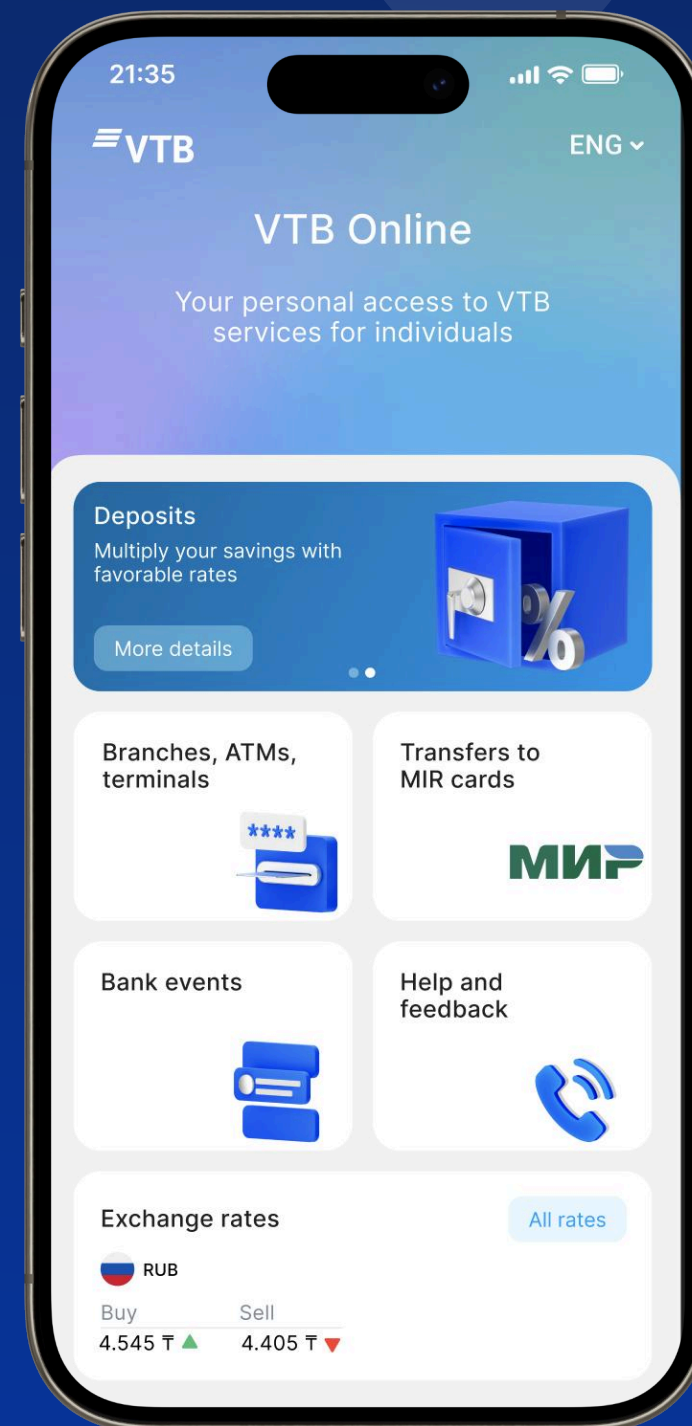




Internet banking user manual for natural persons

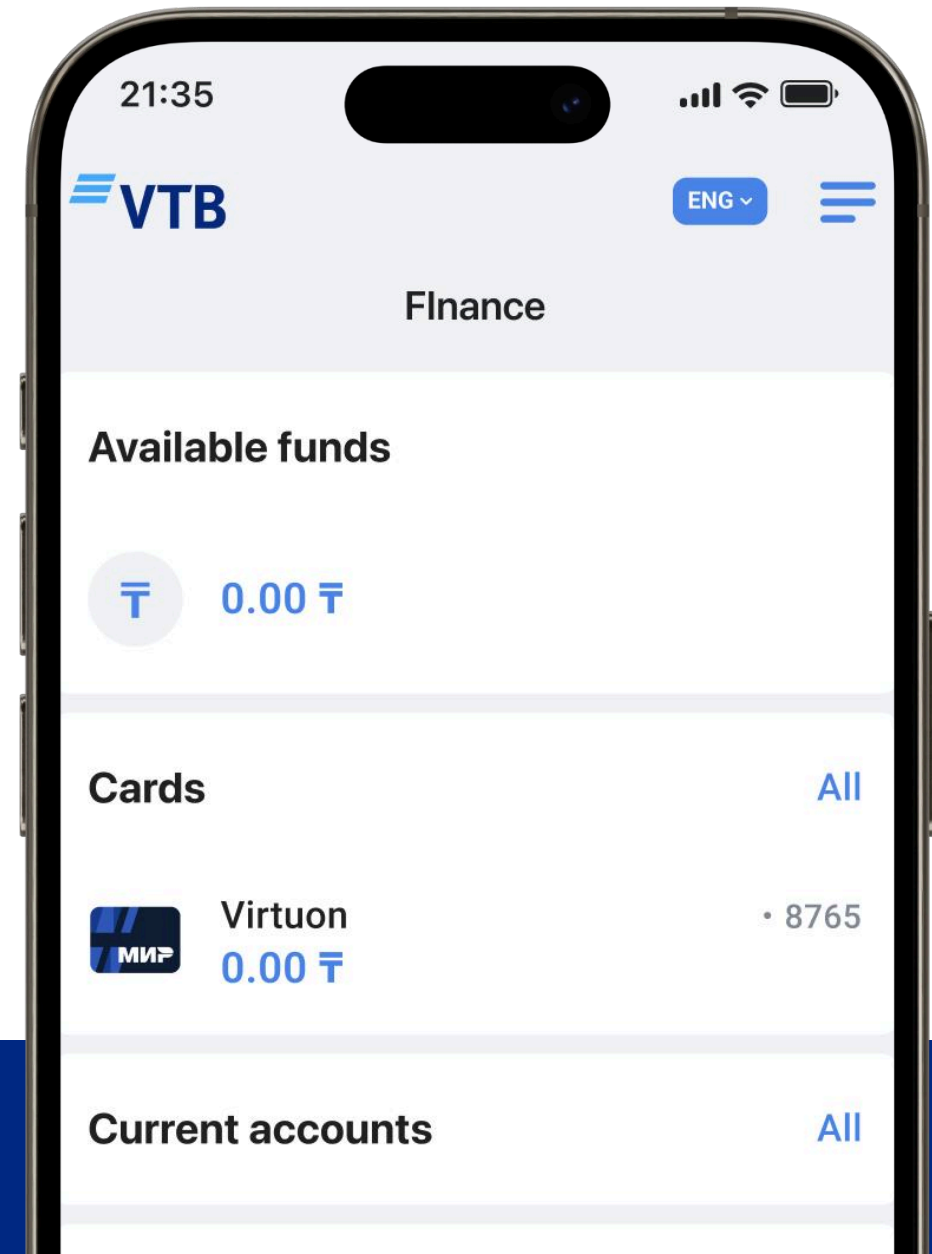
Online.vtb.kz

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2. Installing the application
3. Registration by card and by account
4. “Finance” section
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6. “Menu” section
7. Contact information



The main functions of Internet banking



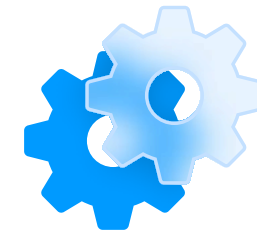
Finance

- Balance of current accounts, deposits, and payment cards in different currencies;
