Appendix 2 to Regulations on general terms and conditions of banking and other operations in Subsidiary VTB Bank JSC (Kazakhstan)

Bank Tariffs and Fees for legal entities / individual entrepreneurs / farms

## Tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)

Comments: Bank fees shall be paid in tenge or in foreign currency - at the choice of the Client, except as defined by the currency legislation effective in the Republic of Kazakhstan, and the amount of the fee in a currency other than the currency established by these Tariffs, shall be calculated using a discount rate of the National Bank of Kazakhstan (hereinafter referred to as the NBK) at the time of the transaction.

The Bank Rate is the rate of conversion / converting of non-cash currency set by the Bank at the time of an operation for non-cash transactions for purchase/sale of currency conducted by the Bank

By Bank fees subject to VAT, the VAT is included in the price.

In case of reflection of the tariff as a fixed amount, the tariff shall be charged for each transaction/document

In case of reflection of the tariff in % (percentage) ratio, the % (percentage) in accordance with the tariffs shall be charged on the amount of a transaction at the time of the transaction, but not less than the established minimum and not more than the established maximum (if available)

For branches of Subsidiary VTB Bank JSC (Kazakhstan) in Atyrau, Aktau, Aktobe and Uralsk, the fees for acceptance of payment orders during non-operational time in the presence of the technical capabilities of the Bank (the fees to be charged in addition to the basic fee) shall be charged from 16.30 Astana time.

Remuneration to counterparty banks (third banks), other additional charges for performance of Customers' orders shall be reimbursed (paid) by the Customers at actual cost of expenses incurred

			Current tariffs		
No.	Code List of services / transactions		Base rate	Minimum in national currency	Maximum in national currency
1.	102011610/0100	Opening a bank account	-	-	-
		(The customer pays only for opening a bank account, the other bank accounts shall be opened free of charge upon presentation of necessary documents)	-	-	-
1.1.	102011610/0101	For legal entities (all forms of ownership)	5000 KZT; 1* KZT	-	-
1.2.	102011610/0102	For farms, individual entrepreneurs, private notaries, lawyers and private bailiffs	2500 KZT; 1* KZT	-	-
2.	102011611/0200	Maintenance of the bank account	-	-	-
2.1.	102011611/0201	(Maintenance of each bank account, except for current accounts "in the transit mode" and savings accounts (monthly, in the presence of account transactions)	1 000 KZT	-	-
2.1-1		Maintenance of each bank account, except for current accounts "in the transit mode", savings accounts and accounts with accrual of remuneration, in case of absence of account transactions within the current month (monthly, per each account)		-	-
2.2.		Provision of statements of bank accounts (except paragraph 2.10):	-		-
	102011611/0202	- compulsorily (monthly)	0 KZT	-	-
	102011612/0202	- at the request of of the Customer the provision of statements of bank accounts under the maintenance of bank accounts (including VAT) (optional)	500 KZT	•	-
	Account statement at the request of the Customer for the further provision of information to the auditing company (including VAT)		5 000 KZT	-	-
		Statement of the turnover of the Customer within more than 1 year (including VAT)	3 000 KZT	-	-
		Statement of the turnover of the Customer within more than 3 years (including VAT)	4 000 KZT	-	-
		Provision of archive documents for any period of time (including VAT)	5 000 KZT	-	-
2.3.	102011612/0203	Provision, at the request of the Customer, of certificates related to his/ her servicing at the Bank (including VAT)	1 000 KZT	-	-
2.4.	102011612/0204	Issue of copies of banking and financial documents (including VAT)	500 KZT	-	-
2.5.	102011612/0205	Confirmation of transfers in SWIFT format (including VAT)	700 KZT	-	-
2.6.		Investigation on outgoing payments (including VAT)	-	-	-
	102011612/0206	- all types of foreign currencies (except for the currencies of CIS countries)	9 250 KZT	-	-
	102011512/0207	- all types of foreign currencies of CIS countries	5 000 KZT	-	-
		- in the national currency (tenge) outside of Kazakhstan	5 000 KZT		-
	102011612/0208	- in the national currency (tenge)	1 000 KZT	-	-
2.6-1.		Investigation of incoming payments (including VAT) - in case of insufficient/incorrect details of the beneficiary with the involvement of a correspondent bank (at the initiative of the beneficiary)	-	-	-
	102011612/0209	- in US dollars (USD)	6 550 KZT	-	-
	102011512/0210	- in a currency other than US dollars (USD)	1 000 KZT	-	-
2.7.		Amendment of payment instructions:	-	-	-

