (2), the Bank shall notify the Customer of the reasons therefor over the same Electronic Means upon receipt of a Transaction Request of the Customer.
- (4) In case of the foregoing Paragraph (2), the Customer may resume the Electronic Banking Transactions by taking appropriate steps, such as re-issuance or extension of the certification required by the Bank or expression of intent to use, etc.

Article 16. (Service Fees)

- (1) The Bank may collect service fees for Electronic Banking Transactions either by withdrawing the fees from the Customer's account or by receiving cash directly from the Customer. The payment method of the service fees shall be determined in accordance with the Bank's Policies and Procedures.
- (2) Service fees shall be determined in accordance with the Bank's method of calculating the service fees. In the event the Bank wishes to change the service fees, it shall post the proposed changes at its business places and over Telecommunication Channels which are amenable to posting of notice for one (1) month starting from one (1) week prior to the effective date of the changes.

Article 17. (Revocation or Modification of the Transaction Requests)

- (1) Once transactions are formed pursuant to Article 13, the transactions may not be revoked or modified, provided that Scheduled Remittance/Transfer Services may be revoked if a revocation of the Transaction Request is made via applicable Telecommunication Channels by one Business Day immediately preceding the requested transfer date.
- (2) When the Withdrawal Account is closed at the request of the Customer, any Transaction Request for Scheduled Remittance/Transfer Services registered with such Account shall also be terminated.
- (3) Neither death or adjudication of quasi-incompetency or incompetency of the Customer nor dissolution, bankruptcy or merger of the Customer or the Bank by itself will have the effect of revoking or modifying the Transaction Requests or affect the powers of the Bank.

Article 18. (Amendment of Reported Items)

- (1) If the Customer wishes to make changes to any of the items reported to the Bank, such as the account number, password, user number, company name, address, telephone number, etc., the Customer shall report to the Bank on such changes in writing.
- (2) The amendments to the reported items shall take effect upon passage of reasonable time required for computer entry after receipt of the report under the foregoing Paragraph (1).

Article 19. (Verification of the Transaction Results)

- (1) The Customer shall confirm whether the Transaction Request and the processing results mentioned in Paragraph 1 of Article 23 correspond to each other.
- (2) Upon the Customer's learning of any discrepancies between the Transaction Request and the Bank's processing results, he/she shall immediately notify the Bank of such fact, and the Bank shall take necessary measures, such as tracking down the funds or putting holds on withdrawals, etc.

Article 20. (Handling of Errors)

- (1) When the Bank learns that the Electronic Banking Transaction was processed differently from the Transaction Request, it shall effect appropriate corrections to the processed transaction to make it conform to the Transaction Request.
- (2) The Bank shall notify the Customer of such corrections made under the foregoing Paragraph (1).

Article 21. (Maintenance of Transaction Records and Provision of Data, etc.)

- (1) The Bank shall keep and maintain transaction records of the deposits and withdrawals made in Electronic Banking Transactions for five 5 years.
- (2) At the request of the Customer, the Bank shall provide the Customer with relevant records and data maintained and managed by it concerning the Electronic Banking Transactions to the extent that it does not violate the "Act on Real Name Financial Transactions and Guarantee of Secrecy" and any other laws and regulations.

Article 22. (Handling at the Time of Accident or Impediment)

- (1) When the Customer learns of the theft, loss, forgery or alteration of the Means of Access to the transaction accounts or leakage of other information which is required to be kept confidential for the purpose of transactions, he/she shall promptly notify the Bank of such fact.
- (2) The reporting made under the foregoing Paragraph (1) shall take effect upon passage of reasonable time required for computer entry after receipt of the report.
- (3) In the event that the reporting made under the foregoing Paragraph (1) is to be revoked, the Customer himself/herself shall file a written application therefor with the Bank.
- (4) In the event that the Electronic Banking Transactions cannot be processed as requested on the Transaction Request because of telecommunications impediment or other causes, the Bank shall deposit the money back to the Withdrawal Account and notify the Customer of such fact to the reported contact point of the Customer.
- (5) At the request of the Customer, the Bank shall promptly investigate the reasons for any accidents or impediments, and shall notify the Customer of the results of the investigation.

Article 23. (Method and Effect of Notice)

- (1) The Bank shall promptly notify the Customer of the processing results via the relevant Telecommunication Channels, provided that in case of Scheduled Remittance/Transfer Services, the Bank shall promptly notify the Transaction results via the applicable notification means registered by the Customer.
- (2) In notifying matters in the process of Electronic Banking Transactions under Paragraph 2 of Article 20 and Paragraphs 4 and 5 of Article 22, the Bank shall provide notice either by phone, in writing or via other Telecommunication Channels to the contact point reported by the Customer.
- (3) When the Bank provides a notice in writing, it shall be deemed delivered upon passage of normal time required for such delivery, except in cases of acts of God and other force majeure events.
- (4) In the event that the written notice sent by the Bank under the foregoing Paragraph (3) does not reach or is delayed in reaching the Customer due to the Customer's negligence in notifying any changes pursuant to Article 18, the notice shall be deemed delivered upon passage of normal time required for such delivery.