- Opening of current account and deposit;
- Money transfers;
- Transaction history and statements.



Transfers

- Transfers between your accounts and VTB (Kazakhstan) cards;
- Transfers in favor of third parties in KZT and foreign currency;
- Currency conversion;
- Selected transfers;
- Regular transfers;
- Transfer history and details.

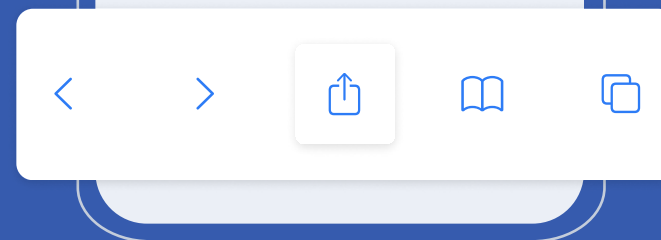
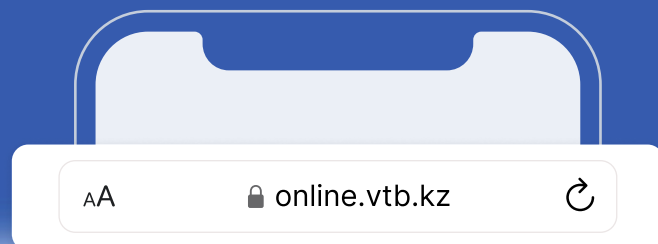


Menu

- Applications;
- Departments;
- Exchange rates;
- News;
- Settings;
- Change password;
- Exit.