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	102011612/0211	- all types of foreign currencies (except for the currencies of CIS countries)	13 875 KZT	-	-
	102011612/0212	- all types of foreign currencies of CIS countries	5 000 KZT	-	-
		-in the national currency (tenge) on C37outgoing payments outside of Kazakhstan	5 000 KZT		-
2.8.		Acceptance of a request for withdrawal of the payment order at the request of the Customer	-	-	-
	102011512/0213	- Internal banking payment in national currency (tenge) (subject to beneficiary's acceptance)	0 KZT	-	-
	102011612/0214	-Internal banking payment in foreign currency (subject to beneficiary's acceptance)	500 KZT	-	-
	102011612/0215	- External payment in national currency (tenge) (in favor of the customer of another bank)	1 000 KZT	-	-
	102011612/0216	- External payment in foreign currency (in favor of the customer of another bank)	10 000 KZT	-	-
2.9.	102011611/0217	Closing of the bank account at the request of the Customer (when closing each bank account). (In case of closing a bank account in the division of the Bank, with a preliminary opening in other departments, no fees shall be charged)	5 000 KZT	-	-
2.10		Provision of statements on the Customer's account with SWIFT-messages in MT 940 format or via Fastie in MT 998 format or in XML format at the written request of the Customer, on a monthly basis for each account (including VAT)	3 400 KZT	-	-
2.11.		Deposition of cash (payments) from individuals in favor of a legal entity / individual entrepreneur with which the Bank concluded the relevant contract / agreement:	-	-	-
		- Payment for the provided / rendered goods / works / services;	5%	150 KZT	300 000 KZT
		- Payment for the provided / rendered goods / works / services as part of the "Prime" service package	10%	150 KZT	-
		Payment for the provided / rendered goods / works / services in favor of MySafety LLP to the approved amount of cash (payments) to be accepted per month**	45%	1 800 KZT	-
_		Payment for the provided / rendered goods / works / services in favor of MySafety LLP in excess to the approved amount of cash (payments) to be accepted per month**	53%	2 100 KZT	-
		- Payment for the provided / rendered goods / works / services in favor of European Legal Service LLP with informational notification in the online mode (including VAT)	50%	1 500 KZT	-
3.	102011611/0300	Transfers in national currency (tenge)	-	-	-
3.1.	102011611/0301	Within the Bank	0 KZT	-	-
3.2.		External transfers in national currency (tenge) in Kazakhstan:	-	-	-
		Acceptance of payment orders with current value date:	-	-	-
	102011611/0302	- before 12.30 Astana time;	0,23%	300 KZT	500 KZT
	102011611/0303	- from 12.30 to 15.30 Astana time;	0,24%	500 KZT	700 KZT
	102011611/0304	- from 15.30 to 17.00 Astana time;	0,25%	700 KZT	1 000 KZT
	102011611/0305	- rapid payment before 15.00 Astana time (for payments up to \$ 5 million tenge) - a fee shall be charged in addition to the basic fee (according to the settlement procedure pursuant to the Bank internal guidelines)	500 KZT	-	-
3.2-1.		External transfers in national currency (tenge) outside Kazakhstan:	-	-	-
		When instructed to charge the sender a fee (option OUR):	-	-	-
		the amount of transfer - up to 10 thousand US dollars (equivalent in tenge at the exchange rate of the NBK)	0,20%	6 500 KZT	75 000 KZT
		the amount of transfer - over 10 thousand US dollars (equivalent in tenge at the exchange rate of the NBK)	0,20%	7 000 KZT	75 000 KZT
		in favor of the recipients of the accounts opened with VTB Group banks	0,15%	2 500 KZT	25 000 KZT
		When instructed to charge the beneficiary a fee (option BEN/SHARE):	0,18%	3 500 KZT	50 000 KZT
3.3.		Acceptance of payment orders with future value date of matured payment:	-	-	-
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	102011611/0306	- on the second banking day:  Preparing of payment order by the Bank specialist if requested by the Customer	0,20% 650 KZT	200 KZT	400 KZT
3.4.	100011011/0100			-	-
4.	102011611/0400	External transfers in foreign currency		-	-
4.1.		Transfer in favor of customers of other banks:	-	-	-
		When instructed to charge the sender a fee (option OUR):	-	-	-
	102011611/0401	in foreign currency other than US dollars (USD) and Russian rubles (RUB)	0,20%	10 000 KZT	90 000 KZT
	102011611/0402	in US dollars (USD) with a guaranteed full payment to the beneficiary	0,20%	15 000 KZT	100 000 KZT
	102011611/0403	in Russian rubles RUB	0,1%	2 000 KZT	20 000 KZT
	102011611/0404	in foreign currency (in favor of the recipients to the accounts opened with VTB Group banks)	0,15%	2 500 KZT	25 000 KZT
	102011611/0406	in Russian rubles RUB (in favor of the recipients to the accounts opened with VTB Group banks)	0,08%	1 500 KZT	15 000 KZT
		transfers in Russian rubles (RUB) through the banking electronic speed payments (with the proviso that the beneficiary's bank is a participant in the BESP system (Banking Electronic Speed Payment System) according to information provided by the Customer. In case it is impossible to execute the payment order via the BESP, the Bank shall make payments through the Bank of Russia Payment System)	0,1%	2 200 KZT	22 000 KZT
4.2.		When instructed to charge the beneficiary a fee (option BEN/SHARE):	-	-	-
	102011611/0408	- in foreign currency	0,20%	5 000 KZT	70 000 KZT
5.	102011611/0500	Money transfers through the "Electronic Customer" system	•	-	-
5.1.	102011611/0501	Inside the Bank:	0 KZT	-	-
5.2.		External transfers in the national currency (tenge) in Kazakhstan:	-	-	-
		Acceptance of payment orders with current value date:	-	-	-
	102011611/0502	- before 12.30 Astana time;	0,18%	200 KZT	400 KZT
	102011611/0503	- from 12.30 to 15.30 Astana time;	0,19%	400 KZT	600 KZT
	102011611/0504	- from 15.30 to 17.00 Astana time;	0,20%	600 KZT	800 KZT
	102011611/0505	<ul> <li>rapid payment before 15.00 Astana time (for payments up to \$ 5 million tenge) - a fee shall be charged in addition to the basic fee (according to the settlement procedure pursuant to the Bank internal guidelines)</li> </ul>	500 KZT	-	-
5.2-1.		External transfers in the national currency (tenge) outside Kazakhstan:	-	-	-
		When instructed to charge the sender a fee (option OUR):	-	-	-
		the amount of transfer - up to 10 thousand US dollars (equivalent in tenge at the exchange rate of the NBK)	0,20%	6 500 KZT	75 000 KZT
		the amount of transfer - over 10 thousand US dollars (equivalent in tenge at the exchange rate of the NBK)	0,20%	7 000 KZT	75 000 KZT
		in favor of the recipients to the accounts opened with the VTB Group banks	0,15%	2 500 KZT	25 000 KZT
		When instructed to charge the beneficiary a fee (option BEN/SHARE):	0,18%	3 500 KZT	50 000 KZT
5.3.		Acceptance of payment orders with future value date of matured payment:	-	-	-
	102011611/0506	- on the second banking day:	0,18%	150 KZT	300 KZT
5.4.		External transfers in foreign currency	-	-	-
		Transfer in favor of customers of other banks:	-	-	-
		When instructed to charge the sender a fee (option OUR):	-	-	-
	102011611/0507	in foreign currency, other than US dollars (USD) and Russian rubles (RUB)	0,20%	7 000 KZT	75 000 KZT
	102011611/0508	in US dollars (USD) with a guaranteed full payment to the beneficiary	0,20%	10 000 KZT	90 000 KZT
	102011611/0509	in Russian rubles RUB	0,1%	2 000 KZT	20 000 KZT
	102011611/0510	in foreign currency (in favor of the recipients to the accounts opened with VTB Group banks)	0,15%	2 500 KZT	25 000 KZT
	102011611/0512	in Russian rubles RUB (in favor of the recipients to the accounts opened with VTB Group banks)	0,08%	1 500 KZT	15 000 KZT
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	102011611/0514	- in foreign currency	0,18%	3 500 KZT	50 000 KZT
	102011011/0014	into ogn curency	0,1070	0 000 KZ1	00 000 NZ1
6.	102011612/0600	Additional fee for processing of hard copy lists on pension and social deductions (this additional fee does not cancel the effect of the main (basic) fee for making the transfer) (including VAT)	-	-	-
	102011612/0601	- from 10 persons and more	5 000 KZT	-	-
7.	102011611/0700	Acceptance of payment orders in the non-operational time in the presence of technical capabilities of the Bank (a fee shall be charged in addition to the basic fee)	-	-	-
7.1.		External transfers:	-	-	
	102011611/0701	from 15.30 Astana time, in the national currency (tenge)	2 000 KZT	-	-
	102011611/0702	from 15.30 Astana time, in foreign currency	7 500 KZT	-	-
7.2.		Transfers for Customers of "Electronic Customer" system	-	-	-
	102011611/0703	from 15.30 Astana time, in the national currency (tenge)	2 000 KZT	-	-
	102011611/0704	from 15.30 Astana time, in foreign currency (tenge)	7 500 KZT	-	
7.3.		Transfers for Customers of the "Internet Banking" system	-	-	-
	102011611/0703	from 15.30 Astana time, in the national currency (tenge);	2 000 KZT	-	-
	400044044/0704	to a 45 00 hoters live in training arms	7.500.1/77		
	102011611/0704	from 15.30 Astana time, in foreign currency	7 500 KZT	-	-
8.	102011612/0800	Cancellation of payment within the operational day	-	-	-
8.1.		Intra-bank transfer	-	-	-
	102011612/0801	between the bank accounts of the same Customer	0 KZT	-	-
	102011612/0802	in favor of other Customers (subject to beneficiary's acceptance)	300 KZT	-	-
8.2.	102011612/0803	External transfers in the national currency (tenge) (in the presence of technical capabilities of the Bank)	1 000 KZT	-	-
8.3.	102011612/0804	External transfers in foreign currency (in the presence of technical capabilities of the Bank)	9 250 KZT	-	-
9.	102111612/0900	foreign exchange control. (Additional service on payments / transfers of money and / or maintenance of the current account in accordance with the currency legislation of the Republic of Kazakhstan)	-	-	-
9.1.		Management of foreign economic contracts:	-	-	-
	102111612/0901	- Registration and assignment of a reference number to the contract for export and import (including VAT)	3 000 KZT	-	-
	102111612/0902	- Registration and assignment of a reference number to the contract for export and import on the same day when the bank has technical capabilities to do so (including VAT)	5 000 KZT	-	-
		- Registration and assignment of a reference number to the contract for export and import within 2 (two) hours when the bank has technical capabilities to do so (including VAT)	6 000 KZT	-	-
		Acceptance, verification of supplements and amendments to the contract with the assigned reference number (including VAT)	2 500 KZT	-	-
		Verification of documents and acceptance of contracts, free of accounting registration, for the foreign exchange control (including VAT)	2 500 KZT	-	-
	102111612/0903	- Registration and assignment of a reference number to the contract for export and import at non-operational time (including VAT)	15 000 KZT	-	-
9.2.	102111612/0904	Issuance of duplicate copies of foreign exchange control documents (per sheet) (including VAT)	200 KZT	-	-
9.3.	102111612/0905	Reply to a written request of the Customer on issues of foreign exchange control (including VAT)	1 000 KZT	-	-
9.4.	102111612/0906	Issuance of certificates concerning payments on foreign trade contracts (including VAT)	1 000 KZT	-	-
9.5.	102111612/0906	Deregistration of the contract in connection with the transfer of the Customer to another bank (including VAT)	5 000 KZT	-	-
9.6.	102111612/0908	Reply to a written request of the Customer on issues of foreign exchange control on deregistered contracts (including VAT)	3 000 KZT	-	-
10.	102021611/1000	Cash banking	-	-	-
10.1.		Cash disbursement:	-	-	-

