VTB Bank (Kazakhstan) Subsidiary Joint Stock Company

Rules
on the General Terms and Conditions for Conducting Banking and Other Operations
at Subsidiary JSC VTB Bank (Kazakhstan)

Almaty, 2026

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Reg. № 18-004/1106
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by the Resolution
of the Board of Directors
of Subsidiary JSC VTB Bank
(Kazakhstan)
dated «20» July 2026
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Rules
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Chapter 1. General Provisions

1. These Rules on the General Terms and Conditions for Conducting Banking and Other Operations at Subsidiary JSC VTB Bank (Kazakhstan) (hereinafter referred to as the Rules) have been developed in accordance with the legislation of the Republic of Kazakhstan, including the Law of the Republic of Kazakhstan No. 258-VIII dated 16 January 2026 "On Banks and Banking Activities in the Republic of Kazakhstan" (hereinafter referred to as the Law on Banks), Resolution No. 91 of the Management Board of the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market dated 15 May 2026 “On Approval of the Requirements for the Conditions of Conducting Banking Activities" (hereinafter referred to as the Requirements for the Conditions of Conducting Banking Activities), the Articles of Association of Subsidiary JSC VTB Bank (Kazakhstan) (hereinafter referred to as the Bank), and other internal documents of the Bank.

2. These Rules establish the general terms and conditions and the procedure for the Bank to conduct banking and other operations, including additional types of operations, and contain the following information and procedures:

1) maximum amounts and terms of accepted deposits and granted bank loans;
2) maximum interest rates on deposits and bank loans;
3) terms and conditions for the payment of interest on deposits and bank loans;
4) requirements for collateral accepted by the Bank;
5) maximum fees and tariffs for banking operations;
6) maximum time limits for making decisions on the provision of banking services;
7) the procedure for considering Client requests arising in the course of the provision of banking services, taking into account the requirements set forth in Chapter 9 of the Requirements for the Conditions of Conducting Banking Activities;
8) the rights and obligations of the Bank and the Client, and their liability;
9) the procedure for opening, maintaining and closing bank accounts, including the types of bank accounts (indicating the account currency), as well as the grounds and procedure for restricting transactions on accounts;
10) terms and conditions for the provision of financial products related to deposit-taking, including the procedure and time limits for entering into bank deposit

agreements, the terms and conditions for the accrual and payment of interest, and the terms and procedure for early termination;

11) terms and conditions for the provision of financial products related to bank lending operations, including the procedure for assessing the suitability of a loan for the Client, the procedure and time limits for entering into, amending and terminating the agreement, the requirements for the method of securing the performance of obligations, the procedure for granting and repaying a bank loan, and the procedure for interaction with an insolvent Client (Borrower), including procedures for foreclosure on pledged collateral;

12) regulations on the procedure for working with Clients;

13) the procedure for interaction between the Client and the Banking Ombudsman in the settlement of disputes between the Bank and the Client;

14) the procedure for providing services to persons with disabilities and persons with reduced mobility, taking into account the requirements of the national standard on the accessibility of financial institution branches for the provision of services to persons with disabilities and other persons with reduced mobility, as well as the specific features of providing services to persons with disabilities and persons with reduced mobility with the participation of an authorized representative, which provides for:

– specific features of interaction;

– accessible forms of obtaining information;

– participation of an authorized representative;

15) other terms and conditions, requirements and restrictions that the Board of Directors of the Bank considers necessary to include in the general terms and conditions for conducting banking activities.

3. The Bank is registered as a legal entity with the Ministry of Justice of the Republic of Kazakhstan and conducts its activities in accordance with the legislation of the Republic of Kazakhstan, the Articles of Association of the Bank and the Bank's internal documents, on the basis of the relevant banking and other license(s) issued by the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market (hereinafter referred to as the ARDFM) authorizing the Bank to conduct banking and other operations, as well as certain types of activities in the securities market provided for by the Law on Banks. The Bank is a participant in the mandatory deposit guarantee system.

4. In conducting banking and other services (operations), as well as certain types of activities in the securities market provided for by the license(s) referred to in paragraph 3 of these Rules, the Bank shall be governed by the Civil Code of the Republic of Kazakhstan, the Law on Banks, the Law of the Republic of Kazakhstan No. 11-VI dated 26 July 2016 "On Payments and Payment Systems" (hereinafter referred to as the Law on Payments), the Law of the Republic of Kazakhstan No. 191-IV dated 28 August 2009 "On Counteracting the Legalization (Laundering) of Proceeds of Crime, the Financing of Terrorism and the Financing of the Proliferation of Weapons of Mass Destruction" (hereinafter referred to as the AML/CFT/CPF Law), the Law of the Republic of Kazakhstan No. 461-II dated 2 July 2003 "On the Securities Market", the Law of the Republic of Kazakhstan No. 508-II dated 19 December 2003 "On Advertising", the Requirements for the Conditions of Conducting Banking Activities, other regulatory legal acts of the Republic of Kazakhstan, these Rules,

the internal documents of the Bank governing the procedure for the provision of banking and other services (operations) by the Bank in the financial market, as well as the legislation of foreign states, international agreements and/or international practice affecting the Bank's activities, and/or agreements (contracts) entered into with correspondent banks and/or third parties.

5. In order to ensure compliance with the requirements of the legislation of the Republic of Kazakhstan, the recommendations of the National Bank of the Republic of Kazakhstan, the ARDFM, and the Bank's internal documents, the Bank shall conduct customer due diligence with respect to Clients (their representatives) and beneficial owners (including verification of foreign tax residency) in the following cases:

1) prior to establishing a business relationship with the Client;
2) when carrying out transactions involving money and/or other property subject to financial monitoring, including suspicious transactions;
3) where there are grounds to doubt the accuracy of previously obtained information regarding the Client (its representative) or the beneficial owner;
4) when updating information regarding the Client (its representative) or the beneficial owner.

6. The Bank shall periodically update information regarding the Client (its representative) and the beneficial owner in accordance with the requirements of the legislation on counteracting the legalization (laundering) of proceeds of crime, the financing of terrorism and the financing of the proliferation of weapons of mass destruction, taking into account the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

7. If the Client fails to provide the documents required by the Bank as part of the customer due diligence procedures, including questionnaires/applications/consents in the Bank's prescribed form, or if such documents are incomplete or improperly completed, an employee of the Bank/branch/additional premises of the Bank shall refuse to establish a business relationship with the Client and/or provide banking services.

8. When conducting operations and considering requests, the Bank shall maintain confidentiality and shall not provide (disclose) information constituting banking secrecy, commercial secrecy or any other information protected by law to third parties without the Client's consent given in writing or by means of the Client's identification instrument, except where the Bank is required to provide (disclose) such information under the applicable legislation of the Republic of Kazakhstan.

9. The relationship between the Bank and the Client in the course of providing banking and other services (operations) shall be governed by the legislation of the Republic of Kazakhstan, these Rules, the Bank's internal documents, and the terms and conditions of the agreements (contracts) entered into, including with due regard to the provisions of paragraph 16 of these Rules.

10. In the event of any inconsistency between the provisions of these Rules and the terms and conditions of the agreements (contracts) entered into, the terms and conditions of such agreements (contracts) shall prevail.

11. These Rules shall apply to the Bank's employees and persons related to the Bank through special relationships, taking into account the specific features, restrictions and exceptions

established by the legislation of the Republic of Kazakhstan and the Bank's internal documents.

12. These Rules constitute publicly available information and are not subject to commercial or banking secrecy. The Rules are published on the Bank's official corporate website (www.vtb-bank.kz) and shall be provided, upon the Client's first request made directly to the Bank (branch/additional premises), for review, acceptance, compliance and guidance.

Chapter 2. Key Terms and Adopted Abbreviations

13. The following terms and abbreviations are used in these Rules:

1) Bank Shareholder – VTB Bank (Public Joint Stock Company);

2) banking services – banking and other operations carried out by the Bank as established by Article 22 of the Law on Banks;

3) Banking Ombudsman[1] – an individual independent in the performance of his/her activities who settles disputes arising out of a bank loan agreement between the Bank and an individual borrower upon the borrower's request for the purpose of reaching an agreement on the protection of the rights and legally protected interests of the borrower and the Bank, as well as in the cases provided for by the Law on Banks;

4) bank deposit certificate – a registered non-issue security issued by the Bank certifying the holder's right, upon expiry of the circulation period established by its issuance terms or prior to such expiry, to receive its nominal value, as well as interest in the amount established by the issuance terms. The nominal value of a bank deposit certificate means the monetary value of the deposit certificate determined upon its issuance, on which interest expressed as a percentage is accrued;

5) beneficial owner – an individual:

- who directly or indirectly owns more than twenty-five percent of the participation interests in the authorized capital or of the issued shares (excluding preferred shares and shares repurchased by the company) of a Client that is a legal entity or of a foreign structure without legal personality;
- who otherwise exercises control over the Client;
- in whose interests the Client conducts transactions with money and/or other property;

6) deposit (bank deposit) – money accepted by the Bank from a depositor (an individual or legal entity) on the basis of a bank deposit agreement, for the use of which the Bank pays the depositor interest in the amount and according to the procedure provided for in the bank deposit agreement;

7) questionnaire – questionnaires, surveys, self-certification forms and questionnaires for legal entities, individuals and individual entrepreneurs requested by the Bank for the purpose of customer due diligence for AML/CFT/CPF purposes, determination of tax residency and Client classification, in order to comply with the requirements of the applicable legislation and the Bank's internal documents;

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[1] Financial Ombudsman – an individual who is independent in his/her activities and carries out the out-of-court settlement of disputes arising from an agreement for the provision of a financial product entered into between the Client and the Bank, by considering Clients' applications on matters specified in paragraph 2 of Article 15-28 of Law of the Republic of Kazakhstan No. 474-II dated July 4, 2003 "On State Regulation, Control and Supervision of the Financial Market and Financial Organizations" (this term shall apply from January 1, 2027). From January 1, 2027, the term "Banking Ombudsman" throughout the Rules shall be replaced with the term "Financial Ombudsman".

8) external refinancing – the granting of a bank loan for the purpose of full or partial repayment of one or more existing loans and/or microcredits with another bank and/or microfinance organization;
9) guarantee – an obligation to the creditor of another person (the debtor) to be jointly and severally liable with the debtor for the performance of that person's obligation in whole or in part, except as otherwise provided by legislative acts;
10) deposit – money transferred by one person (the depositor) to another person, namely the Bank, on terms requiring its repayment at its nominal value regardless of whether such money is to be repaid on demand or after a specified period, in full or in installments, with or without a pre-agreed premium (interest), to the depositor directly or to a third party;
11) authorized representative – an authorized individual acting on the basis of a notarized power of attorney or a power of attorney equivalent to a notarized power of attorney;
12) banking services agreement – an agreement under which the Bank undertakes, on the Client's instructions, to provide banking services, and the Client undertakes to pay for such services unless otherwise provided by the agreement. Supplemental agreements to the agreement shall constitute an integral part of the principal agreement;
13) bank loan agreement – an agreement between the Bank and the borrower on the provision of financing (including contingent financing), as a result of which the Bank acquires (or will acquire in the future) claims against the borrower;
14) additional service – a banking and/or other service (work or service offering) offered to an individual Client in the Bank's own name and/or on behalf of a third party simultaneously with the receipt of the principal banking service, which is not mandatory under the legislation of the Republic of Kazakhstan and which the Client may refuse without the Bank refusing to provide the principal banking service, unless otherwise provided by the legislation of the Republic of Kazakhstan.
15) loan (hereinafter also referred to as a credit) – the provision by the Bank of money to individuals and/or legal entities as their property on the terms of payment, fixed term and repayment, on the basis of a license issued by the ARDFM;
16) borrower – a Client who has obtained a credit from the Bank and has assumed obligations to repay the funds received and to make full payment of the credit received, including interest and other payments under the credit, in accordance with the bank loan agreement;
17) application for the provision of a banking service – a written request submitted by the Client for consideration of the possibility of providing a banking service (operation), depending on the type of financial product, which does not provide for automatic accession to the Bank's standard terms and conditions of an agreement (contract) and/or the conclusion of a banking services agreement (operation);
18) foreign structure without legal personality – a fund, association, trust, company, partnership, organization or other corporate entity established in accordance with the legislation of a foreign state, which is regarded as an independent organizational and legal form regardless of whether it has the status of a legal entity under the laws of the foreign state in which it was established;
19) Client – legal entities, including banks and organizations carrying out certain types of banking operations, individuals, including those engaged in entrepreneurial activities

without establishing a legal entity, residents or non-residents of the Republic of Kazakhstan, who are consumers of banking services or intend to use the Bank's services;

20) Key Information Document – a standardized document containing, in a concise and accessible form, key information about a financial product, including information on the features, terms and conditions, and risks of the financial product. The Key Information Document shall be provided by the Bank to an individual Client:

- for loans not related to entrepreneurial activities, prior to entering into the bank loan agreement;
- for other financial products, in the cases and in accordance with the procedure established by the Bank's internal documents;

21) consultation – information and/or explanations regarding banking services provided by the Bank and/or an authorized agent to the Client;

22) Contact Center – the Customer Service Division of the Bank's Retail Business Department, whose responsibilities include providing consultations and servicing Clients by telephone;

23) credit line – the Bank's obligation to lend to the borrower under terms allowing the borrower to determine the timing of obtaining a bank loan independently, within the amount and period established by the Bank's credit policy for this form of lending and the credit line agreement (agreement on the provision/opening of a credit line);

24) operating day – the period during which the Bank accepts and processes the Bank Clients' instructions, orders to suspend the execution of instructions, or orders to revoke such instructions. The duration of the Bank's operating day (working hours) shall be determined independently by the Bank and established by an Order of the Chairman of the Management Board of the Bank or a person acting in his/her capacity;

25) informatization objects – electronic information resources, software, an Internet resource and/or information and communication infrastructure that enable the Bank, inter alia, to exchange data (information) with the Client through the use of identification means provided for by the Law on Payments;

26) exchange operations – operations involving the purchase, sale and exchange of cash foreign currency, or the purchase and/or sale of non-cash foreign currency (conversion);

27) list of organizations and persons associated with the financing of terrorism and extremism (hereinafter referred to as the List of Extremists) – the list of organizations and individuals in respect of whom information exists regarding their involvement in extremist activities or terrorism, compiled by the Agency of the Republic of Kazakhstan for Financial Monitoring in accordance with the requirements of the legislation of the Republic of Kazakhstan on counteracting the legalization (laundering) of proceeds of crime, the financing of terrorism and the financing of the proliferation of weapons of mass destruction.

28) List of Persons Associated with the Financing of the Proliferation of Weapons of Mass Destruction (CPF List) – a list of organizations and persons associated with the financing of the proliferation of weapons of mass destruction (the grounds for including organizations or individuals in this list are established by the AML/CFT/CPF Law);

29) payment services – services for accepting and executing payments and/or money transfers using a bank account; services for accepting cash for crediting to bank accounts, including accounts of third parties; services for accepting cash for making a payment

without opening a bank account for the sender of the money; services for carrying out money transfers without opening a bank account; services for the issuance and redemption of electronic money; services for the issuance of payment cards; services for the sale (distribution) of electronic money and payment cards; services for accepting and processing payments made using electronic money; and services for processing payments initiated by the Client in electronic form and transmitting the necessary information to a bank or an organization carrying out certain types of banking operations for the purpose of executing the payment and/or transfer or accepting funds in respect of such payments;

30) Client's representative – a person authorized by the Client to act on the Client's behalf on the basis of a duly executed power of attorney (authorized representative), or on the basis of the constituent documents of a legal entity, or acting as the legal representative of an individual (parent, adoptive parent, guardian, custodian or foster caregiver);

31) maximum tariff limits –

a) the fees and tariffs for banking and other operations established by these Rules;

b) the minimum and maximum tariff limits acceptable to the Bank for banking and other operations/services provided for by these Rules (including any applicable discounts), within which the Management Board of the Bank/the Bank's authorized body or the Bank's authorized officers shall make decisions on approving standard and individual tariffs and applying preferential tariffs;

c) for Clients of the standard/mass-market/upper sub-segment (small and medium-sized businesses), the maximum tariff limits are established for cash management services, including payment card services, as well as for credit and documentary operations, in accordance with Appendix 3 to these Rules;

32) refinancing – the granting of a bank loan for the purpose of full or partial repayment of one or more existing loans with the Bank;

33) credit line agreement (agreement on the provision/opening of a credit line) – a bank loan agreement concluded on terms allowing the borrower to determine, in the agreement(s) or application(s) constituting an integral part of the credit line agreement (agreement on the provision/opening of a credit line), or through the use of a payment card, the amount and timing of obtaining the loan.