Installing the application

Open Chrome or Safari browser.
Type online.vtb.kz in the search bar



Click on the "Share" icon in the
bottom menu

Select the Home screen

To the Home screen 

Click the "Add" button in the upper right
corner

Cancel To the Home screen Add

Registration by card and by account



1. Mobile phone number registered with Subsidiary JSC VTB Bank (Kazakhstan).

The mobile number registered with the bank is required to receive SMS codes confirming login and transactions.

2. Payment card or account number details.

Required to confirm the right of access to your financial transactions. Enter the number of your card or account opened with Subsidiary JSC VTB Bank (Kazakhstan).

3. Agreement.

When registering, the user must check the checkbox to confirm his/her agreement with the terms of service.

21:35

VTB

By card By account

IIN
0212

Card number

Card expiration date

Phone number

I agree to the terms

Register

AA vtb-bank.kz

The screenshot shows the registration process for a card. The 'By card' tab is selected. The IIN field contains '0212'. Below it are fields for 'Card number', 'Card expiration date', and 'Phone number'. A checkbox labeled 'I agree to the terms' is checked. A blue arrow points from the text in step 3 to this checkbox. At the bottom is a blue 'Register' button. The browser address bar shows 'vtb-bank.kz'.

21:35

VTB

By card By account

IIN
0212

Last three numbers of the account

Phone number

I agree to the terms

Register

AA vtb-bank.kz

The screenshot shows the registration process for an account. The 'By account' tab is selected. The IIN field contains '0212'. Below it are fields for 'Last three numbers of the account' and 'Phone number'. A checkbox labeled 'I agree to the terms' is checked. At the bottom is a blue 'Register' button. The browser address bar shows 'vtb-bank.kz'.

1. Available Funds

- Total account and card balance.

2. Cards

- Information about the card balance.
- “All Cards” button – view all cards.

3. Current accounts

- Account balances in different currencies: KZT, rubles, and dollars.
- “All accounts” button – detailed view.

4. Credits

- Information about credits: current debt and limits.
- “All credits” button – view all loan products.

5. Deposits

- Deposits and savings balances.
- “All Deposits” button – link to the complete list.

6. Open a new product

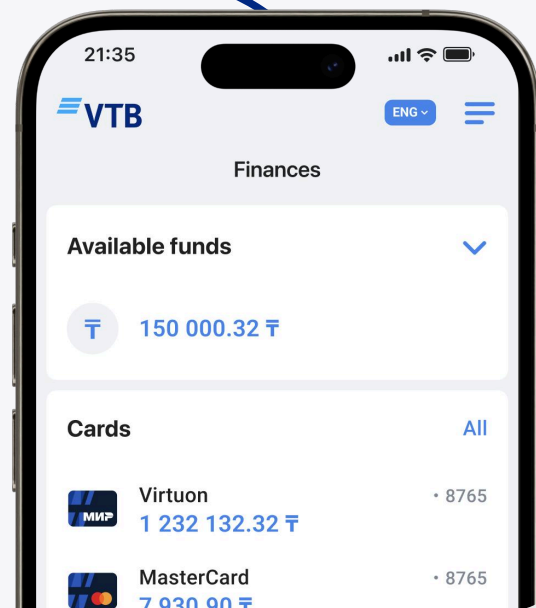
Allows you to open:

- a current account;
- a deposit.

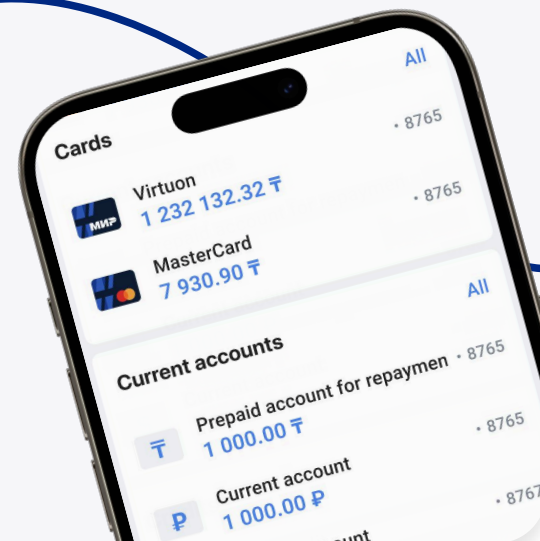
“Finance” section



Available funds



Cards and current accounts



Credits and deposits



“Transfers” section

Main tabs:

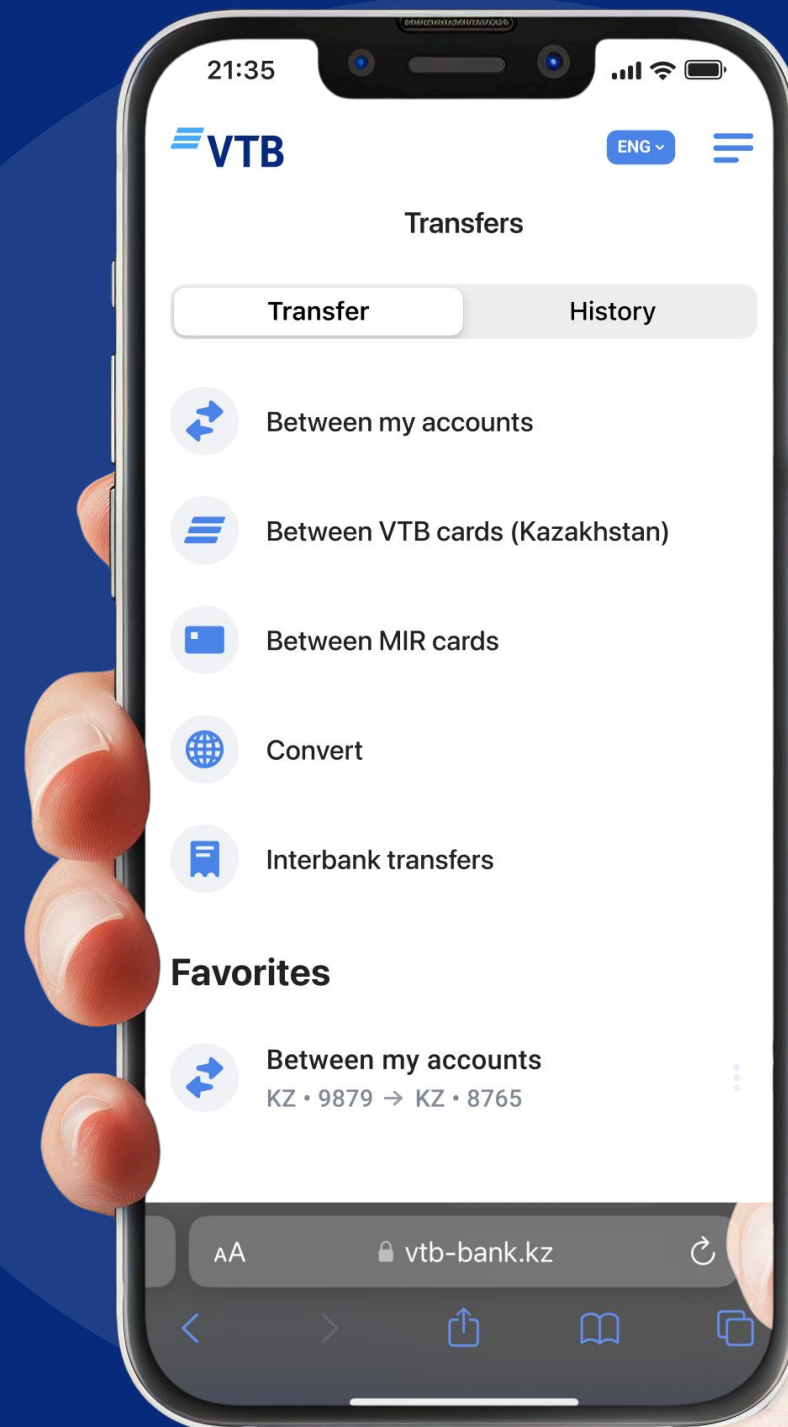
1. Transfer – interface for sending a new transfer.
2. History – view the list of completed transfers.