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		Recalculation and packaging at cash disbursement upon prior request of the Customer:	-	-	-
	102021611/1001	- up to 1 000 000 tenge	0,40%	300 KZT	-
	102021611/1002	- from 1 000 001 tenge to 5 000 000 tenge	0,35%	-	-
	102021611/1003	- from 5 000 001 tenge and more	0,30%	-	-
	102021611/1004	- in foreign currency	-	-	-
		- USD	1,20%	750 KZT	-
		- EUR	1,20%	750 KZT	-
		- RUB	1,20%	750 KZT	-
		- other foreign currency	1,20%	750 KZT	-
	Recalculation and packaging at cash disbursement in excess of \$ 500 000 (five hundred thousand) tenge (or the equivalent amount in foreign currency) without the Customer's prior request where it is possible for the Bank (a fee shall be charged in addition to the basic fee)		0,10%	-	-
10.2.		Cash acceptance:	-	-	-
	102021611/1006	- acceptance and recalculation of cash notes and coins in the national currency (lenge) in operating time with crediting the money to the Customer's bank account on the same day	0,25%	300 KZT	-
	102021611/1007	-all types of foreign currencies (except for the currencies of CIS countries)	0,25%	-	-
	102021611/1008 - cash in the currencies of CIS countries		0,20%	-	-
	Additional fee shall be charged in case of excess or shortage when calculating cash (double recalculation):		0,20%	500 KZT	8 000 KZT
	102021611/1011	Exchange of notes and coins upon prior request of the Customer where possible for the Bank:	0,40%	300 KZT	-
11.	102011612/1100	Selling cash checkbooks (including VAT)	-	-	-
	102011612/1101	- for 25 checks	700 KZT	-	-
	102011612/1102	- for 50 checks	1 000 KZT	-	-
12.	102051611/1200	Foreign exchange transactions	-	-	-
12.1.		Purchase and sale of non-cash currency assets when crediting the money to the Customer's bank account:	-	-	-
	102051611/1201	- on the same day	0,17% по Курсу Банка	925 KZT	-
	102051611/1202	- on the second day	0,15% по Курсу Банка	925 KZT	-
13.	102061611/1300	"Electronic Customer" (including VAT)	-	-	-
13.1.	102061612/1301	Connection of the "Electronic Customer" system	18 500 KZT	-	-
13.2.	102061612/1302	Monthly subscription fee***	1 500 KZT; 15 000***KZT; 1****KZT	-	-
13.3.	102061612/1303	Reconnection of the "Electronic Customer" system at the request of the Customer	5 000 KZT	-	-
13.4.	102061612/1304	Reissue of the key diskette	1 500 KZT	-	-
13.5.	102061612/1305	Employee's field trip to perform work at the Customer's work place	5 000 KZT	-	-
14.	102061611/1400	"Escrow account"	-	-	-
14.1.	102061612/1401	Opening of an individual "Escrow account"	0 KZT	-	-
14.2.	102061612/1403	Maintenance of the "Escrow account" (monthly)	16 650 KZT	-	-
14.3.	102061612/1404	Closing of the "Escrow account"	0 KZT	-	-
15.	102061612/1500	Electronic banking system "Internet Banking" (including VAT)	-	-	-
15.1.	102061612/1501	Connecting of Electronic banking system "Internet Banking"	5 000 KZT; 1****	-	-
15.2.	102061612/1502	Monthly subscription fee	1 500 KZT; 1****	-	-
15.3.	102061612/1503	Reconnection of of the Electronic banking system "Internet Banking" at the	KZT 5 000 KZT	-	-
15.4.	102061612/1304	Customer's request  Issue / Reissue of eToken	6 000 KZT		
15.5.	102061612/1305	Bank Employee's field trip to perform work at the Customer's work place	5 000 KZT	-	-
16.	102061611/1600	Transfers on Electronic banking system "Internet Banking"	-	-	-
16.1.	102011611/1601	Inside the Bank:	0 KZT	-	-