34) co-borrower – an individual or legal entity that signs the bank loan agreement jointly with the borrower and is jointly and severally liable under the bank loan agreement for the performance of obligations relating to the repayment of the bank loan received, including interest and other payments under the bank loan;

35) Remote Banking System (RBS) – a remote banking system for providing Clients with a range of electronic banking services, enabling Clients to promptly perform banking operations on their bank accounts opened with the Bank's Head Office and/or branch and/or additional premises of a Bank branch, as well as to obtain information on account balances and/or movements of funds, payments and/or money transfers made through such accounts, and other information upon the Client's request. Depending on the communication channel through which electronic banking services are provided, the RBS may include the following alternative channels (subject to the Bank's technical capabilities): VTB Business Internet Banking for legal entities/VTB Business Mobile Banking for legal entities (subject to the Bank's technical capabilities), Internet Banking/Mobile Banking for individuals (subject to

the Bank's technical capabilities), the Information and Payment Terminal, as well as the Bank's Internet resource "VTB.kz" (subject to the Bank's technical capabilities);
36) Bank Stop Lists – lists of high-risk persons provided by the authorized state authorities of the Republic of Kazakhstan; lists compiled by the Bank's Shareholder; lists of persons subject to sanctions imposed by the Office of Foreign Assets Control (OFAC) of the U.S. Department of the Treasury, the Office of Financial Sanctions Implementation (OFSI) of HM Treasury of the United Kingdom, the European Union, and the United Nations Security Council; sanctions lists of other states affecting the Bank's activities; the national sanctions list compiled in accordance with the national legislation applicable to VTB Group companies; including persons subject to restrictive measures imposed by the Bureau of Industry and Security (BIS) of the Government of the United States; as well as other lists compiled by the Bank (the Compliance Control and Financial Monitoring Division, the Security Department) and correspondent banks;
37) tariff – the price of specific banking and other operations and services, the amount of which is provided for by these Rules and/or approved by a decision of the Bank's Management Board, the Bank's authorized body, or the Bank's authorized officers within the minimum and maximum tariff limits acceptable to the Bank for banking operations/services approved by the Bank's Board of Directors;
38) standard agreement – a form of agreement/contract approved by the Bank's authorized body containing the terms and conditions for the provision of banking services and financial products to the Bank's Client, the rights and obligations of the Bank and the Client, as well as other terms and conditions;
39) ARDFM – the state authority responsible for the state regulation, control and supervision of the financial market and financial organizations;
40) authorized body of the Bank – the Bank's Board of Directors, the Bank's Management Board, or another permanent collegiate working body of the Bank vested with delegated authority to regulate a particular type of banking activity, the structure, functions and powers of which are approved by the Bank's internal documents.
41) authorized officers of the Bank – employees of the Bank vested with delegated authority to establish the Bank's tariffs in accordance with the Bank's internal documents;
42) authorized officer of the Bank responsible for handling requests – an officer of the Bank authorized to conduct personal receptions of individuals and representatives of legal entities;
43) authorized agent – an individual or legal entity included in the Bank's register of authorized agents, which is not the Bank and provides services to the Bank for attracting Clients, verifying Clients' documents for compliance with the Bank's requirements, and submitting Clients' documents to the Bank on the basis of an agency agreement;
44) branch – a separate subdivision of the Bank that is not a legal entity, located outside the Bank's registered office, carrying out banking activities on behalf of and in the interests of the Bank within the powers granted to it by the Bank, and including additional premises;
45) financial product – a banking service offered by the Bank to Clients in the course of carrying out banking and other operations established by Article 22 of the Law on Banks;
46) electronic banking services – services related to providing a Bank Client, including an individual Client not engaged in entrepreneurial activities, with access to his/her bank

accounts through the Remote Banking System (RBS) for the purpose of receiving electronic payment services and informational banking services;

47) electronic digital signature (EDS) – a digital record (a set of digital data) created using a private key of an electronic digital signature and electronic digital signature tools, confirming the authenticity of an electronic document, its ownership, and the integrity of its contents;

48) SMS code – a one-time password valid for a single authentication session, used to confirm (sign) an electronic document in accordance with the legislation of the Republic of Kazakhstan.

Chapter 3. Banking and Other Operations Conducted by the Bank

14. On the basis of the banking license issued by the ARDFM, the Bank shall be entitled to conduct the following banking operations (in national and/or foreign currency), provided that the Bank is not subject to restrictions imposed by the legislation of the Republic of Kazakhstan/foreign states, international sanctions/an order/instruction of the Chairman of the Management Board of the Bank (a person acting as the Chairman of the Management Board of the Bank)/a resolution of the Management Board of the Bank, etc.:

1) acceptance of deposits, opening and maintenance of bank accounts of legal entities;
2) acceptance of deposits, opening and maintenance of bank accounts of individuals;
3) opening and maintenance of correspondent accounts of banks, organizations carrying out certain types of banking operations, as well as financial organizations that are non-residents of the Republic of Kazakhstan;
4) opening and maintenance of metal accounts of individuals and legal entities reflecting the physical quantity of refined precious metals and precious metal coins owned by such persons;
5) money transfer operations: execution of instructions from individuals and legal entities for payments and money transfers;
6) cash operations: acceptance and disbursement of cash, including change-making, exchange, counting, sorting, packaging and safekeeping thereof;
7) exchange operations involving cash and/or non-cash foreign currency;
8) bank lending operations: granting bank loans in monetary form on the terms of payment, fixed term and repayment (except for interbank loans);
9) opening (issuance) and confirmation of letters of credit and performance of obligations thereunder;
10) issuance of bank guarantees providing for performance in monetary form (except for interbank guarantees);
11) issuance of bank sureties and other obligations for third parties providing for performance in monetary form (except for interbank sureties);
12) discount operations: discounting of promissory notes and other debt obligations of individuals and legal entities;
13) acceptance of payment documents for collection (except for promissory notes).

15. In addition to the banking operations provided for in paragraph 14 of these Rules, the Bank shall, subject to holding the relevant banking license, be entitled to conduct safe deposit operations: services for the safekeeping of securities issued in documentary form, documents and valuables of Clients, including the rental of safe deposit boxes, cabinets and premises; interbank loans (interbank financing), interbank guarantees, interbank sureties, as well as other interbank operations; issuance of its own securities; provision of payment services in accordance with the legislation of the Republic of Kazakhstan on payments and payment systems; and other operations and activities in accordance with the license issued by the ARDFM and/or the legislation of the Republic of Kazakhstan.

In addition to the banking operations provided for in paragraph 14 of these Rules and other operations provided for in the first part of paragraph 15 of these Rules, the Bank shall, subject to holding the relevant license issued by the ARDFM, be entitled to carry out the following types of activities in the securities market:

1) brokerage activities without the right to maintain Client accounts as a nominee holder;

2) dealer activities.

The Bank shall conduct dealer and brokerage activities in the securities market involving financial instruments, the list and acquisition procedure for which are determined by regulatory legal acts of the ARDFM.

The Bank shall conduct dealer activities in the securities market subject to the restrictions established by Article 23 of the Law on Banks.

16. Relations between the Bank and Clients in the provision of banking and other services (operations) shall be governed by agreements (contracts), unless otherwise provided by the applicable legislation of the Republic of Kazakhstan, including by way of accession to a standard agreement (contract) (on accession terms). An agreement (contract) entered into between the Bank and the Client shall contain the mandatory terms and conditions established by the legislation of the Republic of Kazakhstan for agreements (contracts) of the relevant type, as well as the terms and conditions agreed upon by the parties.

17. When conducting banking operations (entering into transactions) with Clients that are non-residents of the Republic of Kazakhstan, the Bank and the Client shall be governed by the applicable legislation of the Republic of Kazakhstan, as well as generally accepted (uniform) international rules and customs and the provisions of international treaties ratified by the Republic of Kazakhstan.

18. A transaction with a person related to the Bank through special relationships may be carried out only pursuant to a resolution of the Board of Directors of the Bank, except where the standard terms and conditions of such transactions have been approved by the Board of Directors of the Bank and are applied to similar transactions with third parties. Waiver of rights of claim in respect of assets provided to (placed with) persons related to the Bank through special relationships shall be effected with subsequent notification of the Bank's Shareholder.

19. The Bank shall not provide preferential terms to persons related to the Bank through special relationships. The Bank shall not grant unsecured loans (credits) (blank loans) to persons related to the Bank through special relationships, except for loans granted in aggregate to one person related to the Bank through special relationships in an amount not

exceeding KZT 20 (twenty) million as of the date on which the Bank makes the decision to grant the loan.

20. The provision of preferential terms to persons related to the Bank through special relationships means entering into a transaction with or for the benefit of a person related to the Bank through special relationships which, by its nature, purpose, specific features and risk, the Bank would not enter into with a person not related to it through special relationships, namely:

1) charging interest and fees for conducting a banking or other operation at rates lower than those offered to third parties;
2) paying interest on deposits and other funds attracted by the Bank from a person related to the Bank through special relationships at rates higher than those offered to third parties;
3) accepting pledges, guarantees, sureties or other methods of securing the performance of obligations in an amount lower than that required for similar operations with third parties;
4) granting a longer deferral for the payment of interest, repayment of principal and/or other payments for banking or other operations than for similar operations with third parties;
5) acquiring property and/or services from a person related to the Bank through special relationships at a price higher than the price of similar property and/or services acquired from third parties under a transaction or a series of transactions whose value exceeds the amount established by the ARDFM;
6) selling property to a person related to the Bank through special relationships at a price lower than the price at which similar property is sold to third parties or lower than its market value;
7) selling securities to a person related to the Bank through special relationships at a price lower than the price at which similar securities are sold to third parties or lower than their market value;
8) entering into transactions classified by the ARDFM as transactions on preferential terms through the application of reasoned judgment.

   Additional criteria for classifying transactions as transactions on preferential terms shall be established by a regulatory legal act of the ARDFM.

21. The Bank shall be prohibited from entering into a transaction with any person who is not a person related to the Bank through special relationships, where the value of such transaction exceeds the amount established by the ARDFM and such transaction entails:

1) payment of obligations to a person related to the Bank through special relationships;
2) purchase of any property from a person related to the Bank through special relationships;
3) acquisition of issue-grade securities issued by a person related to the Bank through special relationships, except for securities owned by the Bank.

22. The Bank may provide electronic banking services remotely via communication channels using personal computers, telephones, the Internet and by other means that do not contravene the legislation of the Republic of Kazakhstan and the Bank's internal documents.

The procedures for ensuring security, considering requests from Clients (their representatives), and maintaining confidentiality in connection with the provision of electronic banking services by the Bank/receipt of electronic banking services by Clients are determined by the Bank's internal documents. Payment of all fees for the provision (maintenance) of electronic banking services by the Bank and for obtaining access thereto by means of the method(s) (via the Internet and other communication channels, using a telephone, personal computer or other devices) specified in the electronic banking services agreement or in the banking services agreement containing a provision on the rendering of electronic banking services shall be made by the Bank's Clients in accordance with the Bank's applicable tariffs. Information on updates (changes) to the methods of providing electronic banking services and obtaining access thereto, including the creation of new versions, shall be published in accordance with the terms and conditions of the electronic banking services agreement or the banking services agreement containing a provision on the rendering of electronic banking services. The procedure for providing electronic banking services shall be governed by the relevant internal documents of the Bank approved by the authorized body of the Bank.

23. For the purpose of protecting the Client's funds against unauthorized access and preventing fraudulent transactions, the Bank shall be entitled to establish restrictions and limits on the amounts of transactions carried out using the Remote Banking System (RBS). The amounts of such restrictions and limits, as well as the terms and procedure for establishing them, shall be determined by the Bank independently. The Bank shall notify the Client of the establishment of such restrictions/limits by publishing the relevant information on the Bank's corporate (official) website (www.vtb-bank.kz) at the following addresses: https://online.vtb-bank.kz, https://ibank.vtb-bank.kz.

Chapter 4. Maximum Amounts and Terms of Accepted Deposits and Granted Bank Loans

§ 1. Deposits

24. The Bank shall establish the following maximum terms and conditions for deposits:

1) the minimum amount of a deposit accepted in national currency/foreign currency, provided that the Bank is not subject to restrictions imposed by the legislation of the Republic of Kazakhstan/foreign states, international sanctions/an order/instruction of the Chairman of the Management Board of the Bank/a resolution of the Management Board of the Bank, etc.:

a) to a current account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the bank account agreement;

b) to a savings account under a bank deposit agreement – not less than KZT 1 (one) or the equivalent thereof in foreign currency at the Bank's accounting exchange rate[2];

[2] The Bank’s accounting exchange rate shall be determined in accordance with the Bank’s internal documents.

c) to a correspondent account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the correspondent account opening agreement;

2) the maximum amount of a deposit placed in national currency/foreign currency, provided that the Bank is not subject to restrictions imposed by the legislation of the Republic of Kazakhstan/foreign states, international sanctions/an order/instruction of the Chairman of the Management Board of the Bank/a resolution of the Management Board of the Bank, etc.:

a) to a current account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the bank account agreement;

b) to a savings account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan, the Bank's internal documents and/or the bank deposit agreement. At the same time, a decision to open a deposit in an amount equal to 10 (ten) percent or more of the Bank's equity, as well as a decision to make an additional contribution to a deposit as a result of which the deposit amount will equal (exceed) the specified amount, shall be made by the Board of Directors of the Bank;

c) to a correspondent account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the correspondent account opening agreement;

3) the minimum deposit placement term:

a) in a current account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the bank account agreement;

b) in a savings account – not less than 1 (one) day;

c) in a correspondent account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the correspondent account opening agreement;

4) the maximum deposit placement term:

a) in a current account – indefinite, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the bank account agreement;

b) in a savings account – indefinite for demand deposits and conditional deposits; not more than 20 (twenty) years for term deposits; not more than 20 (twenty) years for savings deposits;

c) in a correspondent account – no limit, unless otherwise provided by the legislation of the Republic of Kazakhstan and/or the correspondent account opening agreement.

§ 2. Bank Loans

25. The Bank shall establish the following maximum terms and conditions for bank loans (credits):

1) minimum amount:

a) in national currency – KZT 1 (one);

b) in Russian rubles – RUB 1 (one).

2) the maximum amount in national currency or the equivalent in Russian rubles at the Bank's accounting exchange rate[2] – shall not exceed the maximum exposure limit per borrower established by the ARDFM, within the prudential standard established by the ARDFM;
3) minimum term – not less than 1 (one) day;
4) maximum term for granting loans (credits), depending on the intended purpose of the credit – not more than 20 (twenty) years.

Chapter 5. Maximum Interest Rates on Deposits and Bank Loans

§ 1. Maximum Interest Rates on Deposits

26. The Bank shall establish the following maximum interest rates on deposits:
<u>for deposits of individuals:</u>

1) on bank deposits placed in a savings account – from 0 (zero) % to 35 (thirty-five) % per annum;
2) no interest shall be payable on funds placed in a current account, unless otherwise provided by the terms and conditions of the financial product and the bank account agreement (supplemental agreement to the bank account agreement); however, the interest rate for the use of funds placed in the current account may not exceed 1 (one) % per annum.

<u>for deposits of legal entities:</u>

1) on bank deposits placed in a savings account – from 0 (zero) % to 35 (thirty-five) % per annum;
2) no interest shall be payable on funds placed in a current account, unless otherwise provided by the terms and conditions of the financial product and the bank account agreement (supplemental agreement to the bank account agreement); however, the interest rate for the use of funds placed in the current account may not exceed 1 (one) % per annum;
3) no interest shall be payable on funds placed in a correspondent account, unless otherwise provided by the correspondent account opening agreement.

27. Both fixed and floating interest rates (for term and savings deposits) may be applied depending on the type and terms and conditions of the specific bank deposit, within the established interest rate limits for bank deposits. For deposits of individuals, interest rates shall be established at a level not exceeding the maximum interest rates on bank deposits of individuals established by Kazakhstan Deposit Insurance Fund JSC.

28**.** Interest rates on bank deposits shall be differentiated depending on the term for which the deposit is placed in a savings account, the type of deposit, the currency and the deposit amount, in compliance with the requirements of the regulatory legal acts of the Republic of Kazakhstan and the Bank's internal documents. The Bank shall specify interest rates in a reliable, annual, effective and comparable form (real value) in agreements (contracts) entered into with Clients, as well as when disseminating (publishing) information on interest rates on loans and deposits (except for interbank loans and deposits).

§ 2. Maximum Interest Rates on Bank Loans

29. The maximum interest rates on bank loans shall be established by the Bank at a rate starting from 0.1% (zero point one percent) per annum, while the maximum interest rate on a bank loan shall be determined based on the maximum annual effective interest rate on bank loans established by the National Bank of the Republic of Kazakhstan and the ARDFM.