Article 24. (Management of the Means of Access)

- (1) The Customer shall not lend, entrust or assign to a third party the Means of Access necessary for the Electronic Banking Transactions.
- (2) The Customer shall not disclose the Means of Access to a third party, and shall take good care in safeguarding the Means of Access to prevent stealing, forgery or alteration of the same.

Article 25. (Risk of Loss and Immunity)

(1) In case of a wrongful transfer which has been effected after passage of reasonable time required for computer entry after receipt of the reporting from the Customer under Article 22, the Bank shall be liable for such wrongful transfer amount together with interests accrued thereon calculated at the rate of a one-year time deposit, provided that if the amount of the damage caused to the account concerned by such wrongful transfer exceeds the amount calculated at the rate of a one-year time deposit, then the Bank shall compensate the actual damage amount.

(2) In case of the Electronic Banking Transactions which have been processed pursuant to the Transaction Request upon verification of the account number, password, user number, etc. stated on the Transfer Request against those reported to the Bank, the Bank shall not be liable for any damages suffered by the Customer for reasons of forgery, alteration or other accidents not attributable to the Bank, provided that such shall not be the case if the accident has occurred in the course of transmission of the Transaction Request, not caused by intentional or negligent conduct of the Customer.

(3) In the event that the Electronic Banking Transaction requested by the Customer cannot be executed or is delayed by reasons of acts of God and power failure, fire, telecommunications impediment or other force majeure events which are not attributable to the Bank, and the Bank notifies the Customer of the reasons for such non-processing or delayed processing, the Bank shall not be liable therefor.

(4) The Bank shall not be held liable for damages caused by the Customer's delay in making the reports required under Paragraph 1 of Article 22.

(5) The Bank shall not be liable for damages caused by the Customer's failure to confirm or notify pursuant to Article 19, provided that such shall not be the case if the Bank has processed the requested transactions differently from the Transfer Request made by the Customer.

(6) In case of notices prescribed by the foregoing Paragraph (3) and Paragraph (2) of Article 23, if the Bank fails to provide a notice for reasons not attributable to the Bank, the Bank shall not be held liable for damages suffered by the Customer caused by such failure.

(7) In case of failure to provide notice in connection with use of notice services (through fax, etc.) due to impediment of the telecommunications medium designated by the Customer or in case of leakage of information regarding the Customer due to the Customer's own carelessness, the Bank shall not be held liable.

Article 26. (Confidentiality)

Except as provided by laws and regulations, the Bank shall not disclose to any third party information regarding the Customer acquired by it in connection with performing the Electronic Banking Transactions without consent of the Customer himself/herself. The Bank, however, shall be held liable when the Customer-related information is stolen or leaked due to the Bank's negligence in managing the information.

Article 27. (Amendment of General Terms and Conditions)

Where the Banker amends this General Terms and Conditions, the Banker shall post the proposed amendment to this General Terms and Conditions at a branch and on telecommunication channels for one month, and redeem it agreed by the User unless the User raises any dissents from the modifications within the according period in writing.

Article 28. (Priority of Application)

(1) In the event that any individual agreements made by the Bank and the Customer conflict with the provisions of these General Terms and Conditions, then such individual agreements shall take precedence over these General Terms and Conditions.

(2) Those matters regarding the Electronic Banking Transactions not provided by these General Terms and Conditions shall be determined in accordance with the individual terms and conditions of the transactions.

(3) Those matters not provided by these General Terms and Conditions shall be, in absence of other agreements, governed by the relevant laws and regulations, the Bank's General Terms and Conditions of Deposit Transaction and General Terms and Conditions of Loan Transactions.

Article 29. (Raising of Objections)

In the event that the Customer has any objection concerning the processing of the Electronic Banking Transactions, he/she may refer the matter to the Bank's grievance board for settlement of the dispute, or may file an application for mediation of the dispute with the Financial Dispute Mediation Committee of the Financial Supervisory Service or with the Consumer Dispute Mediation Committee of the Korea Consumer Protection Board.

Article 30. (Application Provision)

The items which are not stipulated in this General Terms and Conditions shall be pursuant as stipulated by each General Terms and Conditions of the according dealings.

ADDENDUM

Article 1. Effective Date

- (1) The General Terms and Conditions shall take effect on December 16, 2002.
- (2) The General Terms and Conditions shall take effect on October 7, 2004.