16.2.		Evernal transfers in the national currency (tongo) in Karakhetan	_		
10.2.		External transfers in the national currency (tenge) in Kazakhstan:  Acceptance of payment orders with current value date:	-	-	-
	102011611/1602	- before 12.30 Astana time;	0,18%	200 KZT	400 KZT
	102011611/1603	- from 12.30 to 15.30 Astana time;	0,19%	400 KZT	600 KZT
	102011611/1604	- from 15.30 to 17.00 Astana time;	0,20%	600 KZT	800 KZT
	102011611/1605	<ul> <li>rapid payment before 15.00 Astana time (for payments up to \$ 5 million tenge) - a fee shall be charged in addition to the basic fee (according to the settlement procedure pursuant to the Bank internal guidelines)</li> </ul>	500 KZT	-	-
16.2-1.		External transfers in the national currency (tenge) outside Kazakhstan:	-	-	-
		When instructed to charge the sender a fee (option OUR):	-	-	-
		the amount of transfer - up to 10 thousand US dollars (equivalent in tenge at the exchange rate of the NBK)	0,20%	6 500 KZT	75 000 KZT
		the amount of transfer - over 10 thousand US dollars (equivalent in tenge at the exchange rate of the NBK)	0,20%	7 000 KZT	75 000 KZT
		in favor of the recipients to the accounts opened with VTB Group banks	0,15%	2 500 KZT	25 000 KZT
		When instructed to charge the beneficiary a fee (option BEN/SHARE):	0,18%	3 500 KZT	50 000 KZT
16.3.		Acceptance of payment orders with future value date of matured payment:	-	-	-
	102011611/1606	- on the second banking day:	0,18%	150 KZT	300 KZT
16.4.		External transfers in foreign currency	-	-	-
		Transfer in favor of customers of other banks:	-	-	-
		When instructed to charge the sender a fee (option OUR):	-	-	-
	102011611/1607	in foreign currency, other than US dollars (USD) and Russian rubles (RUB)	0,20%	7 000 KZT	75 000 KZT
	102011611/1608	in US dollars (USD), with the guaranteed full amount of payment to the beneficiary	0,20%	10 000 KZT	90 000 KZT
	102011611/1609	in Russian rubles RUB	0,1%	2 000 KZT	20 000 KZT
	102011611/1610	in foreign currency (in favor of the recipients to the accounts opened with VTB Group banks)	0,15%	2 500 KZT	25 000 KZT
	102011611/1611	in Russian rubles RUB (in favor of the recipients to the accounts opened with VTB Group banks)	0,08%	1 500 KZT	15 000 KZT
	102011611/1612	When instructed to charge the beneficiary a fee (option BEN/SHARE):	-	-	•
	102011611/1613	- in foreign currency	0,18%	3 500 KZT	50 000 KZT
17		Other tariffs	-	-	-
17.1.		Refunding of payments received in foreign currency (a fee shall be charged from the payment amount, a fee shall not be deducted from the payments, the sum of which is equal to or less than 100 USD or the equivalent in another currency at the exchange rate of the NBK).	3 000 KZT	-	-

<sup>\*</sup> This tariff applies only within the framework of the Campaings on the products held by the Retain Business Development Department.

<sup>\*\*</sup>The amount of cash to be accepted shall be established by the decision of the Authorized body of the Bank.

<sup>\*\*\*</sup> This tariff shall come into force from 01 October 2015 until the abolition of the product from the tariff scale of the Bank.

<sup>\*\*\*\*</sup> This tariff is valid under the campaigns held on the product \*Electronic banking system \*Internet Banking\* of the Department of Retail Business Development and the Department of Corporate Business Development.

# Tariffs on payment cards for legal entities and individual entrepreneurs

**Comments:** Within the framework of marketing promotions carried out according to the decision of the authorized body of the Bank, for the Organizations and/or payment cardholders a set of services/transactions can be provided for the price of one service, the amount of which can also be changed according to the conditions of marketing promotions both upward and downward, but not less than 1 tenge.