Chapter 6. Terms and Conditions for Payment of Interest on Deposits, Bank Loans and Other Operations

§ 1. Terms and Conditions for Payment of Interest on Deposits

30. The amount of interest on a deposit shall be calculated depending on the terms and conditions applicable to the relevant type of deposit. For the purpose of calculating interest on deposits of legal entities and individuals, including individuals engaged in entrepreneurial activities without establishing a legal entity, the actual number of days during which the funds remain in the savings account shall be used, based on 365/366 calendar days per year, unless otherwise stipulated by the bank deposit agreement. Interest shall accrue on the daily opening balance of funds in the savings account, taking into account any changes in the deposit amount (if applicable), for the actual number of days during which the funds remain in the savings account, unless otherwise stipulated by the bank deposit agreement. In this case, the date on which the funds are credited to the savings account and the date on which they are withdrawn from the savings account shall be counted as one day.
31. The Bank shall pay the depositor interest on the deposit amount at the rate specified in the bank deposit agreement entered into between the Bank and the depositor. Payment of interest on a savings deposit separately from the deposit amount prior to the expiry of the deposit placement term is not provided for. Except in the cases provided for by the legislation of the Republic of Kazakhstan, accrued interest on the deposit shall be paid subject to withholding of income tax at the source of payment.
32. The Bank shall not be entitled to unilaterally change the interest rate on deposits placed in a savings account, except in cases involving an increase in the interest rate or an extension of the deposit term as provided for by the bank deposit agreement and the legislation of the Republic of Kazakhstan, taking into account the specific provisions established by the Civil Code of the Republic of Kazakhstan, with the depositor being notified thereof in the manner and within the time limits stipulated by the bank deposit agreement. The interest rate under a bank deposit agreement may be changed where resolution tools are applied to the Bank in accordance with the Law on Banks.
33. If the interest rate on a deposit is reduced upon extension (prolongation) of the bank deposit placement term in accordance with the terms and conditions of the bank deposit agreement without entering into a supplemental agreement, the Bank shall notify the depositor of the reduction in the interest rate before the expiry of the deposit placement term, in the manner and within the time limits stipulated by the bank deposit agreement.
34. If the Bank decides to discontinue a particular type of deposit and the depositor does not claim the deposit amount on the date of expiry of the deposit placement term, the Bank shall,

from the day following the date of expiry (termination) of the deposit placement term (deposit term), or, where the bank deposit agreement provides for prolongation (extension) of the deposit placement term (deposit term)/term of the bank deposit agreement, on the date of expiry (termination) of the deposit placement term (deposit term)/bank deposit agreement established pursuant to the most recent prolongation (extension), transfer the deposit amount, up to the amount of the remaining balance thereof, to the depositor's current account specified in the bank deposit agreement/application for accession to the bank deposit agreement (on accession terms), in accordance with the procedure stipulated by the bank deposit agreement. At the same time, if the bank deposit agreement/application for accession to the bank deposit agreement (on accession terms) does not contain details of the current account to which the deposit amount is to be returned, and if the depositor does not claim the deposit amount on the date of expiry (termination) of the deposit placement term and/or in other cases, the bank deposit agreement shall be extended on the terms and conditions and at the interest rate established for the Demand Deposit, unless otherwise stipulated by the bank deposit agreement.

35. Deposits of legal entities (branches and representative offices), foreign diplomatic and consular missions, individual entrepreneurs, including peasant and farm enterprises, and persons engaged in private practice (private notaries, private enforcement officers, advocates, professional mediators) shall be accepted in compliance with the requirements of the applicable legislation of the Republic of Kazakhstan: in national and foreign currencies by cashless transfer.

36. Deposits of individuals shall be accepted both in cash (at branches of the Bank that have cash units, the list of which is published on the Bank's corporate (official) website (**www.vtb-bank.kz**)) and by cashless transfer, in compliance with the requirements of the applicable legislation of the Republic of Kazakhstan.

37. When a savings account is opened under a bank deposit agreement, the deposit may be made in the name of the depositor or in the name of a specified third party, with the surname, first name and patronymic (if any) of the individual or the name of the legal entity in whose favor the deposit is made being specified in the bank deposit agreement. The Bank shall not open a savings account in favor of an individual who is deceased at the time the bank deposit agreement is entered into or in favor of an inactive legal entity.

38. A term deposit may be claimed by the depositor during the term of the bank deposit agreement before expiry of the established term, subject to prior written notice to the Bank 7 (seven) calendar days in advance where the term deposit is subject to a minimum (non-reducible) balance requirement; in such case, interest on the deposit shall be paid at the rate established for the Demand Deposit**,** unless otherwise provided by the bank deposit agreement and the terms and conditions of the financial product applicable to this type of deposit. The Bank shall return the term deposit or a portion thereof (if partial withdrawal is provided for by the terms and conditions of the bank deposit agreement) no later than 7 (seven) calendar days from the date of receipt of the depositor's request.

39. A conditional deposit may be claimed by the depositor, subject to prior written notice to the Bank 7 (seven) calendar days in advance, before the occurrence of the relevant conditions/circumstances specified in the bank deposit agreement; in such case, interest on the deposit shall be paid at the rate established for the Demand Deposit, unless otherwise

provided by the bank deposit agreement and the terms and conditions of the financial product applicable to this type of deposit, provided that the depositor complies with the requirements established by the legislation of the Republic of Kazakhstan and/or the Bank. The Bank shall return the conditional deposit or a portion thereof no later than 7 (seven) calendar days from the date of receipt of the depositor's request, except for a conditional deposit that is the subject of a pledge, as well as deposits the return of which is restricted by the requirements of the Law of the Republic of Kazakhstan "On Housing Relations."

40. A savings deposit may be claimed by the depositor before expiry of the established term, subject to written notice to the Bank 30 calendar days in advance; in such case, interest on the deposit shall be paid at the rate established for the Demand Deposit, unless otherwise provided by the bank deposit agreement. The Bank shall return the savings deposit in accordance with the terms and conditions of the bank deposit agreement, but no earlier than 30 (thirty) calendar days from the date of receipt of the depositor's request.

41. By decision of the Bank, depending on the terms and conditions governing the current account (use of the current account) (terms and conditions of the financial product), the Bank shall be entitled to provide for the payment of interest for the use of funds held in a current account opened with the Bank, in the amount and in accordance with the procedure specified in the bank account agreement (supplemental agreement to the bank account agreement), subject to compliance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

§ 2. Terms and Conditions for Payment of Interest on Bank Loans

42. The authorized body of the Bank shall approve a fixed interest rate on bank loans (credits) depending on the type and terms and conditions of the specific financial product relating to the bank loan (credit), within the established interest rate limits for bank loans (credits).

Interest on a bank loan (credit) granted shall accrue based on the actual number of days in a year for the actual number of days during which the borrower uses the amount of the bank loan (credit). In this case, the day on which the loan (credit) is granted and the day on which it is repaid shall be counted as 1 (one) day.

43. In bank loan agreements, the Bank shall establish the following interest rate:

1) for an individual borrower – a fixed or floating interest rate;
2) for a legal entity borrower – a fixed and/or floating interest rate.

44. Under a bank loan agreement with a floating interest rate, the loan repayment schedule shall be drawn up as of the date on which the loan is granted, and thereafter the amounts of subsequent payments shall be adjusted and communicated to the borrower (co-borrower) in accordance with the procedure established by the bank loan agreement.

45. A fixed interest rate under a bank loan agreement with an individual shall not be subject to unilateral change by the Bank, except where it is changed downward or temporarily changed downward in accordance with the procedure established by Article 57 of the Law on Banks.

A temporary downward change in the interest rate means a reduction by the Bank of the interest rate for a specified period, upon expiry of which the interest rate shall be established at a rate not exceeding the interest rate applicable prior to its temporary change.

46. By agreement of the parties, a fixed interest rate may be changed to a floating interest rate during the term of a bank loan agreement with an individual.
47. By agreement of the parties, a fixed interest rate may be increased upon expiry of its effective period specified in the bank loan agreement with an individual, but not earlier than 3 (three) years from the date of conclusion of the said agreement. Each subsequent increase in the fixed interest rate may be made by agreement of the parties upon expiry of the effective period of the fixed interest rate, but not earlier than 3 (three) years from the date of the previous change in the fixed interest rate.
48. The Bank shall not unilaterally increase the interest rate established as of the date of conclusion of bank loan agreements with a legal entity, except in the following cases:

1. breach by the borrower of its obligations to provide accurate information related to obtaining and servicing the loan, in the cases provided for by the bank loan agreement;
2. where the Bank becomes entitled to demand early performance of obligations under the bank loan agreement in the cases provided for by the Civil Code of the Republic of Kazakhstan, as well as in the following cases provided for by the bank loan agreement:
   a) a change in the composition of the borrower's participants (shareholders) collectively holding 10 (ten) percent or more of the voting shares (participation interests) in the borrower's capital, without prior written notification to the Bank;
   b) violation by the borrower and/or pledgor of the right of the Bank, acting as pledgee, to verify, both on the basis of documents and by physical inspection, the existence, quantity, condition and/or storage conditions of the pledged property;
   c) claims being asserted by third parties against the property of the borrower and/or pledgor, including property pledged in favor of the Bank.

Chapter 7. Requirements for Collateral Accepted by the Bank

49. The requirements for collateral accepted by the Bank shall be determined by the applicable legislation of the Republic of Kazakhstan, the Bank's collateral policy and other internal documents of the Bank.
50. Repayment of loans (credits), as well as performance of obligations under other transactions involving credit risk, may be secured by a penalty, pledge, guarantee, surety and/or other methods provided for by the legislation of the Republic of Kazakhstan and/or the agreement. In certain cases, loans (credits) may be granted without collateral (unsecured loans) in accordance with the legislation of the Republic of Kazakhstan and the Bank's internal documents.
51. Mandatory requirements for collateral (items of pledge):

1) the item of pledge shall be located within the territory of the Republic of Kazakhstan (in exceptional cases, outside the Republic of Kazakhstan – pursuant to a decision of the authorized body of the Bank, provided that its disposal can be guaranteed without any legal or other impediments);
2) documents confirming the right of possession/ownership of the item of pledge provided shall be mandatory and shall be sufficient for determining its market value, determining its collateral value and registering the pledge over the property (property rights), unless otherwise provided by other internal documents of the Bank;

3) the item of pledge shall be liquid, with such liquidity being ensured by sufficient price stability and prevailing market conditions for the items of pledge accepted as collateral;
4) the property and property rights provided as collateral shall be free from encumbrances and third-party claims. In certain cases, subject to a favorable decision of the authorized body of the Bank, collateral that is already pledged to secure obligations to third parties and is provided as a second-ranking pledge may be considered as collateral;
5) the pledgor (borrower) shall insure the property constituting the item of pledge in accordance with the legislation of the Republic of Kazakhstan; in certain cases, insurance of the pledged property shall be effected pursuant to a decision of the authorized body of the Bank, including a decision to waive insurance of the pledged property;
6) the pledgor shall have no outstanding taxes or other mandatory payments to the budget relating to the item of pledge (where supporting information is available);
7) the pledgor shall ensure the safekeeping of the pledged collateral; where necessary, the Bank shall arrange for protection of the pledged collateral in accordance with the applicable legislation of the Republic of Kazakhstan and the provisions of the pledge agreement (possessory pledge agreement);
8) consent of the guardianship and trusteeship authorities to the pledge, duly executed in the prescribed form, shall be available (where an owner or co-owner of the property to be pledged is a minor or a person declared by a court to be legally incapable/partially legally capable);
9) consent of the spouse of an individual pledgor to the pledge of the property and its extrajudicial/judicial sale, duly executed in the prescribed form, shall be available (in cases provided for by the legislative acts of the Republic of Kazakhstan);
10) consent confirming the agreement of all adult co-owners to the pledge of the property and its extrajudicial/judicial sale, duly executed in the prescribed form, shall be available;
11) where the property to be pledged includes a state-owned interest, consent of the authorized state authorities to the pledge of the property and its extrajudicial sale shall be available;
12) where the pledgor is a legal entity, a resolution of the authorized body of the legal entity approving the pledge and extrajudicial/judicial sale shall be available;
13) other requirements established by the legislation of the Republic of Kazakhstan and/or the Bank's internal documents.

52. If several items of pledge have been provided as collateral to secure repayment of a credit, then, provided that the borrower duly performs its obligations under the bank loan agreement and that the market value of the items of pledge, as determined by an appraiser as of the date on which the borrower (pledgor) submits a request for reduction of the collateral, exceeds the amount of the borrower's outstanding obligations, taking into account the requirements of the Bank's collateral policy, the Bank shall, within 10 (ten) business days from the date of the borrower’s (pledgor’s) request, take measures to terminate (amend) the pledge agreement(s) with respect to the portion exceeding the amount of the borrower's obligation.

53. In the cases provided for by the pledge agreement and the legislation of the Republic of Kazakhstan, the Bank shall be entitled to independently foreclose on the pledged property through an extrajudicial procedure in accordance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.
54. The collateral requirements for the purpose of considering the possibility of granting bank loans and bank guarantees to persons related to the Bank through special relationships shall be determined by a regulatory legal act of the ARDFM**.**

Chapter 8. Maximum Fees and Tariffs for Banking Operations

55. The Bank shall independently establish interest rates, commissions and tariffs for the provision of banking and other services (operations) to individuals and legal entities, subject to the restrictions established by the laws of the Republic of Kazakhstan and the Bank's internal documents.
56. The maximum (minimum and maximum) tariff limits for the respective types of banking and other services (operations) are set forth in the appendices to these Rules.
57. The maximum interest rates on deposits and bank loans are set forth in Chapter 5 of these Rules.
58. The maximum interest rates on bank deposit certificates shall range from 0% to 35% per annum.
59. The maximum limits are indicative, and the Bank assumes no obligation to enter into any transactions on such terms and conditions. For more detailed information, the Client shall contact the Bank (a Bank branch) or the Bank's Contact Center directly, or refer to the information published on the Bank's corporate (official) website (**www.vtb-bank.kz**).

§ 1. Tariffs for Banking and Other Services (Operations)

60. Tariffs for the provision (conduct) of banking and other services (operations) shall be established by the Bank independently, taking into account value added tax and other restrictions established by the applicable legislation of the Republic of Kazakhstan and the Bank's internal documents.
61. The following types of tariffs may be established for the Bank's Clients:
    1. standard tariffs – standard tariffs for banking services;
    2. preferential tariffs – tariffs for banking services with tariff rates lower than the standard tariffs;
    3. individual tariffs – tariffs for banking services with rates lower or higher than the standard and preferential tariffs.
62. Standard tariffs shall apply to the Bank's Clients:
    1) where these Rules do not provide for minimum and maximum tariff limits acceptable to the Bank for banking operations/services provided – in accordance with the rates of the Maximum Tariff Limits determined pursuant to subparagraph a) of subparagraph 31) of paragraph 13 of these Rules. For credit and documentary operations for Clients of the standard/mass-market/upper sub-segment (small and medium-sized businesses), the tariffs approved by a separate internal document of the Bank shall apply;

2) where these Rules provide for minimum and maximum tariff limits acceptable to the Bank for banking operations/services provided:
   a) for retail business – in accordance with the rates approved by a resolution of the Management Board of the Bank within the Maximum Tariff Limits determined pursuant to subparagraph b) of subparagraph 31) of paragraph 13 of these Rules, without an additional decision of the authorized body of the Bank;
   b) for other business segments – in accordance with the rates approved by a decision of the authorized body of the Bank within the Maximum Tariff Limits determined pursuant to subparagraphs b) and c) of subparagraph 31) of paragraph 13 of these Rules.

63. A decision on whether a preferential tariff may be applied to a Client and on establishing an individual tariff applicable to a Client shall be made:

3) where these Rules do not provide for a specific preferential or individual tariff pursuant to subparagraph a) of subparagraph 31) of paragraph 13 of these Rules – by the Board of Directors of the Bank or by the Management Board (for retail business)/the authorized body or authorized officers of the Bank, within the minimum and maximum tariff limits acceptable to the Bank for banking operations/services provided, determined pursuant to subparagraph b) of subparagraph 31) of paragraph 13 of these Rules, taking into account the criteria for applying preferential and individual tariffs established by the Bank's internal documents;
4) where these Rules provide for a specific preferential or individual tariff – by the Board of Directors of the Bank pursuant to subparagraph a) of subparagraph 31) of paragraph 13 of these Rules;
5) where these Rules do not provide for a specific preferential or individual tariff or Maximum Tariff Limits pursuant to subparagraph c) of subparagraph 31) of paragraph 13 of these Rules – by the authorized body of the Bank making the decision on the transaction. In this case, the authorized body of the Bank shall be entitled to consider whether or not to apply a tariff, irrespective of the established amounts, in accordance with these Rules.

64. Up-to-date information on rates and tariffs for banking services, indicating the dates of approval and introduction of amendments and/or additions to the applicable rates and tariffs, the number of the internal document, and the authorized body of the Bank that approved (adopted) them, shall be displayed in the operations unit of the Head Office and at branches (their additional premises), in places accessible for viewing and familiarization, and on the Bank's corporate (official) website (**www.vtb-bank.kz**).

In the event of any amendment and/or addition to the tariffs, the Bank shall notify Clients by posting an announcement (information) in places accessible for viewing and familiarization in the operations unit of the Head Office and at branches (their additional premises), and by publishing the relevant information on the Bank's corporate (official) website (**www.vtb-bank.kz**), within the time limits established by the legislation of the Republic of Kazakhstan and/or the relevant agreement/contract entered into between the Bank and the Client.

At the same time, the Bank shall not be entitled to unilaterally increase the following amounts established as of the date of conclusion between the Bank and the Client of:

1) a banking services agreement/payment services agreement – commissions for the Payment Services provided, except for commissions charged when making international payments and/or money transfers, in respect of which the Bank shall notify the Client of any change in commissions in the manner and within the time limits provided for by the agreement (contract) between them;
2) a bank loan agreement – the amounts of commissions and/or other payments, as well as the procedure for calculating them.

The Bank shall not be entitled to unilaterally introduce new types of commissions and/or other payments under an existing bank loan agreement.