Available types of transfers:

- Between your accounts – transferring funds within your accounts.
- Between VTB Kazakhstan cards – internal transfers between VTB Kazakhstan cards.
- Between MIR cards – transfer between cards of the MIR payment system.
- Conversion – currency exchange
- Interbank transfers - transfer of funds to accounts with other banks.

Favorites:

The “Favorites” section displays frequently used transfers for quick access.

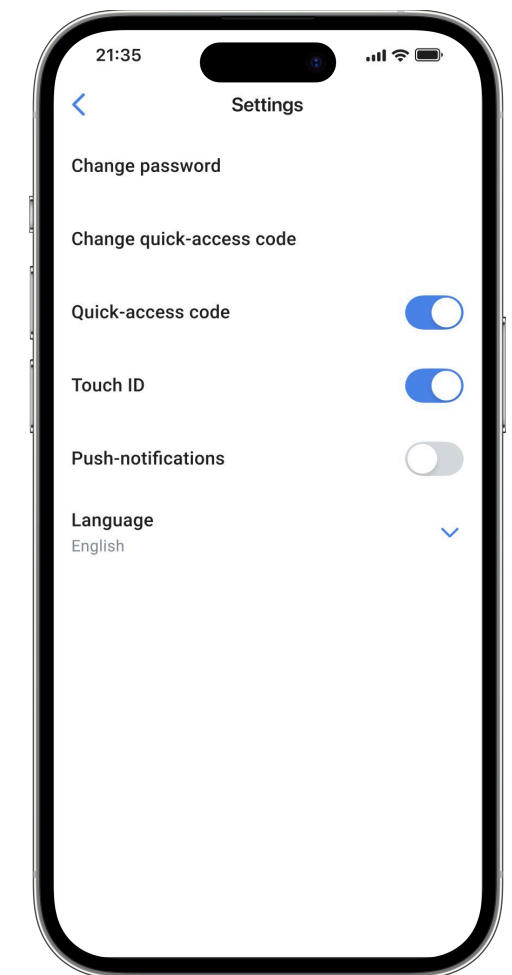
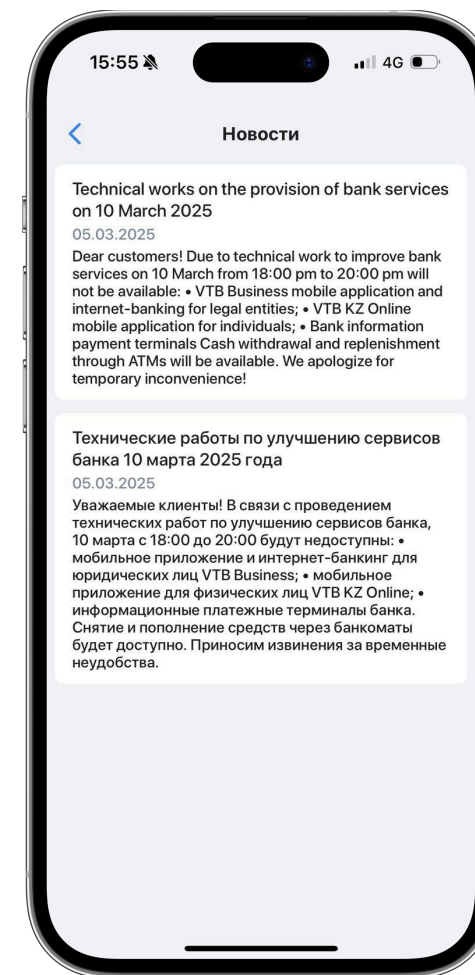
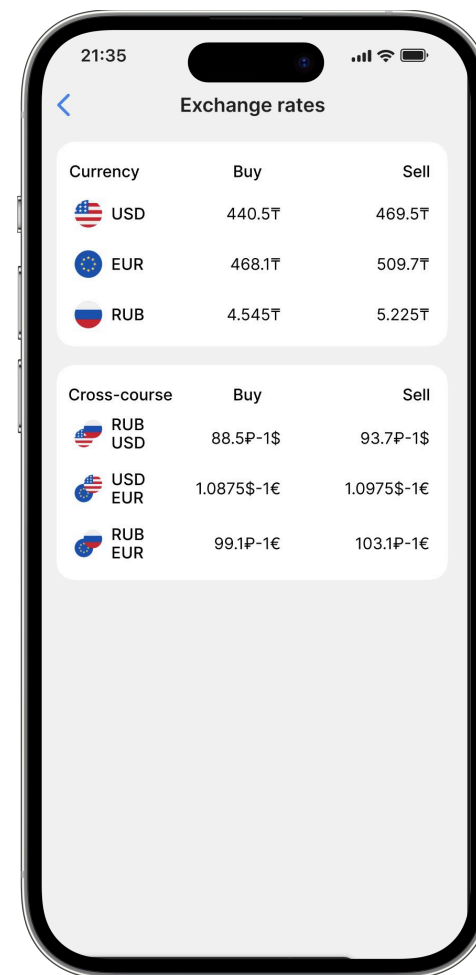
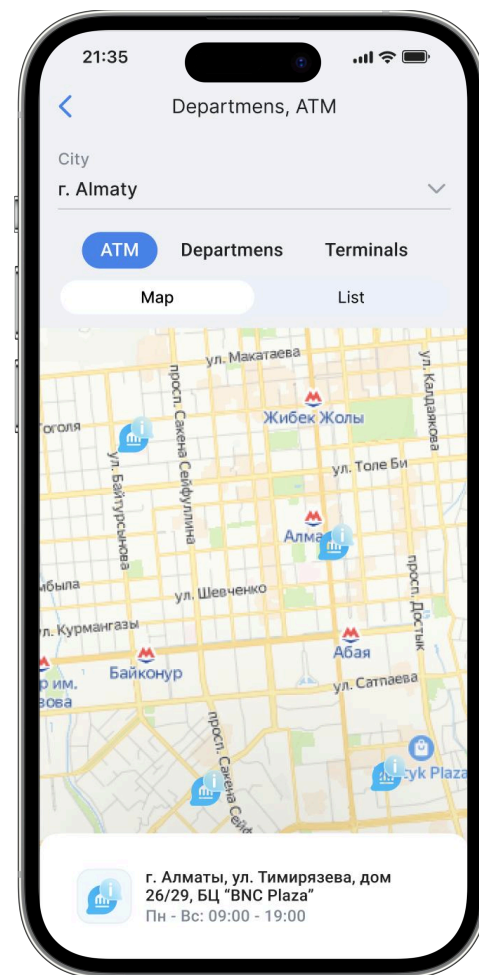
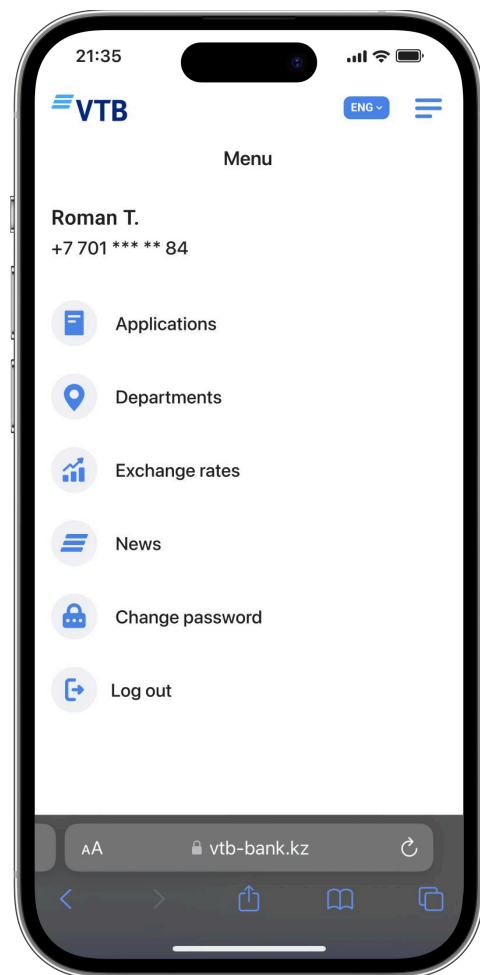


“Menu” section



When opening the “Menu” section, the user sees a structure designed for quick navigation and convenient access to the main functions of mobile banking.

The screen displays the following: Customer phone number for profile identification, applications, branches, news, settings, and exit.



Contact Information



5050

Free for mobile phone calls



+7 (702) 017 59 59

+7 (705) 955 59 59



+7 727 330 59 59

Free for landline calls in Almaty



Email

onlineservice@vtb-bank.kz



+7 771 777 50 50



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[@bank_vtb_kazakhstan](https://www.telegram.me/bank_vtb_kazakhstan)