No.	List of services / transactions	Tariffs
1.	The cost of issue of main / additional card	
1.1.	Visa Business/ Visa Business Gold	0 tenge
2.	Annual maintenance of main / additional card*	
2.1.	Visa Business	15 000 tenge
2.2.	Visa Business Gold	30 000 tenge
3.	Urgent card issue (only in Almaty city) - 2 working days	
3.1.	Visa Business	5 000 tenge
3.2.	Visa Business Gold	15 000 tenge
4.	Replacement of card at the request of the customer or in case of loss	
4.1.	Visa Business	2 000 tenge
4.2.	Visa Business Gold	5 000 tenge
5.	Replacement of card for expiration and on the initiative of the Bank	
5.1.	Visa Business/ Visa Business Gold	0 tenge
6.	Visa payment cards for salary projects.	
6.1.	The cost of issue of main / additional card	0 tenge
6.2.	Annual maintenance of main / additional card*	in accordance with Appendix 2-3 to these Regulations.
7.	Urgent card issue (only in Almaty city) - 2 working days	
7.1.	Visa Electron	2 500 tenge
7.2.	Visa Classic	5 000 tenge
7.3.	Visa Gold**	10 000 tenge
7.4.	Visa Platinum**	20 000 tenge
8.	Replacement of card at the request of the customer or in case of loss	
8.1.	Visa Electon	600 tenge
8.2.	Visa Classic	2 000 tenge
8.3.	Visa Gold	5 500 tenge
8.4.	Visa Platinum**	10 000 tenge
9.	Replacement of card for expiration and on the initiative of the Bank	
9.1.	Visa Electron/Visa Classic/ Visa Gold/ Visa Platinum	0 tenge
10.	Fee for crediting of money to accounts (payment card)	

10.1.	Cash contribution: Salary projects	1%
10.2.	Transfers of funds from other accounts of the customer in the bank: Salary projects	1%
10.3.	Transfers from the bank account of the organization (the fee to Subsidiary VTB Bank JSC (Kazakhstan) shall be paid by the sender): Salary projects	in accordance with Appendix 2-3 to these Regulations.
10.4.	Transfer from other accounts of the bank - intra-bank transfers (Bank fee shall be paid by the card holder): Salary projects	1%
10.5.	Transfer from other banks (Bank fee shall be paid by the card holder): Salary projects	1%
10.6.	Cash contribution via ATM: Salary projects	0%
11.	Fee for cash withdrawal	
11.1.	In the ATM network of Subsidiary VTB Bank JSC (Kazakhstan) by cards of Subsidiary VTB Bank JSC (Kazakhstan)**: Corporate cards	tenge - 0,5% (min. 100 tenge), foreign currency*** - 1% (min. 200 tenge)
11.2.	In the ATM network of Subsidiary VTB Bank JSC (Kazakhstan) by cards of Subsidiary VTB Bank JSC (Kazakhstan)**: Salary cards	in accordance with Appendix 2-3 to these Regulations
11.3.	In the ATM network of Halyk Bank of Kazakhstan JSC by cards of Subsidiary VTB Bank JSC (Kazakhstan)**: Corporate cards	tenge - 0,7% (min. 200 tenge), foreign currency*** - 1% (min. 200 tenge)
11.4.	In the ATM network of Halyk Bank of Kazakhstan JSC by cards of Subsidiary VTB Bank JSC (Kazakhstan)**: Salary cards	in accordance with Appendix 2-3 to these Regulations
11.5.	In the ATM network of other banks: Corporate cards, Salary projects	tenge - 1% (min 500 tenge), foreign currency - 1,5% (min 500 tenge)
11.6.	In the offices of Subsidiary VTB Bank JSC (Kazakhstan) by cards of Subsidiary VTB Bank JSC (Kazakhstan): Corporate cards	1% (min. 500 tenge)
11.7.	In the offices of Subsidiary VTB Bank JSC (Kazakhstan) by cards of Subsidiary VTB Bank JSC (Kazakhstan): Salary cards	0,5%
11.8.	In the offices of Halyk Bank of Kazakhstan JSC by cards of Subsidiary VTB Bank JSC (Kazakhstan): Corporate cards	1% (min. 500 tenge)
11.9.	In the offices of Halyk Bank of Kazakhstan JSC by cards of Subsidiary VTB Bank JSC (Kazakhstan): Salary cards	tenge - 0,7% (min 200 tenge), foreign currency - 1% (min 500 tenge)
11.10.	Fees for cash withdrawals in offices of other banks: Corporate cards, Salary projects	2% of the amount + 1 000 tenge
12.	Fee for servicing in service outlets and points of sale	
12.1.	Sale/ Service: Corporate cards, Salary cards	0 tenge
12.2.	Fee for the "Customs payment" transaction in the network of Halyk Bank JSC: Corporate cards, Salary cards	1% min. 500 tenge max 6000 tenge
13.	View of account balances (Payment card), including VAT	
13.1.	In the network of Subsidiary VTB Bank JSC (Kazakhstan): Corporate cards	100 tenge

n the network of Subsidiary VTB Bank JSC Kazakhstan): Salary cards	50 tenge
n the network of other banks: Corporate cards, Salary ards	100 tenge
statement of Account (Payment card), including VAT	
Monthly: Corporate cards, Salary cards	0 tenge
or the last 6 months: Corporate cards, Salary cards	500 tenge
or the month, exceeding the last 6 months: Corporate ards, Salary cards	700 tenge
nini-statement of the ATM (the last 10 account	200 tenge
nini-statement of the ATM (the last 10 account ransactions (Payment card): Salary cards	100 tenge
Blocking of payment card in case of loss	
Vithout setting to the stop list: Corporate cards, Salary ards	0 tenge
Vith the setting to the stop list (Visa Business/Visa Classic Unembossed/Visa Classic)	7 500 tenge for each region (for 2 weeks)
Vith the setting to the stop list (Visa Gold/Visa Platinum/Visa Infinite)	10 000 tenge for each region (for 2 weeks)
ransfers	
nrough departments and ATMs of the Subsidiary VTB Bank JSC (Kazakhstan)	
ntrabank transfer to the own account (Payment card): Salary cards	0 тенге
ntrabank transfer to the account of other erson(Payment card): Salary cards	200 тенге
ransfer Visa to Visa: Salary cards	2 % (min. 200 тенге)
hrough ATMs of other banks	
ransfer Visa to Visa: Salary cards	2 % (min. 200 тенге)
Other Services	
Providing video from ATM cameras to cardholders of Subsidiary VTB Bank JSC (Kazakhstan), including VAT	5 000 tenge
Providing video from ATM cameras to cardholders of ther banks, including VAT	10 000 tenge
Providing video from ATM cameras when being serviced a foreign network, including VAT	According to the tariffs of the Acquirer Bank
he fee for payment of services through the ATM network f Subsidiary VTB Bank JSC (Kazakhstan) and Halyk savings Bank of Kazakhstan JSC	50 tenge
he fee for connection to the SMS-notification, including	Otongo
'AT	0 tenge
=	150 tenge
	conthly: Corporate cards, Salary cards or the last 6 months: Corporate cards, Salary cards or the month, exceeding the last 6 months: Corporate ards, Salary cards ini-statement of the ATM (the last 10 account ansactions (Payment card): Corporate cards ini-statement of the ATM (the last 10 account ansactions (Payment card): Salary cards locking of payment card in case of loss //ithout setting to the stop list: Corporate cards, Salary ards //ith the setting to the stop list (Visa Business/Visa lassic Unembossed/Visa Classic) //ith the setting to the stop list (Visa Gold/Visa latinum/Visa Infinite)  ransfers  rough departments and ATMs of the Subsidiary VTB ank JSC (Kazakhstan)  trabank transfer to the own account (Payment card): alary cards  trabank transfer to the account of other erson(Payment card): Salary cards  ransfer Visa to Visa: Salary cards  hrough ATMs of other banks  ransfer Visa to Visa: Salary cards  ther Services  roviding video from ATM cameras to cardholders of ther banks, including VAT  roviding video from ATM cameras to cardholders of ther banks, including VAT  roviding video from ATM cameras when being serviced a foreign network, including VAT