Chapter 9. Maximum Time Limits for Making Decisions on the Provision of Banking Services

65. The Bank has established the following maximum time limits for making decisions on the provision of banking services, depending on the type of financial product:

1) lending:

a) to corporate Clients (large businesses, medium-sized businesses (upper sub-segment)) – not more than 95 (ninety-five) business days from the date on which the Client submits an application and a complete set of documents until the date on which the authorized body of the Bank makes a decision to grant a loan (credit), except for complex structured and/or syndicated transactions, including those involving VTB Group banks, for which the period shall not exceed 365 days;

b) to corporate Clients (small businesses (standard/mass-market sub-segment)), including individuals engaged in entrepreneurial activities – not more than 90 (ninety) business days from the date on which the Client submits an application and a complete set of documents until the date on which the authorized body of the Bank makes a decision to grant a loan (credit);

c) to individuals – not more than 45 (forty-five) business days from the date on which the Client submits an application and a complete set of documents until the date on which the authorized body of the Bank makes a decision to grant a loan (credit), unless another maximum time limit for making a decision on the relevant loan (credit) is expressly established by the legislation of the Republic of Kazakhstan;

2) deposits:

a) of legal entities – not more than 30 (thirty) business days from the date on which the Client submits an application and a complete set of documents;

b) of individual entrepreneurs – not more than 15 (fifteen) business days from the date on which the Client submits an application and a complete set of documents;

c) of individuals – not more than 15 (fifteen) business days from the date on which the Client submits an application and a complete set of documents;

3) documentary operations and trade finance:

a) issuance of bank guarantees and documentary letters of credit – not more than 180 (one hundred eighty) business days from the date on which the Client submits an application for issuance of a guarantee (except for bank guarantees with an indicative validity period) or opening of a letter of credit and a complete set of documents until the date on which the authorized body of the Bank makes a decision to issue the guarantee or open the letter of credit; for covered bank guarantees and documentary letters of credit – not more than 10 (ten) business days from the date on which the Client submits an application and a complete set of documents for issuance of a guarantee or opening of a letter of credit until the date on which the authorized body of the Bank makes a decision to issue the guarantee or open the letter of credit;

b) arrangement of financing – not more than 365 (three hundred sixty-five) business days from the date on which the Client submits an application and a complete set of documents until the date on which the authorized body of the Bank makes a decision to raise financing;

4) a current account (for an individual and/or legal entity)/correspondent account of a Client shall be opened after the Client submits an application and a set of documents and on the date on which the bank current account agreement/correspondent account agreement is entered into between the Client and the Bank, subject to positive results of the Client due diligence (except for a Client classified as a person related to the Bank through special relationships, to whom the service shall be provided only after a decision of the Board of Directors of the Bank has been obtained).

5) payments and transfers – consecutive execution of an instruction (in the form of a payment order/payment request) or refusal to execute it, which shall be effected on the day of its initiation by the sender, except in the cases provided for by the Law on Payments and the Tax Code of the Republic of Kazakhstan dated July 18, 2025 No. 214-VIII (hereinafter referred to as the Tax Code);

6) safe deposit services shall be provided to the Client after the Client submits an application and the required documents and on the date of conclusion of an individual bank safe (safe deposit box) lease agreement, subject to positive results of the Client due diligence and identification;

7) a bank deposit certificate shall be issued after the Client submits the required documents and on the date of conclusion of the bank deposit certificate sale and purchase agreement and payment of the certificate price in accordance with the procedure stipulated by the bank deposit certificate sale and purchase agreement, subject to positive results of the Client due diligence and identification.

66. The maximum time limits for making a decision on the provision of electronic banking services, depending on the type of financial product, shall not exceed 15 (fifteen) calendar days.

67. The time limit for considering an application/making a decision on the provision of payment card issuance services shall not exceed 7 (seven) business days from the date of receipt from the Client of the complete set of documents required by the Bank's internal documents and fulfillment by the Client of the conditions required for the Bank to provide the relevant service.

68. At the same time, the specific time limits for considering a Client's application for the provision and rendering of banking services for each type of banking service/financial product (where submission of an application is required) shall be determined by the relevant internal documents of the Bank.

Chapter 10. Procedure for Considering Client Requests Arising in the Course of Providing Banking Services

69. The Bank shall consider Client requests related to the conduct of banking activities in accordance with the procedure and within the time limits established by the Requirements for the Conditions of Conducting Banking Activities and the Bank's internal documents.

70. Subject to the provisions of paragraph 71 of these Rules, the Bank shall process the following Client requests:

1. written requests submitted by hand, by post, by email, through the RBS or via the Bank's corporate (official) website (**www.vtb-bank.kz**) or another official channel of the Bank for receiving requests;
2. oral requests received by telephone or during a Client's personal visit to the Bank.

71. In order to ensure the proper functioning of the Client feedback system and to provide Clients with the opportunity to submit requests to the Bank (except for the requests specified in paragraph 76 of these Rules) at a convenient time and in a convenient form, the Bank has arranged the following channels for receiving requests:

For written requests:

1) postal and courier services, facsimile communication;
2) the Bank's public email address;
3) a dedicated form on the Bank's corporate (official) website (**www.vtb-bank.kz**);
4) social networks, official sources, messengers;
5) RBS.

For oral requests:

6) personal visit by the Applicant to the Bank's Head Office/branch/additional premises (banking halls, feedback and suggestion box, personal reception of Clients by authorized officers of the Bank);
7) telephone communication channels (Contact Center). Telephone conversations with a Client shall be recorded with the Client's consent, subject to notification thereof at the beginning of the conversation. The Client's continuation of the telephone call after being notified that the telephone conversation is being recorded shall constitute the Client's consent to such recording, as well as consent to the recording of the telephone conversation being used as evidence in court proceedings for the resolution of disputes and/or for the resolution of any disagreements between the Bank and the Client.

72. The Bank's response to oral requests from Clients shall, where possible, be provided immediately. If an oral request cannot be resolved at the time it is made, the Client shall be informed of the procedure for submitting a written request and the time limits for its consideration. The Client shall be informed of the procedures required to obtain a response and the time limits for considering such requests.

73. For written requests related to loan servicing, the Bank has developed and approved standard application forms for the relevant situations arising in respect of a Client (borrower/pledgor/guarantor). The Client shall be advised to complete the application form provided by the Bank.

74. The authorized officers of the Bank responsible for requests at the Head Office and branches of the Bank shall hold personal receptions of individuals and representatives of

legal entities at least once a month in accordance with a reception schedule approved by the Chairman of the Management Board of the Bank and, at branches of the Bank, by the Managing Director of the branch/Director of the branch/Director for Retail Business of the branch. Such receptions shall be held at the place of work on the days and during the hours established and communicated to individuals and legal entities. If a Client's request cannot be resolved by an authorized officer of the Bank during the reception and requires further consideration, it shall be submitted by the Client in writing and processed as a written request in accordance with the procedure provided for by the Bank's internal documents.
75. Requests received through all channels shall be registered, and responses thereto shall be prepared and provided in accordance with the requirements of the Bank's internal documents. The Bank shall accept requests for consideration provided that they contain mandatory details sufficient to unambiguously identify the Client who submitted the request: information identifying the author, signature (including an electronic digital signature), and the postal/email address to which the response is to be sent.
Information identifying the author shall include:

1) name of the organization, business identification number – for legal entities;
2) surname, first name, patronymic (if any), individual identification number (if any), telephone number (if any) – for individuals.

Messages sent, where technically feasible for the Bank, through the real-time messaging system on the Bank's corporate (official) website (**www.vtb-bank.kz**) and/or mobile application and/or received at subscriber numbers registered to the Bank shall not be deemed Client requests and shall be considered requests for information.
A written request shall be signed by the Client who is an individual or by the Client's representative acting under a power of attorney or by operation of law; where the Client is a legal entity, the request shall be signed by an authorized person acting on behalf of the legal entity pursuant to its constituent documents or a power of attorney. A Client's request shall be left without consideration by the Bank if the request is submitted by an unauthorized person.
76. Where the requests do not contain the specified requisite details and it is impossible to establish authorship, such requests shall be deemed anonymous and may not be considered by the Bank, except where they contain information on criminal offenses being prepared or committed or on a threat to state or public security, in which case they shall be immediately forwarded to the competent state authorities in accordance with their jurisdiction.
77. Consideration of a request shall be discontinued if repeated requests from the Client contain no new arguments or newly discovered circumstances, while the materials relating to the previous request contain comprehensive review materials and responses have been provided to the Client in accordance with the established procedure. If a request does not contain the substance of an issue (any recommendations, demands, petitions, claims or requests), it shall be taken into consideration. A decision to discontinue consideration of a Client's request shall be made by an authorized officer of the Bank and communicated to the Client.
78. The Bank shall ensure objective, comprehensive and timely consideration of requests from individuals and legal entities, take measures to resolve claim-related situations, inform Clients of the results of consideration of their requests and the measures taken, ensure the

preparation of lawful, substantiated and reasoned responses in the state language or in the language of the request to each request, demand, petition, recommendation and other issue raised by the Client, with references to the relevant provisions of the legislation of the Republic of Kazakhstan, the Bank's internal documents and contracts/agreements relevant to the matter under consideration, exercise control over and ensure consideration of requests within the time limits established by the legislation of the Republic of Kazakhstan. When considering a request, if the information provided is insufficient, the Bank shall request additional documents and information from the Client.
79. If the Client's request is substantiated and lawful, the Bank shall make a decision to grant it (in full or in part), remedy the identified violation and restore the Client's rights and legitimate interests.
80. A response to a written request shall be signed by an authorized officer of the Bank, except where the response is sent by the methods provided for in subparagraphs 2), 3, 4 of paragraph 81 of these Rules. The use of a facsimile reproduction of a signature or another method provided for by the Bank's internal documents shall be permitted.
81. The response shall be delivered to the Client by the method provided for in the banking services contract/agreement.
A response shall be deemed delivered if it is sent to the Client:
1) by registered mail to the address specified in the contract (agreement) (including an application for accession to an adhesion contract) or in the Client's request;
2) to the email address specified in the contract (agreement) (including an application for accession to an adhesion contract) or in the Client's request;
3) by sending an SMS message or push notification containing the text of the response or a link to an Internet resource containing the full text of the response;
4) using other means of communication provided for by the contract (agreement) that enable confirmation of receipt of the response.
82. The time limit for considering a Client's request shall not exceed 15 (fifteen) business days from the date on which the request is received by the Bank. Where it is necessary to establish factual circumstances relevant to the proper consideration of the request, the period for its consideration shall be extended by an additional 15 (fifteen) business days. The Client shall be notified of the extension of the consideration period within 3 (three) business days from the date on which the relevant decision is made.

Chapter 11. Rights and Obligations of the Bank and Its Clients, and Their Liability
83. The rights and obligations of the Bank and Clients and their liability shall be determined by these Rules and the terms and conditions of the contracts (agreements) entered into between the Bank and its Clients, developed in accordance with the requirements of the legislation of the Republic of Kazakhstan, including regulatory legal acts of the authorized state authorities of the Republic of Kazakhstan.
84. Contracts (agreements) between the Bank and Clients shall be entered into in accordance with the procedure established by the Bank's internal documents, including in accordance with standard forms developed and approved by the authorized body of the Bank, in compliance with the requirements of the legislation of the Republic of Kazakhstan. Amendments and additions to the existing terms and conditions of contracts (agreements)

entered into between the Bank and Clients shall be made by agreement of the parties, unless otherwise provided for by the terms and conditions of the contract (agreement) and/or the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

85. The Bank and its Clients shall comply with the terms and conditions of contracts (agreements) and perform the obligations imposed on them by the terms and conditions of such contracts (agreements). In the event of non-performance or improper performance of the obligations stipulated by the contracts (agreements), the Bank and Clients shall bear liability as provided for by the legislation of the Republic of Kazakhstan and/or the terms and conditions of the relevant contracts (agreements).

86. The Bank's Clients undertake to prevent situations in which conflicts arise between the personal interests of the Bank's officers and employees and the proper performance of their official duties or the property and other interests of the Bank and/or its employees, which may result in adverse consequences for the Bank and/or its Clients, and undertake not to engage the Bank's employees to provide them with paid advisory and other services related to servicing and maintaining accounts opened with the Bank and to the granting and servicing of loans.

87. Clients (their representatives) shall inform the Bank of all changes relating to their personal details within 3 (three) business days from the date on which such changes occur. Changes relating to Clients' personal details shall include a change of place of registration/residence, change of surname, first name or patronymic (if specified in the identity document), replacement of identity documents, change of any contact information used for communication with the Bank and/or method of communication. Upon replacement of an identity document, the updated document shall be submitted through the digital documents service in cases where integration with the informatization facilities of state authorities and/or state legal entities is available, in accordance with the procedure provided for by the legislation of the Republic of Kazakhstan and the Bank's internal documents, except where identification of the subject using technological means is impossible, as well as in cases expressly provided for by the legislation of the Republic of Kazakhstan.

88. The Bank shall take measures to protect its reputation and adhere to a policy based on international standards for combating money laundering and dealing with suspicious transactions. In the event of the deposit/crediting/withdrawal of large amounts (the threshold for a large amount shall be determined by the Bank independently) to/from Clients' accounts, the Bank shall be entitled to require, and the Clients shall be obliged to provide, within the time limit established by the Bank, documents confirming the lawful origin of the funds credited/deposited to the account and the intended use of the funds withdrawn in cash. The Bank shall be entitled to require from Clients any documents/information which, in the Bank's opinion, are necessary for the provision of banking services to Clients, including, without limitation, the crediting/debiting of funds and the deposit/withdrawal of cash to/from accounts. If the documents/information requested by the Bank have not been provided or do not meet the Bank's requirements, the Bank shall deem the lawful origin of the funds/transaction to be unconfirmed and shall have the right not to credit the funds to Clients' accounts and/or to refuse cash withdrawals and/or to unilaterally refuse to provide services to Clients.

89. The Bank shall be entitled to refuse to conduct or to discontinue any transaction on Clients' accounts if such refusal or discontinuation is effected by the Bank in accordance with the Bank's internal documents, as well as recommendations of authorized state authorities, including those of foreign states, requiring the Bank to comply with sanctions imposed under the jurisdiction of any country (for example, OFAC) or by an international organization (including, but not limited to, FATF and the UN) on any grounds against Clients and/or sanctions applicable to Clients. In such case, the Bank shall bear no liability for any losses incurred by Clients as a result of the Bank's refusal to execute or discontinuation of the execution of Clients' payment instructions in connection with the above sanctions. At the same time, unless this is contrary to any applicable international or national legislation, the Bank shall endeavor to notify Clients of its refusal to conduct, suspension or discontinuation of transactions on Clients' accounts pursuant to this paragraph of the Rules in accordance with the terms and conditions of the agreement, unless another time limit is prescribed by the legislation of the Republic of Kazakhstan. The Bank shall comply with the Bank's internal documents on preventing the financing of terrorism and dealing with persons subject to prosecution or suspected of money laundering and, in accordance with the jurisdiction of any country, shall be authorized to suspend or discontinue transactions on Clients' accounts where the Bank has suspicions regarding the above circumstances for the purpose of conducting an investigation (the Bank shall not be required to substantiate or prove its suspicions).
90. The Bank shall be entitled to use the services of third parties when executing Clients' instructions, as well as when performing the terms and conditions of contracts (agreements) for transactions and the provision of services entered into with Clients. In this case, the Bank shall be liable for unlawful acts (omissions) of a person providing services to the Bank under a contract (agreement) for attracting Clients, conducting checks for compliance with the Bank's requirements, and transferring Clients' documents to the Bank under the terms and conditions of the relevant contract (agreement) between the Bank and such person, which shall be presented to the Bank's Clients for familiarization.
91. A contract (agreement) between the Bank and a person providing services to the Bank for attracting Clients, conducting checks for compliance with the Bank's requirements and/or transferring Clients' documents to the Bank shall be presented to the Client for review and shall mandatorily provide for the Bank's liability to the Client for unlawful acts (omissions) of the person providing the Bank with the services specified in paragraph 90 of these Rules.
92. The Bank and the Client shall have other rights and obligations in addition to those specified in these Rules and shall bear liability within the limits established by the legislation of the Republic of Kazakhstan, the Bank's internal documents and/or the contract (agreement) between the Bank and the Client.
93. Contracts (agreements) may provide for terms and conditions excluding or limiting the liability of the parties, for example, force majeure circumstances, absence of fault, improper actions of the other party to the contract (agreement), and other circumstances.

Chapter 12. Opening, Maintenance and Closing of Bank Accounts, Grounds and Procedure for Restrictions on Account Transactions

94. The Bank shall open and maintain the following bank accounts:
    1) correspondent accounts of banks and organizations carrying out certain types of banking operations, as well as financial organizations that are non-residents of the Republic of Kazakhstan;
    2) current accounts of legal entities and individuals, individual entrepreneurs (peasant (farm) enterprises), and persons engaged in private practice, including escrow accounts and accounts using payment cards;
    3) savings accounts of legal entities and individuals, individual entrepreneurs (peasant (farm) enterprises), and persons engaged in private practice, including escrow accounts.

95. The procedure for opening, maintaining and closing Clients' bank accounts shall be established by the legislation of the Republic of Kazakhstan and the Bank's internal documents.

96. Bank accounts may be opened and maintained in national and foreign currencies. The Bank shall be entitled to refuse to open a bank account for a Client if the Bank does not open bank accounts in the currency specified by the Client in the bank account opening application/application for accession to standard adhesion contracts, or to refuse to accept the application for accession to standard adhesion contracts/to enter into a bank account agreement.