18	Merchant Acquiring Service	
18.1.	The Bank fee for conducting non-cash settlements on transactions with the use of payment cards issued by Subsidiary VTB Bank JSC (Kazakhstan) when selling goods / services / works by an Enterprise	in accordance with Appendix 2-8 to these Regulations.
18.2.	The Bank fee for conducting non-cash settlements on transactions with the use of payment cards issued by other banks when selling goods / services / works by an Enterprise	in accordance with Appendix 2-8 to these Regulations.
19	Acquiring tariffs	
19.1.	In the offices of Subsidiary VTB Bank JSC (Kazakhstan) on Visa cards issued by other banks: Debit cards / Credit cards	regardless of the account currency - 2% max amount of transactions - without limitations
19.2.	In the ATM network of Subsidiary VTB Bank JSC (Kazakhstan) on cards issued by other banks	0 tenge Max amount of transactions for all Visa, MasterCard end UnionPay payment cards - 200 000 tenge

<sup>\*</sup> Within the framework of marketing activities by the decision of the Bank Management Board:

<sup>1)</sup> this payment card with annual servicing can be donated as a promotional product (including in a form of gift) on other banking products;

<sup>2)</sup> Club card "Priority Pass" can be provided.. . .

<sup>\*\*</sup> In ATMs of the following banks, VTB Group (CIS): Russia - Bank VTB 24 JSC, Bank of Moscow OJSC, Leto Bank OJSC, Georgia - VTB Bank JSC (Georgia), Armenia - VTB Bank (Armenia), Azerbaijan - VTB Bank (Azerbaijan), Belarus - VTB Bank JSC (Belarus), Ukraine - VTB Bank PJSC, the fee for cash withdrawals shal be in accordance with the tariffs of Subsidiary VTB Bank JSC (Kazakhstan).

<sup>\*\*\*</sup> Foreign currency means Russian rubles, US dollars or Euros.

### Tariffs for payment cards: basic and favorable conditions of service under salary projects

Electron - 1000 tenge, Classic - 5000 tenge, Gold - 20 000 tenge Platinum - 25 000 tenge.

(The criteria for granting preferential tariffs are defined in the "Criteria for granting of preferential tariffs for connection of an organization to the salary project")

Comments: Within the framework of marketing promotions carried out according to the decision of the authorized body of the Bank, for the Organizations and/or payment cardholders a set of services/transactions can be provided for the price of one service, the amount of which can also be changed according to the conditions of marketing promotions both upward and downward, but not less than 1 lenge

$\overline{}$								
1.		Payroll Fund under the "Salary Project" (thousand tenge)	Basic tariffs	preferences of the 1st order	preferences of the 2nd order	preferences of the 3rd order	preferences of the 4th order	preferences of the 5th order
1.1.	Fee for cash withdrawal* (in the network of Subsidiary VTB Bank JSC	from 10 000 or more	0,10%	0,09%	0,08%	0,07%	0,06%	0,05%
1.2.	/ Halyk Bank of Kazakhstan JSC)	from 5000 to 10 000	0,20%	0,18%	0,17%	0,14%	0,10%	0,05%
1.3.		from 2000 to 5000	0,30%	0,27%	0,24%	0,20%	0,10%	0,05%
1.4.		from 500 to 2000	0,40%	0,35%	0,30%	0,20%	0,10%	0,05%
1.5.		from 90 to 500	0,50%	0,40%	0,30%	0,20%	0,10%	0,05%
2.		Payroll Fund under the "Salary Project" (thousand tenge)	Basic tariffs	preferences of the 1st order	preferences of the 2nd order	preferences of the 3rd order	preferences of the 4th order	preferences of the 5th order
2.1.	Fee for crediting the funds to bank	from 10 000 or more	0,10%	0,09%	0,08%	0,07%	0,06%	0,05%
2.2.	accounts (payment card)*	from 5000 to 10 000	0,20%	0,18%	0,17%	0,14%	0,10%	0,05%
2.3.		from 2000 to 5000	0,30%	0,27%	0,24%	0,20%	0,10%	0,05%
2.4.		from 500 to 2000	0,40%	0,35%	0,30%	0,20%	0,10%	0,05%
2.5.		from 90 to 500	0,50%	0,40%	0,30%	0,20%	0,10%	0,05%
3.		Number of employees	Basic tariffs					
3.1.		from 101 or more	Electron - 0 tenge, Classic - 0 tenge, Gold - 0 tenge**/Gold - 15 000 tenge**, Platinum - 0 Tenre**/15 000 tenge.					
3.2.	Annual servicing***	from 11 to 101	Electron - 300 tenge, Classic - 500 tenge, Gold - 0 tenge**/Gold - 15 000 tenge**, Platinum - 15 000 tenge.					

\* If one chooses payment of the fee for crediting of money to bank accounts, the fee for cash withdrawal shall be equal to 0%.

If one chooses payment of the fee for cash withdrawal , the fee for crediting of money to bank accounts shall be equal to 0%

In the frames of the conducting marketing activities, it is may applied a tariff for deposit to the bank accounts and receiving of cash decreasing - 0 tenge.

from 1 to 11

\*\* Visa Gold - 0 tenge, is available free of charge only to heads of organizations in accordance with the decision of the authorized body of the Bank's internal documents (authorized body of the Bank is the Committee for Retail Business Tariffs). Visa Gold - 15 000 tenge, is provided for all other employees. Visa Platinum - 0 tenge is available free of charge only to heads of Organizations with more than 500 employees in accordance with the decision of the appropriate authorized body of the Bank.