97. When opening a bank account, the Bank shall require the Client to provide the set of documents stipulated by the applicable legislation of the Republic of Kazakhstan and the Bank's internal documents. Depending on the type of bank account to be opened and the Client's organizational and legal form, the Bank shall be entitled to require additional documents.

98. The number of bank accounts that Clients may open with the Bank shall not be limited. At the same time, the Bank shall not open bank accounts in favor of third parties, except where bank accounts are opened in the names of third parties by a Client's representative or through the opening of escrow accounts.

A bank account may be opened/closed through a Client's representative acting on behalf of the Client under a power of attorney executed in accordance with the requirements of the applicable legislation of the Republic of Kazakhstan, subject to the Bank conducting biometric identification/authentication of the Client in accordance with the procedure determined by the ARDFM, or, where technically impossible, by conducting identification of the Client (its representative) in accordance with the procedure provided for by the legislation of the Republic of Kazakhstan and the Bank's internal documents.

99. For opening a current account remotely for corporate Clients, where required and where an existing (open) account with the Bank is available, the following conditions shall be mandatory:
    1) entry by the Client of its individual identification number or business identification number in the remote access system;
    2) identification of the Client (the Client's representative acting on behalf of the Client in accordance with the legislation of the Republic of Kazakhstan/on the basis of

constituent documents/a duly issued power of attorney), including, where applicable, by means of biometric identification;

3) recording of information on the Client confirming its identification and specified in subparagraphs 1), 2), 2-1) and 4) of paragraph 3 of Article 5 of the AML/CFT/CPF Law.

Identification and authentication of the Client (its representative) shall be carried out by the Bank in accordance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents. Verification of the accuracy of information on the Client (its representative) and the beneficial owner shall be carried out by the Bank remotely in accordance with the requirements of subparagraph 6) of paragraph 3 of Article 5 of the AML/CFT/CPF Law.

100. The Bank shall refuse to open bank accounts in the cases and on the grounds provided for by the legislation of the Republic of Kazakhstan or where no transaction is entered into between the Client and the Bank. The Bank shall also refuse to open bank accounts if the Client fails to submit a completed questionnaire or if the questionnaire is incomplete/improperly completed, as well as if the Client fails to provide consent to the collection, processing and transfer of personal data and confidential information in accordance with the requirements of the Bank's internal documents, taking into account the requirements of the legislation of the Republic of Kazakhstan.

101. A Client's bank account shall be closed upon the Client's application, unless otherwise provided for by the banking services agreement and/or the Law on Payments, as well as other legislation of the Republic of Kazakhstan, or independently by the Bank in the event of termination of or refusal to perform a bank account agreement, bank deposit agreement or correspondent account opening agreement in accordance with the procedure provided for by the legislation of the Republic of Kazakhstan.

102. Payment documents and instructions to revoke payment documents or suspend their execution may be submitted to the Bank both electronically and in hard copy.

103. At the request of a corporate Client (a legal entity, an individual entrepreneur, including one operating in the form of a peasant (farm) enterprise, or a person engaged in private practice), outgoing money transfers made on the basis of payment documents may, where technically feasible for the Bank, be sent by the Bank with "Urgent" status. An outgoing transfer of a Client with "Urgent" status shall be executed by the Bank within 1 (one) hour from the time the payment document is submitted to the Bank, subject to an additional commission charged in accordance with the Bank's tariffs.

104. The following payment documents and instructions to revoke payment documents or suspend their execution shall be submitted to the Bank during the established operating day in hard copy in the following number of copies, unless otherwise provided for by the legislation of the Republic of Kazakhstan:

1) payment order – in 2 (two) copies;
2) payment request – in at least 2 (two) copies;
3) collection order – in at least 3 (three) copies;
4) instruction to revoke a payment document or suspend its execution – in 1 (one) copy;
5) cheque – in 1 (one) copy.

§ 1. Management of Bank Accounts under a Power of Attorney

105. The Client shall be entitled to authorize its representative, under a power of attorney, to open (except for services provided remotely)/close a bank account, operate a bank account and dispose of funds in a bank account, obtain bank account statements (certificates), as well as other documents in accordance with the requirements of the applicable legislation of the Republic of Kazakhstan and/or the Bank's internal documents.

106. A Client's power of attorney executed and issued in the territory of a foreign state shall be duly apostilled/legalized, except where an international treaty of the Republic of Kazakhstan does not require the apostilling/legalization of a power of attorney.

107. A Client's power of attorney executed in a foreign language shall be submitted to the Bank together with a notarized translation into the state language or Russian in accordance with the requirements of the legislation of the Republic of Kazakhstan (the notarized translation shall be duly apostilled/legalized, except where an international treaty of the Republic of Kazakhstan does not require apostilling/legalization).

108. A power of attorney shall not be required for a representative of a legal entity authorized to operate the legal entity's bank accounts in accordance with the legislation of the Republic of Kazakhstan or the constituent documents of the legal entity.

109. A power of attorney shall not be required for an individual (parent, adoptive parent, guardian, custodian, foster parent) authorized to open/close bank accounts and/or operate the Client's bank accounts in accordance with the legislation of the Republic of Kazakhstan. In this case, transactions on the bank account shall be carried out on the basis of documents submitted in accordance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

110. Where a bank account is opened/closed and/or transactions on a bank account are carried out by the Client's representative upon such representative's first application to the Bank, a mandatory condition shall be the signing by the Client's representative of the relevant consent form for the collection, processing and transfer of personal data and confidential information, as well as the performance of identification procedures, including biometric identification/authentication of the Client, and verification of the authority of such person to act on behalf of and/or in the interests of the Client. The Bank shall mandatorily perform due diligence/identification procedures in respect of the Client's representative authorized to open/close bank accounts and/or operate bank accounts, and the Client on whose behalf and/or in whose interests transactions on the Client's bank account are carried out, in accordance with the legislation of the Republic of Kazakhstan and the Bank's internal documents.

111. The exercise by the Client's representative of powers under a power of attorney shall be permitted only after the Bank has verified the validity of such power of attorney and the authority of such person to act on behalf of and/or in the interests of the Client. Such verification shall be carried out within 5 (five) calendar days following the date on which the power of attorney is presented to the Bank. The Bank shall have the right to require the Client's representative to provide additional documents for identification purposes. In respect of a Client with whom the Bank has established a business relationship through the Client's representative acting on behalf of the Client under an issued power of attorney, the

Bank shall additionally conduct biometric identification of the Client prior to carrying out debit or credit transactions.

112. Where the Client replaces its representative acting under a power of attorney or prematurely terminates the authority of an authorized person of the Client that is a legal entity (termination of contractual and/or other relations with such person), the Client shall immediately notify the Bank thereof in writing and provide the originals of documents confirming such changes. Otherwise, the Bank shall not be liable for the actions of the Client's representative.

113. The Bank's Client shall comply, and shall ensure that its representative acting under a power of attorney or the authorized person of the Client that is a legal entity complies, with the rules governing payments/transfers and the execution of payment documents, foreign exchange and other transactions established by the applicable legislation of the Republic of Kazakhstan and the provisions of the relevant contract/agreement entered into with the Bank (including by accession).

114. Transactions on bank accounts shall be carried out by the Bank on the basis of:

1) payment and cash documents containing the Client's instructions;
2) payment documents containing instructions of the Client's representative acting on behalf of the Client in accordance with the legislation of the Republic of Kazakhstan;
3) claims of third parties that, in accordance with the legislation of the Republic of Kazakhstan, do not require the Client's acceptance;
4) the Bank's payment documents, provided that they do not conflict with the terms and conditions of the bank deposit/account agreement and the requirements of the legislation of the Republic of Kazakhstan.

Chapter 13. General Terms and Conditions for the Provision of Financial Products Related to the Acceptance of Deposits

115. The Bank shall provide Clients with financial products related to the acceptance of deposits on the terms and conditions determined by the legislation of the Republic of Kazakhstan, these Rules, the Bank's internal documents, the bank deposit agreement/agreement on entering into deposit transactions, as well as the terms and conditions of the Bank's relevant deposit financial product.

116. When entering into a bank deposit agreement/agreement on entering into deposit transactions with a Client who is an individual, including an individual entrepreneur, as well as, in cases provided for by the terms and conditions of the relevant deposit financial product, a person engaged in private practice, the Bank shall inform Clients of its participation in the mandatory deposit guarantee system, in writing or by the method provided for by the bank deposit agreement/agreement on entering into deposit transactions, and shall also notify them, in the form approved by Kazakhstan Deposit Insurance Fund JSC**,** of the amounts of guarantee compensation, the time limits and procedure for its payment as provided for by the Law of the Republic of Kazakhstan “On Mandatory Guaranteeing of Deposits Placed with Second-Tier Banks of the Republic of Kazakhstan,” including the transfer by Kazakhstan Deposit Insurance Fund JSC of the unclaimed amount of compensation to an individual pension account for accounting for voluntary pension

contributions opened in accordance with the procedure provided for by the legislation of the Republic of Kazakhstan on social protection.

Chapter 14. Terms and Conditions for the Provision of Financial Products Related to Bank Lending Operations

§ 1. General Terms and Conditions for the Provision of Financial Products Related to Bank Lending Operations, Procedure for Entering into an Agreement, Repayment Methods

117. The Bank shall conduct lending operations in accordance with the requirements of the legislation of the Republic of Kazakhstan, the Bank's Credit Policy approved by the Board of Directors of the Bank, and other internal documents of the Bank governing the procedure and terms and conditions for conducting lending operations at the Bank.

118. Loans (credits) shall be granted by the Bank on the terms of payment, maturity and repayment. Lending terms and conditions shall include, but not be limited to: the Client category, term, amount, interest rate, annual effective interest rate (AEIR), currency, type of collateral, repayment methods, special conditions and other parameters established by the authorized body of the Bank for each type of financial product. The principal procedures and stages of lending to Clients shall be carried out in accordance with the legislation of the Republic of Kazakhstan and on the basis of the relevant internal documents of the Bank.

119. The procedure and time limits for entering into a bank loan agreement with an individual Client for a loan not related to entrepreneurial activities, as well as with other Clients, shall be determined by the Requirements for the Conditions of Conducting Banking Activities, as well as by the legislation of the Republic of Kazakhstan and the Bank's internal documents.

120. An individual shall be entitled, free of charge, to establish or cancel a voluntary refusal by the individual to obtain a bank loan through a credit bureau or the e-Government web portal, or using the Bank's informatization facilities integrated with the services available through the e-Government gateway (where technically feasible).

121. Before making a decision to grant a bank loan to an individual Client, including an individual engaged in entrepreneurial activities, the Bank shall verify the information contained in the credit report for information concerning:

1) the establishment by such individual of a voluntary refusal to obtain a loan;
2) conscription for compulsory military service;
3) previously obtained loans and/or microcredits.

Where the credit report of an individual Client contains the information specified in subparagraph 1) of paragraph 121 of these Rules, the Bank shall refuse to grant a bank loan. The Bank shall be prohibited from granting a loan to an individual where the credit report obtained by the Bank prior to making a decision to grant the loan contains information that the individual has established a voluntary refusal to obtain a bank loan. Where the credit report of an individual contains the information specified in subparagraph 2) of paragraph 121 of these Rules, the Bank shall refuse to grant a bank loan.

122. Loan repayment methods:

1) annuity payment method;

2) differentiated payment method;
3) additional loan repayment methods calculated in accordance with the requirements of the legislation of the Republic of Kazakhstan and/or the Bank's internal documents, where such a condition is provided for by the Bank's internal documents.

123. Prior to entering into a bank loan agreement with an individual that is not related to entrepreneurial activities, an employee of the Bank (authorized agent) shall provide the individual with the following documents in writing:

1) the key information document, taking into account the Requirements for the Conditions of Conducting Banking Activities;
2) a draft agreement – at the request of the banking services consumer.

124. Prior to entering into an unsecured consumer bank loan agreement with an individual Client, the Bank shall implement anti-fraud measures.

125. Prior to entering into a bank loan agreement with an individual that is not related to entrepreneurial activities, the Bank shall offer loan terms and conditions based on the financial product suitability criteria established by a regulatory legal act of the ARDFM.

126. If the credit report of an individual Client does not contain the information specified in subparagraph 3) of paragraph 121 of these Rules, and if the amount specified in the application for entering into a consumer bank loan agreement exceeds one hundred and fifty times the monthly calculation index established for the relevant financial year by the law on the republican budget, the Bank shall enter into an unsecured consumer bank loan agreement with the individual Client only in the Client's personal presence at the Bank, after biometric authentication has been performed on the basis of the Client's written consent given at the Bank, unless otherwise provided for by the legislation of the Republic of Kazakhstan.

127. The Bank shall be prohibited from granting an individual an unsecured consumer bank loan exceeding the amount established by a regulatory legal act of the ARDFM without the consent of his/her spouse. The procedure for obtaining the spouse's consent to an unsecured consumer bank loan and the minimum loan amount for which the spouse's consent is required shall be determined by a regulatory legal act of the ARDFM.

128. The Bank shall enter into an unsecured consumer bank loan agreement with an individual Client who is under twenty-one years of age or over fifty-five years of age after such individual has provided consent to enter into such agreement, executed in accordance with the Requirements for the Conditions of Conducting Banking Activities.

129. Prior to granting a bank loan to an individual Client engaged in entrepreneurial activities without forming a legal entity, the Bank shall, within the framework of its approved Credit Policy, conduct an analysis of such Client's creditworthiness.

130. The lending limit per borrower shall be established by the Bank in accordance with the requirements of a regulatory legal act of the ARDFM.

131. The Bank shall not be entitled to grant a consumer bank loan exceeding the amount determined by a regulatory legal act of the ARDFM.

132. The Bank shall be prohibited from entering into a bank loan agreement with an individual via the Internet without conducting biometric authentication of the individual in accordance with the procedure determined by the ARDFM in coordination with the National Bank of the Republic of Kazakhstan.

133. If the amount of a bank loan exceeds the amount established by a regulatory legal act of the ARDFM, biometric authentication of the borrower shall be conducted through the Identification Data Exchange Center of the National Bank of the Republic of Kazakhstan (hereinafter referred to as the IDEC).

134. When considering the granting of a bank loan, the Bank shall take into account the credit score of an individual Client, including an individual engaged in entrepreneurial activities, calculated using the Bank's own methodology, or a credit score provided by a credit bureau.

135. When considering a Client's application (request) for a bank loan, the Bank shall require the Client to submit a set of documents stipulated by the legislation of the Republic of Kazakhstan and the Bank's internal documents. The Bank shall be entitled to refuse to accept a Client's application for a bank loan if the Client fails to submit the required set of documents or submits inaccurate/invalid documents.

136. Based on the opinions (expert assessments) of the Bank's structural units and/or the results of a comprehensive assessment of a number of factors, circumstances and conditions affecting the decision on whether a bank loan (credit) may be granted, as well as an assessment of the Client's creditworthiness and solvency, taking into account paragraphs 134–135 of these Rules, the authorized body of the Bank shall make a decision to grant a bank loan (credit) or refuse to grant a bank loan (credit).

137. If the terms and conditions for granting a bank loan (credit) provide for requirements to enter into insurance contracts and/or to conduct an appraisal for the purpose of determining the market value of the property serving as collateral, the borrower/pledgor shall have the right to choose the insurance company and/or appraiser. The bank loan agreement shall not impose on the borrower an obligation to insure his/her life and health.

138. During the servicing period of a bank loan agreement, at the request of the Client (borrower) or (pledgor) (subject to compliance with the requirements governing the disclosure of bank secrecy stipulated by the Law on Banks), the Bank shall, within 3 (three) business days from the date of receipt of the request, provide the Client in writing or by the method stipulated by the bank loan agreement with information on:

– the amount of money paid to the Bank;
– the amount of overdue indebtedness (if any);
– the outstanding debt balance;
– the amounts and due dates of upcoming payments;
– the lending limit (if any).

139. If provided for by the bank loan agreement, the Bank shall periodically provide the Client with the information specified in paragraph 138 of these Rules by the method stipulated by the bank loan agreement.

140. Upon the Client's application, the Bank shall, free of charge and not more than once a month, provide, within no more than 3 (three) business days, written information on the allocation of funds received from the Client toward repayment of indebtedness under the bank loan agreement. Information provided more frequently than once a month shall be provided on the terms and in accordance with the procedure established by the Bank's internal documents and the bank loan agreement.

141. Upon the Client's application for partial or full early repayment to the Bank of funds provided under the bank loan agreement, the Bank shall, free of charge and within no more than 3 (three) business days, inform the Client in writing or by the method stipulated by the bank loan agreement of the amount due for repayment.
142. The information specified in paragraphs 138, 139, 140 and 141 of these Rules shall be provided with an indication of the amount of principal, interest, commission, penalty and other types of penalties, as well as other amounts payable.
143. The Bank shall not be entitled to amend the terms and conditions of a bank loan agreement unilaterally, except where such amendments improve the terms and conditions for the borrower or in other cases provided for by the Law on Banks.
For the purposes of this paragraph of the Rules, an improvement of the terms and conditions of a bank loan agreement for the borrower shall mean any of the following changes:

1) a reduction or complete cancellation of commissions and other payments for the provision of services related to loan servicing;
2) a reduction or complete cancellation of penalties (fines, late payment penalties);
3) a reduction in the interest rate on the loan;
4) a deferral, including for a period covering the term of compulsory military service and sixty calendar days following its completion, and/or payment by installments under the loan;
5) a reduction in the monetary obligation under a mortgage loan granted in a foreign currency upon replacement of the foreign currency of the loan with the national currency of the Republic of Kazakhstan.

The bank loan agreement may provide for an additional list of terms and conditions that improve the terms and conditions for the borrower.
144. Where the Bank applies improved terms and conditions, the borrower shall be notified of the amendment to the terms and conditions of the bank loan agreement in accordance with the procedure provided for by the bank loan agreement, as well as through informatization facilities, except in the case provided for in subparagraph 5) of paragraph 143 of these Rules. The borrower shall be entitled, within 14 (fourteen) calendar days from the date of receipt of the relevant notification from the Bank, to reject the improved terms and conditions proposed by the Bank, in accordance with the procedure provided for by the bank loan agreement and/or through informatization facilities (where technically feasible for the Bank), by submitting the relevant written notice to the Bank. In this case, the terms and conditions of the bank loan agreement shall be deemed by the parties to have been amended in favor of the borrower if, upon expiry of the period established by the bank loan agreement, the Bank has not received the borrower's written notice rejecting the amendment of the terms and conditions of the bank loan agreement in favor of the borrower. The Bank shall grant a deferral and/or payment by installments under the bank loan agreement only with the borrower's consent.

§ 2. Suitability Assessment When Granting a Loan to an Individual Unrelated to Entrepreneurial Activities

145. Prior to granting a loan or increasing the credit limit for an individual Client for purposes unrelated to entrepreneurial activities, the Bank shall, in accordance with the

requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents, assess the suitability of the loan for such Client, including:

1) an analysis of the Client's solvency and credit history;
2) an assessment of the impact of granting the loan on the Client's ability to perform their obligations under existing loans and microcredits;
3) an assessment of whether there are any indications of increased credit risk, behavioral risk, or fraud risk.

146. If the loan is determined to be unsuitable, the Bank shall not:

1) offer such loan to the consumer of banking services;
2) approve an application for such loan;
3) increase the credit limit under an existing credit line agreement.

§ 3. Procedure for Interaction with Insolvent Clients (Borrowers)

Terms and Procedure for Debt Settlement and Measures Applied to an Insolvent Individual Borrower

147. The Bank shall notify an individual borrower in writing, by the method provided for in the bank loan agreement, as well as through informatization facilities, of the occurrence of a delay in the performance of monetary obligations under the bank loan agreement no later than ten calendar days from the date on which such delay occurs.

148. The Bank shall be entitled to engage a collection agency to send the said notification to the borrower.

149. Within 30 (thirty) calendar days from the date on which the Bank sends the borrower the notification provided for in paragraph 147 of these Rules, the borrower shall be entitled to apply to the Bank in writing and/or through informatization facilities and/or by another method provided for in the bank loan agreement, with any proposal concerning:

1) a reduction in the interest rate under the bank loan agreement;
2) a reduction in the monthly payment under the bank loan agreement by at least fifty percent of the amount established by the bank loan agreement;
3) changing the currency of the outstanding principal amount under a loan granted in a foreign currency to the national currency of the Republic of Kazakhstan;
4) deferral of payments of principal and/or interest;
5) changing the method of repayment of indebtedness and/or the order of repayment of indebtedness, including with priority repayment of principal;
6) changing the loan term;
7) forgiveness of overdue principal and/or interest, cancellation of penalties (fines, late payment penalties), commissions and other payments related to servicing the bank loan;
8) independent sale by the pledgor of the immovable property constituting the subject of the mortgage in accordance with the procedure established by Article 20-1 of the Law of the Republic of Kazakhstan "On Mortgage of Immovable Property";
9) provision of property in lieu of performance of obligations under the bank loan agreement by transferring the pledged and/or other property to the Bank;
10) sale of the immovable property constituting the subject of the mortgage, with the transfer of the obligation under the bank loan agreement to the purchaser.

The procedure for considering amendments to the terms and conditions of a bank loan agreement, the list of documents to be attached to an individual borrower's application for amendments to the terms and conditions of a bank loan agreement, as well as the procedure for the Bank to inform the authorized body of the results of consideration of individual borrowers' applications for amendments to the terms and conditions of a bank loan agreement shall be determined by a regulatory legal act of the ARDFM.

150. Within 15 (fifteen) calendar days from the date of receipt of the borrower's application provided for in paragraph 149 of these Rules, the Bank shall consider the possibility of making the amendments to the terms and conditions of the bank loan agreement proposed by the borrower and shall notify the borrower in writing, by the method provided for in the bank loan agreement, as well as through informatization facilities, of one of the following decisions made by the Bank:

1) consent to make the amendments to the terms and conditions of the bank loan agreement proposed by the borrower;
2) a counterproposal by the Bank to the borrower to amend the bank loan agreement;
3) refusal to make the amendments to the terms and conditions of the bank loan agreement proposed by the borrower, with a reasoned justification for such refusal.

The Bank's decision on the borrower's application provided for in paragraph 149 of these Rules shall be made by the Bank in accordance with the Bank's internal procedure for making credit decisions on the restructuring of loans to individuals, taking into account the requirements established by paragraphs 4 and 5 of Article 61 of the Law on Banks.

151. During the period of consideration of the borrower's application provided for in paragraph 147 of these Rules, the Bank shall not be entitled to demand early repayment of the loan.

Failure by the Bank and the borrower to reach a mutually acceptable decision within thirty calendar days from the date on which the borrower receives the Bank's decision provided for in subparagraph 2) of paragraph 149 of these Rules shall be deemed a refusal to amend the terms and conditions of the bank loan agreement. The said period may be extended with the consent of both parties.

152. If the borrower fails to satisfy the Bank's demand for payment of overdue amounts under the bank loan agreement specified in the notification provided for in paragraph 147 of these Rules, irrespective of the exercise by the borrower of the rights established by paragraphs 2 and 7 of Article 61 of the Law on Banks, the Bank shall be entitled to enforce recovery, without recourse to court proceedings, against funds held in the borrower's bank accounts, including by presenting a payment request (provided that the borrower's consent to the withdrawal of funds from the borrower's bank account is contained in the bank loan agreement) (subject to the restrictions provided for in paragraph 10 of Article 61 of the Law on Banks).

153. If the borrower fails to satisfy the Bank's demand for payment of overdue amounts under the bank loan agreement specified in the notification provided for in paragraph 147 of these Rules, provided that the borrower has not exercised the rights established by paragraphs 2 and 7 of Article 61 of the Law on Banks, the Bank shall, in addition to the measures provided for in paragraph 152 of these Rules, be entitled to:

1) apply measures to the borrower in accordance with the Bank's distressed asset management policy;
2) transfer the borrower's indebtedness to a servicing company for trust management under a trust management agreement in respect of rights (claims);
3) transfer the borrower's indebtedness to a collection agency for pre-trial collection and settlement.

During the period in which the indebtedness is subject to pre-trial collection and settlement by a collection agency, the Bank shall not be entitled to:

– file a claim with a court for recovery of the indebtedness;

– demand payment of interest, commissions and other payments related to the granting and servicing of the loan for the period during which the indebtedness is being handled by the collection agency, or accrue during such period any penalty (fine or late payment penalty) for late repayment of principal and interest;

4) assign, subject to compliance with the requirements established by Article 63 of the Law on Banks, the rights (claims) under a bank loan agreement where the borrower is in default in the performance of a monetary obligation:

under a mortgage loan agreement with an individual – for more than one hundred and eighty consecutive calendar days;

under other bank loan agreements with an individual – for more than ninety consecutive calendar days.

The provisions of this subparagraph shall not apply where a borrower who is a citizen of the Republic of Kazakhstan is subject to a solvency restoration procedure, out-of-court bankruptcy procedure or judicial bankruptcy procedure in accordance with the Law of the Republic of Kazakhstan "On Restoration of Solvency and Bankruptcy of Citizens of the Republic of Kazakhstan";

5) apply other measures provided for by the legislation of the Republic of Kazakhstan and/or the bank loan agreement, including filing a claim with a court for recovery of the amount of indebtedness under the bank loan agreement, as well as enforcing against pledged property through an out-of-court procedure, except in cases provided for by the Law of the Republic of Kazakhstan "On Mortgage of Immovable Property," or through court proceedings;

6) file a claim with a court seeking to have a borrower who is an individual entrepreneur declared bankrupt in accordance with the legislation of the Republic of Kazakhstan.

154. If the borrower receives the Bank's decision refusing to amend the terms and conditions of the bank loan agreement, or if the Bank and the borrower fail to reach a mutually acceptable decision on amending the terms and conditions of the bank loan agreement, the borrower shall be entitled to apply to the Banking Ombudsman within three months from the date of receipt of such decision.

Measures Applied to an Insolvent Borrower – Legal Entity

155. The Bank shall notify a borrower that is a legal entity in writing, by the method provided for in the bank loan agreement, as well as through informatization facilities, of the occurrence of a delay in the performance of monetary obligations under the bank loan agreement no later than ten calendar days from the date on which such delay occurs.

156. The Bank shall be entitled to engage a collection agency to send the borrower the notification specified in paragraph 155 of these Rules.
157. If the borrower fails to satisfy the Bank's demand for payment of overdue amounts under the bank loan agreement specified in the notification provided for in paragraph 155 of these Rules, the Bank shall be entitled to enforce recovery, without recourse to court proceedings, against funds held in the borrower's bank accounts, including by presenting a payment request (provided that the borrower's consent to the withdrawal of funds from the borrower's bank account is contained in the bank loan agreement), subject to the restrictions provided for in paragraph 2 of Article 62 of the Law on Banks.
158. If the borrower fails to satisfy the Bank's demand for payment of overdue amounts under the bank loan agreement specified in the notification provided for in paragraph 155 of these Rules, the Bank shall, in addition to the measures provided for in paragraph 157 of these Rules, be entitled to:

1) apply measures to the borrower in accordance with the Bank's distressed asset management policy;
2) transfer the borrower's indebtedness to a servicing company for trust management under a trust management agreement in respect of rights (claims);
3) transfer the borrower's indebtedness to a collection agency for pre-trial collection and settlement.

   On the date on which the indebtedness is transferred for pre-trial collection and settlement, the Bank shall notify the borrower thereof by the method provided for in the bank loan agreement, as well as through informatization facilities, specifying the name and location of the collection agency and the collection agency's telephone numbers for communication with debtors.

   During the period in which the indebtedness is subject to pre-trial collection and settlement by a collection agency, the Bank shall not be entitled to:

   – file a claim with a court for recovery of the indebtedness;

   – demand payment of interest, commissions and other payments related to the granting and servicing of the loan for the period during which the indebtedness is being handled by the collection agency, or accrue during such period any penalty (fine or late payment penalty) for late repayment of principal and interest;

4) assign the rights (claims) under the bank loan agreement, subject to compliance with the requirements established by Article 63 of the Law on Banks;
5) apply other measures provided for by the legislation of the Republic of Kazakhstan and/or the bank loan agreement, including filing a claim with a court for recovery of the amount of indebtedness under the bank loan agreement, as well as enforcing against pledged property through an out-of-court procedure, except in cases provided for by the Law of the Republic of Kazakhstan "On Mortgage of Immovable Property," or through court proceedings;
6) file a claim with a court seeking to have the borrower that is a legal entity declared bankrupt in accordance with the legislation of the Republic of Kazakhstan.

Chapter 15. Provisions on the Procedure for Working with Clients

159. The procedure and timeframes for considering an application for a banking service for each type of service (operation), as well as the procedure for providing banking services (conducting banking operations), shall be governed by the requirements of the legislation of the Republic of Kazakhstan and/or the Bank's internal documents.

160. As part of its general disclosure of information, the Bank shall disclose on its corporate (official) website (www.vtb-bank.kz), including but not limited to, the following:

1) the full name of the Bank and its trademark (brand);
2) contact information, including the locations of the Bank's premises, telephone number and email address;
3) information on the availability of a banking license and a license to conduct certain types of banking operations (hereinafter referred to as the "Banking License");
4) a list of banking services, specifying the interest rate in a reliable, annual, effective and comparable form (hereinafter referred to as the "Annual Effective Interest Rate" or "AEIR"), as well as information on the target group of Clients for whom the financial product is intended;
5) interest rates, commissions and tariffs for banking and other services (operations), including tariffs for payments and/or money transfers, specifying the dates of approval of and amendments to the applicable interest rates, commissions and tariffs, the numbers of the internal documents, and the body that approved (adopted) them.

161. The Bank's corporate (official) website (www.vtb-bank.kz), as well as other Internet resources of the Bank, shall contain the information provided for in paragraph 160 of these Rules, as well as, including but not limited to, the following information:

1) these Rules;
2) the register of authorized agents;
3) a form for submitting an application/appeal, as well as information on the possibility for Clients to submit inquiries concerning the provision of banking services free of charge;
4) a form of application by an individual Client (borrower) for amendments to the terms and conditions of a bank loan agreement, submitted in accordance with paragraph 2 of Article 61 of the Law on Banks;
5) the contact details of the Banking Ombudsman.

162. The Bank shall make available on its corporate (official) website (www.vtb-bank.kz) automated calculation tools (calculators) enabling the Client to determine:

1) the amount of payments and the total amount payable under a loan using differentiated and annuity repayment methods, as well as other repayment methods provided for by the Bank's internal documents;
2) the final AEIR, taking into account all payments associated with the financial product.

163. Information on banking services shall be provided to the Client free of charge orally, in writing, or in a form that ensures its preservation and enables its reproduction in an unchanged form throughout the entire term of the agreement.

164. Disclosure of information on banking services to persons with disabilities and persons with reduced mobility shall be carried out taking into account their needs and specific circumstances and shall include providing such persons, in addition to the information

stipulated by Chapter 5 of the Requirements for the Conditions of Conducting Banking Activities, with information on:

1) available methods of receiving services;
2) the availability and location of the Bank’s premises and self-service devices (where technically feasible) adapted for persons with disabilities and persons with reduced mobility, their operating hours, as well as the list of banking services provided at such premises;
3) available formats for receiving documents and information;
4) the possibility of disabling certain methods of receiving information and services upon an application from the Client or the Client’s authorized person/representative, as well as the procedure for submitting such application;
5) the possibility of imposing restrictions on the provision of banking services using digital facilities (including restrictions by type of operation and/or amount), as well as the procedure for imposing, amending or removing such restrictions;
6) services enabling additional confirmation of transactions by the Client’s authorized person/representative (where such a service is available from the Bank), the terms and conditions for activating and deactivating such service, the list of transactions subject to confirmation, and the timeframes for such confirmation;
7) available methods for signing documents and expressing the Client’s intent where the Client has health-related limitations;
8) the procedure for obtaining advice from a Bank employee, including the possibility of contacting a Bank employee instead of interacting exclusively with an automated voice information system (where technically feasible).

165. Prior to entering into an agreement, when providing consultations, the Bank’s employees (authorized agents) shall verbally explain:

1) the material terms and conditions of the banking service, including interest rates, tariffs, commissions and other payments, as well as the rights and obligations of the parties;
2) the risks associated with the banking service and the consequences of failure to perform obligations;
3) the liability of a co-borrower, pledgor, guarantor, surety and any other person that is a party to the bank loan agreement;
4) the terms and conditions of additional services and the right to refuse such services, as well as the terms and conditions of agreements to be entered into in connection with obtaining an additional service, including information on any additional expenses;
5) the differences between bank loan repayment methods, with draft loan repayment schedules calculated using different repayment methods being provided in writing or through the Bank’s digital facilities, as well as a calculation of the AEIR both including and excluding additional services;
6) the timeframes for the provision of services.

In addition, the Bank employee (authorized agent) providing the consultation shall inform the Client of his/her surname, first name and patronymic (if any) and shall provide any other explanations in response to questions raised by the Client.

166. Consultations shall be provided by a Bank employee (authorized agent) in accordance with the internal document (Guidelines for Disclosure of Information in the Provision of Banking Services) stipulated by the Requirements for the Conditions of Conducting Banking Activities, taking into account the purposes (needs) for obtaining the banking service and information on banking services previously received by the Client, as provided by the Client or available to the Bank, and shall be documented in accordance with the procedure established by the Bank's internal documents.

167. Unfair practices shall not be permitted when providing consultations, including the provision of inaccurate or misleading information, concealment of material terms and conditions and risks associated with the banking service, or substituting the explanation of such terms and conditions with the imposition of additional services.

168. When providing services through the Bank's digital facilities, prior to entering into an agreement, the Bank shall ensure that complete and accurate information is provided in digital form to an extent comparable to the information provided during in-person interaction and as stipulated by the Requirements for the Conditions of Conducting Banking Activities.

169. At the time of entering into an agreement, the Bank's employees (authorized agents) shall explain to the Client:

1) the rights and obligations of the parties under the agreement;
2) the right to early performance of obligations under the bank loan agreement;
3) the right to refuse a banking service or terminate the agreement at the Client's initiative, as well as any expenses that may arise in connection with such refusal or termination;
4) the grounds and procedure for early termination of the agreement;
5) the types of transactions conducted through a bank account, including the procedure for making payments and money transfers, as well as the grounds for imposing restrictions on the disposal of funds held in bank accounts;
6) the procedure for submitting applications/appeals, the timeframes for their consideration by the Bank, as well as the right to apply to the Banking Ombudsman.

The Bank's employees (authorized agents) shall provide the Client with sufficient time to review the provisions of the agreement.

The Client's consent to a banking service or additional service shall not be obtained through the use of pre-selected fields.

170. Disclosure of information under a bank account agreement, bank deposit agreement, and payment card issuance agreement shall be carried out taking into account the requirements stipulated by the regulatory legal acts of the Republic of Kazakhstan.

171. At the time of entering into a bank loan agreement with an individual Client for purposes unrelated to entrepreneurial activities, the Bank employee (authorized agent) shall ensure that the Client is provided with a loan repayment schedule containing the following information:

1) the loan amount and currency;
2) the loan term;
3) the interest rate expressed as an annual percentage or as a fixed amount;
4) the AEIR on the loan (as a percentage);

5) the type of interest rate: fixed or floating;
6) the procedure for calculating the floating interest rate, if the agreement provides for a floating interest rate;
7) the loan repayment method: differentiated, annuity, or another loan repayment method calculated in accordance with the Bank's internal documents;
8) the number and frequency (dates) of payments toward repayment of the principal amount and accrued interest on the loan;
9) the amount of each payment, broken down into principal and accrued interest;
10) the total amount of payments under the loan, broken down into principal and accrued interest.

The requirements of the first part of this paragraph shall not apply to an agreement under which the loan term does not exceed one month, an agreement under which an overdraft facility is provided, or a credit line agreement.

172. During the servicing period of a bank loan agreement, at the request of the Client (borrower) or pledgor (subject to compliance with the requirements governing the disclosure of bank secrecy stipulated by the Law on Banks), the Bank shall, within 3 (three) business days from the date of receipt of the request, provide the Client or pledgor, in writing or by the method provided for in the bank loan agreement, with information on:
1) the amount of money paid to the Bank;
2) the amount of overdue indebtedness (if any);
3) the outstanding debt balance;
4) the amounts and due dates of upcoming payments;
5) the lending limit (if any).

173. Upon the application of the Client (borrower), the Bank shall, free of charge and not more than once a month, provide, within no more than 3 (three) business days, written information on the allocation of funds received from the Client (borrower) toward repayment of indebtedness under the bank loan agreement. Information provided more frequently than once a month shall be provided on the terms and in accordance with the procedure established by the Bank's internal documents and the bank loan agreement.

174. Upon the application of the Client (borrower) for partial or full early repayment to the Bank of funds provided under the bank loan agreement, the Bank shall, free of charge and within no more than 3 (three) business days, inform the Client (borrower), in writing or by the method provided for in the bank loan agreement, of the amount due for repayment.

175. If provided for by the bank loan agreement, the Bank shall provide the Client (borrower) with the information stipulated by the Requirements for the Conditions of Conducting Banking Activities at the frequency and by the method established by the agreement.

176. Upon the application of the Client (borrower), following full repayment of the indebtedness under the loan, the Bank shall, free of charge and within no more than 3 (three) business days from the date of receipt of the application, provide, in writing or by the method provided for in the bank loan agreement, a certificate confirming the absence of outstanding indebtedness.

If the application of the Client (borrower) requests additional data and/or information, such application shall be considered within the timeframes established by paragraphs 116 and 117 of the Requirements for the Conditions of Conducting Banking Activities.

177. Within 3 (three) business days from the date of full early repayment of a loan whose terms and conditions required the execution of an insurance contract, the Bank shall notify the Client (borrower), by the method provided for in the bank loan agreement, of the Client's right to terminate such insurance contract and receive a refund of a portion of the insurance premium for the unused insurance period in accordance with part four of paragraph 2 of Article 842 of the Civil Code of the Republic of Kazakhstan.

178. At the request of an individual Client (borrower), the Bank shall, no later than 10 (ten) business days thereafter, provide the Client with information on the process of his/her biometric authentication, including the date and method of such authentication, the verification performed to determine whether information concerning the Client is contained in the databases of the Anti-Fraud Center of the Bank and the National Bank of the Republic of Kazakhstan, as well as the debt burden ratio used when considering the application and entering into the consumer bank loan agreement.

179. The Bank's interaction with a Client (borrower) having overdue indebtedness and/or the Client's representative and/or a third party bound by obligations to the Bank under a bank loan agreement shall be carried out in accordance with the legislation of the Republic of Kazakhstan, including the Requirements for the Conditions of Conducting Banking Activities, as well as the Bank's internal documents.

180. The Bank shall refuse to establish a business relationship with an individual or legal entity in the following cases:

1) where it is impossible to record the information required to identify the individual or legal entity (its representative or beneficial owner) establishing a business relationship or conducting a transaction involving money and/or other property;
2) where it is impossible to establish the intended purpose and nature of the business relationship;
3) where it is impossible to identify the beneficial owner and record the information required for his/her identification;
4) where the applicant is an anonymous owner, i.e., an individual or legal entity applying to open a bank account (deposit) without providing the documents required for identification;
5) where an individual seeks to open a bank account (deposit) without being personally present or represented by his/her representative, except where a business relationship is established remotely pursuant to the Bank's decision to establish business relationships with new Clients remotely. Remote establishment of business relationships shall not be permitted with Clients who are residents of countries posing a high ML/TF risk due to the illegal production, trafficking and/or transit of narcotic drugs, except for countries of the Eurasian Economic Union; nor shall the extension of such business relationships or the issuance and reissuance, without the Client's personal presence, of more than one payment card to such persons be permitted. Where the Bank has established a business relationship with a Client through the Client's representative acting on behalf of the Client under a power of attorney, the

Bank shall additionally conduct biometric identification of the Client prior to carrying out any debit or credit transactions.

181. Business relationships shall be established remotely in accordance with the procedure established by a regulatory legal act of the ARDFM and exclusively with Clients who meet the requirements established by the legislation of the Republic of Kazakhstan and the Bank's internal documents, taking into account an assessment of the degree of money laundering and terrorist financing risk based on the type of Client, country (geographical) risk, the risk associated with the service (product), and/or the method by which such service (product) is provided.

182. Biometric authentication of Clients (their representatives) when establishing business relationships remotely by opening a bank account shall be conducted through the Identification Data Exchange Center (IDEC). The procedure for conducting biometric authentication through the IDEC when opening bank accounts, as well as the retention periods for biometric authentication results, shall be established by the National Bank of the Republic of Kazakhstan. Biometric authentication through the IDEC shall be conducted with the Client's consent and using biometric data from the national biometric authentication system.

183. The Bank shall be entitled to refuse to establish a business relationship with an individual or legal entity, refuse to conduct transactions involving money and/or other property, refuse to execute the Client's instructions, and terminate its business relationship with the Client in the following cases:

1) where there are suspicions that the business relationship is being used by the Client for the purpose of laundering proceeds of crime or financing terrorism;
2) where there is a likelihood that, in executing the Client's instruction, the Bank may become involved in suspicious transactions related to fraud, trafficking in weapons and ammunition, or other unusual transactions that may be identified as such under the Bank's internal documents on combating the laundering of proceeds of crime, terrorist financing and financing of the proliferation of weapons of mass destruction, the legislation of the Republic of Kazakhstan, international instruments, or the legislation of the country in whose territory any participant in such transaction is located or temporarily present;
3) where the identification data of the Client, its founders/participants/shareholders, beneficial owners, representatives or officers match data contained in the List of Extremists or the List of Persons Associated with the Financing of the Proliferation of Weapons of Mass Destruction (FPWMD), or where the Client has beneficiaries of a transaction, parties to an agreement or participants in a transaction included in the List of Extremists or the List of Persons Associated with FPWMD;
4) where the identification data of an individual or legal entity, its founders, beneficial owners, representatives or officers match data contained in the Bank's Stop Lists, or where the Client has beneficiaries of a transaction, parties to an agreement or participants in a transaction included in the Bank's Stop Lists;
5) refuse to execute an instruction to conduct a transaction where the documents required to record information on the person conducting the transaction and the beneficiary of

the payment/transfer have not been provided, except for transactions involving the crediting of funds received into the Client's account by non-cash transfer;

6) where the Client does not meet the requirements established by the legislation of the Republic of Kazakhstan for persons with whom the Bank is entitled to establish business relationships remotely;
7) where the conditions for establishing business relationships remotely, as prescribed by the legislation of the Republic of Kazakhstan, have not been met;
8) on other grounds provided for by the Tax Code, the AML/CFT/FPWMD Law, other legislation of the Republic of Kazakhstan, a banking services agreement, or another applicable agreement.

184. The Bank shall refuse to conduct transactions for an individual, legal entity or foreign structure without legal personality in the following cases:

1) where it is impossible to record the information required to identify the individual or legal entity (its representative or beneficial owner) establishing a business relationship or conducting a transaction involving money and/or other property;
2) where it is impossible to establish the intended purpose and nature of the business relationship;
3) where it is impossible to identify the beneficial owner and record the information required for his/her identification;
4) where it is impossible to verify the accuracy of and update information concerning the Client (its representative) and the beneficial owner.

185. The Bank shall be entitled not to disclose the reasons for refusing to provide (render/conduct) banking and other operations (services) or a financial product to an individual or legal entity, except in relation to bank loans, where such data and information have potential commercial value due to being unknown to third parties and constitute the Bank's confidential information.

186. Unless otherwise stipulated, the Bank shall not establish business relationships with new Clients remotely, except, where technically feasible, for the remote opening of bank accounts for corporate Clients (legal entities/individual entrepreneurs, including those operating as peasant (farm) enterprises/persons engaged in private practice), online lending, and the opening of bank accounts for individual Clients, in accordance with the procedure established in compliance with the legislation of the Republic of Kazakhstan, including requirements for the biometric authentication of the Client (his/her representative(s)).

187. The Bank may establish business relationships with new corporate Clients (legal entities/individual entrepreneurs, including those operating as peasant (farm) enterprises/persons engaged in private practice) remotely in accordance with the procedure established in compliance with the requirements of the legislation of the Republic of Kazakhstan. For the purpose of establishing a business relationship with the Bank and obtaining the Bank's services remotely, the Client may apply to the Bank by submitting an application through the Remote Banking System (VTB Business Internet Banking for legal entities/VTB Business Mobile Banking for legal entities), where technically feasible for the Bank. The establishment of business relationships and the remote provision of the Bank's services through the Bank's partner portal shall be carried out subject to technical

availability and provided that the relevant information concerning the service being provided is posted on the Bank's corporate (official) website (www.vtb-bank.kz).

§ 1. Procedure for Providing Services to Persons with Disabilities and Persons with Reduced Mobility

188. The Bank shall ensure the provision of banking and other operations (services) to persons with disabilities and persons with reduced mobility (hereinafter referred to as "PWDs and PRMs") in accordance with the requirements of the legislation of the Republic of Kazakhstan, regulatory legal acts of the ARDFM, and the Bank's internal documents, taking into account the requirements of the national standard governing the accessibility of branches of financial institutions providing services to PWDs and PRMs.
189. Banking and other operations (services) shall be provided to PWDs and PRMs based on the principles of non-discrimination, equal access, accessibility of information, and consideration of the individual needs of Clients.
190. The Bank shall take measures to ensure the accessibility of services for PWDs and PRMs, including:

1) arranging unobstructed access to the Bank's premises (branches) or providing possible alternative methods of service where physical accessibility cannot be ensured;
2) providing information on the terms, conditions and procedures for the provision of banking and other operations (services) in a clear and accessible form;
3) providing priority service to PWDs and PRMs when they visit the Bank's branches.

For the purpose of protecting the rights and legitimate interests of PWDs and PRMs, preventing fraudulent activities, and minimizing the risk of unauthorized transactions, the Bank shall be entitled to apply additional protective measures when providing banking services, including through remote (digital) service channels.
The list of additional protective measures and the grounds and procedures for their application, modification and cancellation shall be determined by the Bank's internal documents, taking into account the requirements of the legislation of the Republic of Kazakhstan, regulatory legal acts of the ARDFM, the assessed level of risk, and the Bank's available technical capabilities.
191. When providing services to PWDs and PRMs, the Bank's employees shall:

1) interact with Clients in a proper and courteous manner;
2) provide complete and accurate explanations regarding the terms and conditions for the provision of banking and other operations (services), including explanations tailored to the needs of PWDs and PRMs;
3) be familiar with the applicable regulatory legal framework and the approach to understanding disability, including the ability to promptly visually identify PWDs and PRMs (such as by the presence of a wheelchair, glasses and/or a white cane used by visually impaired persons, etc.), and be informed of the availability of special (assistive) equipment and accommodations for PWDs and PRMs and the procedures for their use (including hearing aids or other assistive technologies and devices).

192. Banking and other operations (services) may be provided to PWDs and PRMs, including with the participation of an authorized person, provided that documents

confirming the authority of such authorized person have been duly executed in accordance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

193. When providing banking and other operations (services) with the participation of an authorized person, the Bank shall ensure:

1) verification of the authority of the authorized person;
2) identification of the Client and the authorized person in accordance with the procedure established by the legislation of the Republic of Kazakhstan and the Bank's internal documents;
3) compliance with confidentiality and personal data protection requirements;
4) recording of the fact that services were provided with the participation of the authorized person in accordance with the Bank's internal documents.

Chapter 16. Procedure for Interaction with the Client and the Banking Ombudsman in Resolving Disputes between the Bank and the Client

194. In the event of any disagreement between the Bank and the Client, the Bank and the Client shall make all necessary efforts and take all necessary measures to resolve such disagreement out of court, taking into account each other's interests.

195. In the event of disputes arising in connection with banking and other services (operations) received by the Client, the Client shall be entitled to submit a written application to the Bank in accordance with the procedure stipulated by Chapter 10 of these Rules, unless a different procedure and timeframes are provided for by the agreement entered into with the Bank.

196. After applying to the Bank, an individual borrower shall be entitled to apply to the Banking Ombudsman for out-of-court settlement of a dispute in the following cases:

1) receipt of the Bank's decision refusing to make the amendments to the bank loan agreement proposed by the borrower;
2) failure to reach a mutually acceptable decision on amendments to the terms and conditions of the bank loan agreement;
3) failure to reach an agreement with the Bank regarding the satisfaction of the borrower's rights and legally protected interests, including where the borrower has been recognized as a victim of a criminal offense involving the fraudulent taking out of a bank loan.

In the cases stipulated by subparagraphs 1) and 2) of this paragraph of the Rules, the individual borrower shall be entitled to apply to the Banking Ombudsman within 15 (fifteen) calendar days while simultaneously notifying the Bank of such application to the Banking Ombudsman.

While the Banking Ombudsman is considering an application submitted by a borrower belonging to a socially vulnerable group of the population in accordance with the Law of the Republic of Kazakhstan "On Housing Relations" in relation to a mortgage loan, including a residential mortgage loan unrelated to entrepreneurial activities, judicial or extrajudicial foreclosure on the pledged property shall not be permitted.

197. Where a borrower has overdue indebtedness under unsecured consumer bank loans and/or consumer microloans owed to two or more creditors that are banks, microfinance

organizations or collection agencies, the borrower shall be entitled to apply for collective debt settlement through the collective settlement platform operating under the Banking Ombudsman Service.
The criteria for indebtedness eligible for collective settlement, as well as the procedure and conditions for collective debt settlement, shall be established by a regulatory legal act of the ARDFM.

Chapter 17. General Conditions for Conducting Other Banking and Related Operations

198. All banking and other operations (services) shall be carried out in accordance with the procedure established by the legislation of the Republic of Kazakhstan and the Bank's internal documents and, where required, on the basis of agreements entered into between the Bank and the Client.
199. The Bank shall charge Clients commissions for conducting operations in accordance with the applicable tariffs approved by the Bank's authorized body, taking into account the procedure established by these Rules and other internal documents of the Bank.
200. The terms and conditions for conducting a specific banking operation (providing a specific service) by the Bank shall be determined by the Bank's internal documents, as well as by agreements for the provision of banking and other operations (services), provided that such agreements do not conflict with the legislation of the Republic of Kazakhstan.

§ 1. Cash Operations

201. Cash services for Clients (acceptance and disbursement of cash, change-making, exchange, counting, sorting, packaging and safekeeping) shall be provided at the Bank's operating cash desk (where the Bank branch has a cash unit) or through payment terminals of the Bank or the Bank's partners (where the Bank branch does not have a cash unit), in accordance with the legislation of the Republic of Kazakhstan and the Bank's internal documents. The Bank shall conduct cash acceptance and disbursement operations after taking the customer due diligence measures stipulated by the AML/CFT/FPWMD Law. Commissions for banking operations (services) shall be charged in accordance with the Bank's applicable tariffs when Clients are serviced at the Bank's operating cash desk and, where services are provided by a Bank partner, in accordance with the tariffs of such partner.
202. Cash shall be accepted/disbursed at the Bank's operating cash desk on the basis of cash receipt/payment documents in accordance with the procedure stipulated by the legislation of the Republic of Kazakhstan and the Bank's internal documents. The procedure for completing cash documents and the forms thereof shall be determined by the Bank's internal documents, taking into account the requirements of the legislation of the Republic of Kazakhstan.
203. Commissions for the Bank's cash operations (services) shall be debited from the Clients' current accounts or paid by the Clients in cash in accordance with the terms and conditions of the bank account agreement and the tariffs established by the Bank.

§ 2. Cash / Non-Cash Foreign Currency Exchange Operations

204. The Bank shall exchange one cash currency for another through the Bank's exchange offices (at Bank branches having cash units, a list of which is available on the Bank's corporate (official) website (www.vtb-bank.kz)) and shall exchange non-cash foreign currency (conversion) by conducting a transaction through the Client's bank account to exchange one non-cash currency for another non-cash currency. Any exchange involving foreign currencies shall be conducted pursuant to a decision of the Bank's authorized body or in accordance with the Bank's internal documents, the legislation of the Republic of Kazakhstan/foreign states, international sanctions, an order/instruction of the Chairman of the Bank's Management Board (or the person acting in his/her capacity), a resolution of the Bank's Management Board, etc.

205. The exchange of cash and non-cash foreign currency shall be carried out by the Bank in accordance with the applicable procedure and subject to the availability of the documents specified by the legislation of the Republic of Kazakhstan and the Bank's internal documents.

§ 3. Interbank Clearing and Payment Card Operations

206. The Bank shall conduct interbank clearing and issue and service payment cards (payment cards of international payment systems denominated in tenge and foreign currencies other than USD/EUR), including:

1) debit payment cards enabling debit transactions within the amount of the individual Client's own funds;
2) credit payment cards enabling the Client to use borrowed funds within the established credit limit;
3) corporate debit payment cards, the holders of which are Bank employees and Clients that are legal entities, individual entrepreneurs, including those operating as peasant (farm) enterprises, and persons engaged in private practice.

The Bank shall also offer services for crediting salaries and/or other payments payable to employees of Clients that are legal entities to current accounts linked to payment cards.

207. The Bank shall issue payment cards within the territory of the Republic of Kazakhstan in accordance with the legislation of the Republic of Kazakhstan and the Bank's internal documents and on the basis of an agreement entered into between the Bank and the payment card holder.

§ 4. Payments and Money Transfers

208. Payments and money transfers may be made by legal entities and individuals using bank accounts opened with the Bank, subject to the restrictions established by the applicable legislation of the Republic of Kazakhstan and the Bank's internal documents. Where the Bank's internal documents provide for payments and money transfers without opening a bank account, such payments and money transfers may be made subject to the restrictions established by the applicable legislation of the Republic of Kazakhstan and the Bank's internal documents. Legal entities shall be entitled to make, without opening a bank account, only payments and money transfers for the payment of taxes and other mandatory payments to the budget, as well as voluntary pension contributions and social contributions. A legal

entity may pay for the Bank's services by depositing cash in an amount not exceeding 1,000 (one thousand) monthly calculation indices within 1 (one) month.
209. The Bank shall carry out the mandatory foreign exchange control procedure in accordance with the foreign exchange legislation of the Republic of Kazakhstan. All payments and money transfers in foreign currency, as well as payments and money transfers without opening a Client's bank account in tenge, made between residents and non-residents of the Republic of Kazakhstan, shall be effected in accordance with the requirements established by the foreign exchange legislation of the Republic of Kazakhstan. Payments and money transfers in foreign currency shall be effected in the currencies determined by a decision of the Bank's authorized body or in accordance with the Bank's internal documents, the legislation of the Republic of Kazakhstan/foreign states, international sanctions, an order/instruction of the Chairman of the Bank's Management Board (the person acting in his capacity), a decision of the Bank's Management Board, etc.
210. International payments and money transfers shall be effected by the Bank in the forms, by the methods and in accordance with the procedures applied in international banking practice and not contrary to the legislation of the Republic of Kazakhstan.

§ 5. Safe Deposit Operations

211. The Bank shall provide the Client with a safe deposit box for the storage of valuables (where available at the Bank's branch). Clients' valuables shall be stored in a safe deposit box within the safe deposit vault after the Bank and the Client have entered into an individual bank safe (safe deposit box) lease agreement.
212. The Bank shall guarantee Clients the confidentiality of banking secrecy, which shall include information on the existence, owner, nature and value of property stored in a safe deposit box.
213. An individual bank safe (safe deposit box) lease agreement shall be entered into after the Bank has identified the Client in accordance with the requirements of the applicable legislation of the Republic of Kazakhstan, provided that the Client submits the documents required for entering into such individual bank safe (safe deposit box) lease agreement.
214. When the Client stores valuables in a safe deposit box, the Bank shall not issue any personalized safekeeping documents to the Client. Valuables stored in a safe deposit box shall not be inventoried, and the Bank shall not conduct any preliminary or subsequent inspection or expert appraisal of such valuables, except in cases established by the legislation of the Republic of Kazakhstan and the Bank's internal documents.
215. A safe deposit box shall be provided for use for any number of days for a period of up to 12 (twelve) months or for a specified number of months in accordance with the Bank's tariffs effective as of the date of entering into the individual bank safe (safe deposit box) lease agreement. The period of use of the safe deposit box shall commence on the date specified in the individual bank safe (safe deposit box) lease agreement.
216. Clients shall be prohibited from storing the following in the Bank's safe deposit boxes:
1) explosive and flammable substances and ammunition;
2) firearms, gas weapons, traumatic weapons and bladed weapons;
3) chemical, psychotropic and narcotic substances;

4) radioactive, toxic and other poisonous substances capable of adversely affecting human health and the environment;
5) animals and plants;
6) food products and other items subject to spoilage or capable of causing the spread of parasites, as well as substances and property which, by virtue of their properties, may cause any damage to the safe deposit box, including rendering it inoperable, and/or cause damage to the Bank/its employees and/or other Clients/third parties;
7) any other items which, by virtue of their properties, are unsuitable for storage in a safe deposit box and/or may cause any damage to the safe deposit box and/or cause damage to the Bank/its employees and/or Clients/third parties.

217. The Client shall be entitled to extend the period of use of the safe deposit box by signing a supplementary agreement to the individual bank safe (safe deposit box) lease agreement.

218. The Bank shall be entitled to refuse to enter into an individual bank safe (safe deposit box) lease agreement with the Client in the following cases:

1) if the Client fails to provide/submit the required documents or provides unreliable/invalid documents;
2) if there is information concerning the Client's involvement in terrorist activities and/or terrorist financing, obtained in accordance with the applicable legislation of the Republic of Kazakhstan on combating the legalization (laundering) of proceeds from crime, financing of terrorism and financing of proliferation of weapons of mass destruction;
3) in other cases which, at the Bank's discretion, may affect the Client's performance of its obligations.

§ 6. Documentary Operations and Trade Finance

219. In accordance with the regulatory legal acts of the Republic of Kazakhstan, international practice standards and the Bank's internal documents, the Bank shall conduct operations involving:

1) issuance of bank guarantees (advance payment guarantee, payment guarantee, performance guarantee, tender guarantee, loan repayment guarantee, standby letter of credit (Standby));
2) issuance of guarantees securing counterparties' obligations;
3) issuance of reimbursement undertakings on behalf of counterparties;
4) issuance, confirmation and honoring of letters of credit;
5) issuance of bank suretyships and other obligations on behalf of third parties;
6) servicing of import/export letters of credit, import/export guarantees, and documentary collections for imports.

220. The Bank shall cooperate with international financial institutions and organizations, export credit agencies and development institutions for the purpose of arranging trade and structured finance for the foreign economic operations of the Bank's Clients.

§ 7. Bank Certificates of Deposit

221. Bank certificates of deposit shall be issued in book-entry form in accordance with the requirements of Resolution No. 264 of the Management Board of the National Bank of the Republic of Kazakhstan dated December 22, 2017, “On Approval of the Rules for the Issuance and Circulation of Certificates of Deposit,” and the Bank’s internal documents.
222. The nominal value of a bank certificate of deposit shall be denominated in the national currency of the Republic of Kazakhstan, the tenge.
223. The Bank shall establish the following limits for bank certificates of deposit:
1) the minimum nominal value of a bank certificate of deposit shall be not less than 1 (one) tenge;
2) the maximum nominal value of a bank certificate of deposit shall not exceed 10 (ten) times the amount of the Bank’s equity, unless otherwise established by a decision of the Bank’s authorized body. A decision to issue a bank certificate of deposit in an amount equal to 10 (ten) percent or more of the Bank’s equity shall be made by the Bank’s authorized body;
3) the minimum circulation period of a bank certificate of deposit shall be not less than 1 (one) month;
4) the maximum circulation period of a bank certificate of deposit shall not exceed 36 (thirty-six) months.

224. The procedure and terms for payment of interest on bank certificates of deposit shall be determined by the relevant Bank’s internal documents, as well as by the agreement entered into between the Bank and the holder of the bank certificate of deposit. At the request of the holder of a bank certificate of deposit, the Bank shall provide the holder with copies of such Bank’s internal documents for review.
225. Upon redemption of a bank certificate of deposit, the Bank shall pay interest thereon within 5 (five) business days from the date of expiry of the circulation period of the bank certificate of deposit. If the holder of a bank certificate of deposit applies to the Bank for payment of the nominal value of the bank certificate of deposit before expiry of its circulation period, the Bank shall pay the nominal value and interest in the amount stipulated by the agreement upon expiry of 30 (thirty) calendar days, but no later than 90 (ninety) calendar days from the date of such application.
226. The holder shall acquire title to a bank certificate of deposit upon payment of the value of the certificate in accordance with the procedure stipulated by the bank certificate of deposit sale and purchase agreement. The Bank shall not limit the number of bank certificates of deposit issued to any one Client.
227. Accrued interest on a bank certificate of deposit shall be paid subject to withholding of income tax at the source of payment, except in cases provided for by the legislation of the Republic of Kazakhstan.

§ 8. General Terms and Conditions for Interbank Loans (Interbank Financing), Interbank Guarantees, Interbank Suretyships and Other Interbank Operations

228. The Bank shall conduct the following interbank operations with counterparties: provision/raising of interbank loans (deposits), foreign exchange and conversion operations, banknote operations, transactions in derivative financial instruments, digital assets and securities (including REPO/reverse REPO transactions and receipt/provision of securities

as collateral), interbank settlements (transfers), other operations involving the placement/holding of funds/other financial/digital assets with a counterparty, confirmation of letters of credit issued by a counterparty, issuance of the Bank's undertaking to honor uncovered letters of credit opened by a counterparty, issuance of guarantees/suretyships in respect of a counterparty's obligations, acceptance of a Counterparty's guarantees/suretyships as security for obligations of third parties to the Bank, opening of letters of credit by the Bank on behalf of a counterparty, issuance by the Bank of irrevocable reimbursement undertakings under a Counterparty's letters of credit, acceptance by the Bank of counterparties' reimbursement undertakings under letters of credit of correspondent banks as security for obligations to the Bank, documentary transactions involving post-financing of a counterparty, and other operations, including but not limited to the foregoing, subject to the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

229. Operations involving interbank guarantees and letters of credit (including their issuance, opening, confirmation, discounting, post-financing and provision of cover) shall be conducted exclusively within the risk limits established (approved) by the Bank's authorized body for the relevant counterparty, on the basis of agreements entered into with such counterparty and in accordance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents governing such transactions.

230. Interbank deposits shall be placed in tenge and/or foreign currencies for various terms within the risk limits applicable to the relevant counterparty, as established (approved) by the Bank's authorized body, and on the basis of the relevant agreement entered into with the counterparty, subject to compliance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents governing the execution of transactions.

231. If a counterparty to interbank operations (including interbank loans, interbank guarantees, interbank deposits and interbank suretyships) is a person related to the Bank by special relations, the transaction shall additionally require a resolution of the Bank's Board of Directors approving the entering into of such transaction with the person related to the Bank by special relations.

232. Maximum amounts, terms and interest rates applicable to interbank deposits/interbank loans:

Minimum amount of an interbank deposit/loan	1 (one) tenge, 1 (one) Russian ruble, provided that the Bank is not subject to restrictions established by the legislation of the Republic of Kazakhstan/foreign states, international sanctions, an order/instruction of the Chairman of the Bank's Management Board (the person acting in his capacity), a decision of the Bank's Management Board, etc.
Maximum amount of an interbank deposit/loan	when placing an interbank deposit/granting an interbank loan:– within the limits approved by the Bank's authorized body, but not more than 25% (twenty-five percent) of the Bank's equity, except for persons related

	to the Bank by special relations, for whom the amount shall not exceed 10% of the Bank's equity; – when raising an interbank deposit/loan: without limitation, unless otherwise provided for by the legislation of the Republic of Kazakhstan, the Bank's internal documents and/or an agreement with the counterparty. A decision to raise an interbank deposit/loan in an amount equal to 10 (ten) percent or more of the Bank's equity shall be made by the Bank's Board of Directors.
Minimum term of interbank deposits/loans	From 1 (one) day
Maximum term of an interbank deposit/loan	10 (ten) years
Minimum interest rate applicable to interbank deposits/loans	– when placing an interbank deposit: 0% per annum; – when granting an interbank loan: 0.1% per annum
Maximum interest rate applicable to interbank deposits/loans	25% per annum

The limits specified above are indicative, and the Bank assumes no obligation to enter into any transactions on such terms.

233. When setting interest rates on interbank deposits/loans, the Bank shall be guided by the Bank's internal documents and shall take into account the prevailing rates in the loan/deposit market, the cost of interbank funding, the base rate of the National Bank of the Republic of Kazakhstan, financial market conditions, prevailing interest rates and other material pricing factors.

234. The placement of an interbank deposit/granting of an interbank loan and the raising of an interbank deposit/loan shall be carried out in compliance with the requirements of the legislation of the Republic of Kazakhstan and the Bank's internal documents.

§ 9. Brokerage and Dealer Activities

235. The Bank shall conduct brokerage activities without the right to maintain Clients' accounts as a nominee holder and dealer activities in the securities market on the basis of the relevant ARDFM license to conduct dealer and brokerage activities in the securities market.

236. The Bank's Clients receiving brokerage and dealer services may include legal entities and individuals, both residents and non-residents of the Republic of Kazakhstan.

237. The Bank shall disclose to its Clients information that is material to them in connection with their intention to enter into contractual relations with the Bank and/or to maintain such relations.

238. The Bank shall provide a Client interested in entering into an agreement for the provision of brokerage and dealer services in respect of securities with all documents necessary for making a decision, as required by the legislation of the Republic of Kazakhstan and the Bank's internal documents.

239. Prior to entering into an agreement for the provision of brokerage services with a Client who is an individual, the Bank shall provide the Client with the following documents in writing:
– a key information document containing, in concise form, key information on the financial product, including information on the features, terms and conditions, and risks of the financial product;
– a draft agreement for the provision of brokerage services, at the Client's request.
240. When interacting with a Client without the Client's physical presence through the Bank's Internet resource, mobile application or personal account (where technically feasible), information shall be disclosed to an extent and in a format comparable to those applicable to in-person interaction.
241. The Bank shall notify the Client of the restrictions and special conditions established by the legislation of the Republic of Kazakhstan and the Bank's internal documents with respect to transactions in financial instruments.
242. The notice to the Client regarding restrictions and special conditions established by the legislation of the Republic of Kazakhstan with respect to transactions in financial instruments shall be prepared and provided (sent) to the Client in compliance with the document flow procedures stipulated by the Bank's internal documents.
243. Transactions in securities in the interests and at the expense of Clients shall be carried out on the basis of an agreement for the provision of brokerage services within the term specified therein.
244. If amendments and/or additions are made to the Bank's internal documents, the Bank shall be entitled, during the period in which the Client is serviced, to additionally request the necessary documents from the Client. The method of notifying the Client of the request for the necessary documents, as well as the time limits and procedure for their submission, shall be determined by the Bank at its sole discretion.

245. If the Client does not wish to provide additional information and/or additional documents that may be required due to the introduction of new/amended requirements of the legislation of the Republic of Kazakhstan, the Bank shall be entitled to refuse to enter into an agreement for the provision of brokerage/dealer services or to terminate the agreement for the provision of brokerage/dealer services with the Client in accordance with the procedure stipulated by such agreement.

Chapter 18. Final Provisions

246. Responsibility for monitoring compliance with the requirements of these Rules shall rest with the heads of the Bank's structural units, insofar as such requirements relate to their respective areas of responsibility.
247. The following additional requirements shall apply to these Rules:
All structural units of the Bank responsible for the following may initiate amendments and/or additions to the Rules, including all appendices thereto (tariffs, etc.):

1) ongoing monitoring of the provisions of the Rules relating to the activities of the relevant structural unit of the Bank for compliance with the legislation of the Republic of Kazakhstan, the Bank's Charter and/or other internal documents of the Bank;

2) taking timely measures to amend and/or supplement the Rules insofar as they relate to the activities of the relevant structural unit of the Bank, in order to eliminate inconsistencies and/or bring such provisions into compliance with the legislation of the Republic of Kazakhstan and/or other internal documents of the Bank.

248. These Rules shall enter into force on the date of their approval by a resolution of the Bank’s Board of Directors and shall become effective on the date of their publication on the Bank’s corporate (official) website.

249. As of the date these Rules enter into force, the Rules on General Conditions for Conducting Banking and Other Operations at the Subsidiary Organization of VTB Bank Joint Stock Company (Kazakhstan), approved by a resolution of the Bank’s Board of Directors dated October 21, 2022 (Minutes No. 44/2022), together with all amendments and additions thereto, shall cease to be effective.

250. In the event of any conflict between the provisions of these Rules and other internal documents of the Bank, including with respect to the establishment of tariffs, the provisions of these Rules shall prevail.

Director
Retail Business Department **A.N. Dyachenko**