\*\*\*The annual servicing includes the following programs:

1) Insurance coverage of the IC Nomad Insurance JSC on cards Visa Gold, Visa Platinum;

2) Priority Pass on cards Visa Platinum (for Visa Gold, Visa Classic, Visa Electron can be provided pursuant to the conditions of executed marketing activities). In the frames of the conducting marketing activities on cards Visa Platinum, Visa Gold, Visa Classic, Visa Electron, it is may applied a tariff decreasing - 0 tenge.

# The criteria for granting preferential tariffs for connection of an Organization to the Salary project

No.		List of services / transactions	Current tariff
1		Opening of a bank account (the Organization shall pay only for opening of one bank account, the other bank accounts shall be opened free of charge upon presentation of necessary documents)	In accordance with the basic tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)
		Maintenance of each bank account (monthly, if any transactions are made on the account)	In accordance with the basis tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)
		Opening of a bank account (the Organization shall pay only for opening of one bank account, the other bank accounts all be opened free of charge upon presentation of necessary documents)	In accordance with the basis tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)
2	preferences of the 2nd order	Maintenance of each bank account (monthly, if any transactions are made on the account)	In accordance with the basi tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)
		Connection to the electronic banking system "Interent banking"	In accordance with the basi tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)
		Monthly subscription fee for the use of the electronic banking system "Interent banking"	In accordance with the basi tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)
		Opening of a bank account (the Organization shall pay only for opening of one bank account, the other bank accounts shall be opened free of charge upon presentation of necessary documents)	In accordance with the basis tariffs for settlement and cas services for legal entities / individual entrepreneurs / farms (except banks)

ı	ı		
3	preferences of the 3rd order	Maintenance of each bank account (monthly, if any transactions are made on the account)	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Connection to the electronic banking system "Interent banking"	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Monthly subscription fee for the use of the electronic banking system "Interent banking"	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Availability of a Corporate card issued by the Bank	In accordance with the fees for payment cards for legal entities and individual entrepreneurs
		Opening of a bank account (the Customer shall pay only for opening of one bank account, the other bank accounts shall be opened free of charge upon presentation of necessary documents)	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Maintenance of each bank account (monthly, if any transactions are made on the account)	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
	preferences of the 4th order	Connection to the electronic banking system "Interent banking"	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
4		Monthly subscription fee for the use of the electronic banking system "Interent banking"	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Availability of a Corporate card issued by the Bank	In accordance with the fees for payment cards for legal entities and individual entrepreneurs
		Placement of a bank deposit with the Bank	In accordance with the conditions of opening of a term deposit in escrow by a legal entity
		Opening of a bank account (the Customer shall pay only for opening of one bank account, the other bank accounts shall be opened free of charge upon presentation of necessary documents)	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Maintenance of each bank account (monthly, if any transactions are made on the account)	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Connection to the electronic banking system "Interent banking"	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
5	preferences of the 5th order	Monthly subscription fee for the use of the electronic banking system "Interent banking"	In accordance with the basic tariffs for settlement and cash services for legal entities / individual entrepreneurs / farms (except banks)
		Availability of a Corporate card issued by the Bank	In accordance with the fees for payment cards for legal entities and individual entrepreneurs
		Placement of a bank deposit with the Bank	In accordance with the conditions of opening of a term deposit in escrow by a legal entity
		Connection to SMS-service for all employees of the Organization	Monthly fee for SMS- notification, In accordance with the fees for payment cards for legal entities and individual entrepreneurs
	1	1	

Tariffs on credit and trade finance transactions for small businesses (Subsidiary VTB Bank JSC (Kazakhstan) acts as a tax agent paying income to non-resident (foreign bank) in accordance with Article 15 of the Tax Code of the Republic of Kazakhstan)

Comments: On the bank's fees subject to VAT, the VAT is included.

The Bank fees on currency transactions shall be held in tenge or in foreign currency - at the request of the Customer, and the fees in tenge Comments: shall be held at the exchange rate of the National Bank of Kazakhstan at the time of the transaction (hereinafter referred to as - the rate at the date of transfer).

	the date of transfer).	Current tariffs				
No.	List of services / transactions	Base rate	Minimum in national currency	Minimum in foreign currency	Maximum in national currency	Maximum in foreign currency
1.	Loans for small businesses (individual entrepreneurs, leg- These tariffs apply to loan transactions (except for the trad					
1.1.	Consideration of loan application for all products with the exception of the product "Business Express" (in case the Customer does not receive the loan, it shall not be subject to VAT)	10 000 KZT	-	-	-	-
1.2.	For the organization of loan (one-time fee) for all products with the exception of the products "Premium Credit" and "Business Express"	1% of the loan amount	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
1.3.	For the organization of loan (one-time fee) for the product "Premium Credit"	0.5 % of the loan amount	375 000 KZT	the foreign currency equivalent to the minimum amount in tenge	3 500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
1.4.	Issuance of loan cash from the current account	for legal entities - according to Clause 10 Sub-Clause10.1. of Appendix 2-1 to the Regulations on general terms and conditions of banking and other operations in Subsidiary VTB Bank JSC (Kazakhstan)	-	-	-	-
1.5.	For opening of a credit line (one-time fee) for all products with the exception of the products "Premium Credit" and "Business Express"	0.5% of the credit line	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT, 250 000 KZT -having a positive credit history in Subsidiary VTB Bank JSC (Kazakhstan)	the foreign currency equivalent to the maximum amount in tenge
1.6.	For opening of a credit line (one-time fee) for the product "Premium Credit"	0.5% of the credit line	375 000 KZT	the foreign currency equivalent to the minimum amount in tenge	3 500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
1.7.	For the organization of tranches under the credit line (one- time fee) for all products with the exception of the products "Premium Credit" and "Business Express"	0.5% of the amount of each tranche	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT, 250 000 KZT -having a positive credit history in Subsidary VTB Bank JSC (Kazakhstan)	the foreign currency equivalent to the maximum amount in tenge
1.8.	For the organization of tranches under the credit line (one-time fee) for the product "Premium Credit"	0.5% of the amount of each tranche	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	3 500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
1.9.	For the organization of loan (one-time fee) for the product "Business Express" without collateral	2% of the loan amount	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.10.	For the organization of loan (one-time fee) for the product "Business Express" with collateral	1% of the loan amount	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.11.	For opening of a credit line (one-time fee) for the product "Business Express" without collateral	1% of the amount of the credit line.	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.12.	For the organization of tranches under the credit line (one- time fee) for the product "Business Express" without collateral	1 % of the amount of each tranche	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.13.	For opening of a credit line (one-time fee) for the product "Business Express" with collateral	0.5% of the credit line	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.14.	For the organization of tranches under the credit line (one- time fee) for the product "Business Express" with collateral	0,5 % of the amount of each tranche	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.15.	Overdraft without repayment schedule:		-	-	-	-
1.15.1.	For opening of the overdraft limit up to 10 000 000 KZT (inclusive)	2% of the amount of the overdraft limit	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.15.2.	For opening of the overdraft limit over 10 000 000 KZT	1% of the amount of the overdraft limit	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge

1.15.3.	For issuance of a one-time overdraft	1%of the amount of the overdraft	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	-	-
1.16.	Overdraft, with repayment schedule:		-	-	-	-
1.16.1.	For opening of the overdraft limit up to 10 000 000 KZT (inclusive)	2% of the amount of the overdraft limit	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	200 000 KZT	the foreign currency equivalent to the maximum amount in tenge
1.16.2.	For opening of the overdraft limit over 10 000 000 KZT	1% of the amount of the overdraft limit	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
1.16.3.	For issuance of a one-time overdraft, tranche under the overdraft limit	1% of the amount of the tranche / overdraft.	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
Note*: 1) Use of the fee 2) In the case of	shall be established by the decision of the Authorized body of the Bank a financing within the framework of the state Programs and/or attracted programs.	nd the Bank's internal regulations; ograms – according to the terms and conditions of such Program and/or o	concluded Agreements.			
2.	Changing the terms of lending to small businesses*					
2.1.	For granting of deferment for registration of collateral, including registration of additional agreements to the contract of pledge (with VAT). When refunding it is not charged - for individuals and small businesses	0,5% of the loan amount / credit line	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.2.	For a partial early repayment for small businesses (except tranches under revolving credit lines)	5% of the early repayment amount	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.3.	For complete early / partial repayment of tranches under revolving credit lines for small businesses up to 1 year	0%	-	-	-	-
2.4.	For complete early repayment for small businesses (within the moratorium period according to the concept) for small business. Except tranches under revolving credit lines.	5% from outstanding debt	1 500 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.5.	Increasing the amount of the loan / credit line limit for small businesses	0.5% of the increase amount	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.6.	The increase in terms of tranches under the credit line for small businesses (except for cases related to the deterioration in the financial condition of the Borrower)	0.5% of the balance of outstanding loans of increased tranches	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.7.	The increase in terms of the credit line for small businesses (except for cases related to the deterioration in the financial condition of the Borrower)	0.25% of the amount of the increased credit line	,	-	,	-
2.7-1	Extension of tranche/credit line /loan term for small business entities for the credits provided prior 31.12.2015 under the previous scheme "3 +4***	10 000 KZT per each extension of tranche/credit line/loan term	-	-	-	-
2.8.	Releasing collateral. Except for the collateral provided as additional collateral in accordance with the Bank authorized body's decision for small businesses (with VAT)	0,1% - 0,5% of the balance of outstanding loans	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.9.	Change of the crediting currency for small businesses	0,5% of the balance of outstanding loans	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.10.	Changing the purpose of the loan / credit line for small businesses	0.5% of the amount for which the purpose changes	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.11.	Reduction of the rate of remuneration based on an application of the borrower (except for reduction of the rate when the borrower fulfils conditions of product covenant, or cases of deterioration in the financial position of the borrower) for small businesses	0.5% of the balance of the debt on which the interest rate is reduced	10 000 KZT	the foreign currency equivalent to the minimum amount in tenge	500 000 KZT	the foreign currency equivalent to the maximum amount in tenge
2.12.	Changing of a method of repayment/scheduled date of payment based on an application from the borrower, for small businesses (except for cases of deterioration in the financial position of the borrower)	10 000 KZT for each schedule	-	-	-	-
2.13.	Replacement of collateral at the request of the customer for small businesses (with VAT)	10 000 KZT	-	-	-	-
2.14.	Replacement of the borrower / co-borrower / pledger (except for the replacement of the pledger in connection with the replacement of the collateral) at the request of the customer for small businesses	10 000 KZT	-	-		-
	<u> </u>	<u> </u>				

10 000 KZT

Withdrawal / replacement of guarantors at the request of the customer for small businesses (with VAT)

2.16.	Loan restructuring fee. The fee is charged for restructuring of a loan/line of credit, including by reduction of the rate of remuneration, prolongation of the loan/tranche to reduce the amount of contribution, other changes in conditions of funding aimed at improvement of payment discipline of the borrower in case of deteriaoration of the financial position of the borrower. (without VAT)	from 0.1% to 0.5% from outstanding debt (by the decision of the Bank's authorized body). If these amendments are made at the initiative of the Bank or these amendments are necessary to improve conditions for the Bank, the fee is not charged.	5000 KZT	the foreign currency equivalent to the minimum amount in tenge	·	the foreign currency equivalent to the maximum amount in tenge
2.17.	Fee for extension of deferral to eliminate legal and other comments of the Bank (in the absence of documentary evidence to substantiate the reasons for such deferral) (incl. VAT)	15 000 KZT	-	-	-	-

	1 -									
Use of the fee     In the case of	lote*:  If these modifications are made on the initiative of the Bank or the modification improves the conditions for the Bank - the fees shall not be charged. The fees not included in the list shall not be charged;  Use of the fee shall be established by the decision of the Authorized body of the Bank and the Bank's internal regulations.  In the case of financing within the framework of the state Programs and/or attracted programs – according to the terms and conditions of such Program and/or concluded Agreements.  For credits provided for 36 months with a possibility to prolong the loan term for 48 months upon the customer's application, from the date of signing of the supplementary agreements to contracts.									
3.	Issuance of certificates, letters, notices, and other docume	ents relating to lending to small businesses								
3.1.	For the issuance of certificates, letters, notices and other documents at the request of the customer (except for the information on the distribution of the incoming money to pay off the debt under the contract, requested not more than once (1) a month, and information on the amount refundable, and except for the primary issuance of documents on imposition / removal of the encumbrance of collateralized propertyl), (with VAT)	5000 KZT for one document	-	-	-	-				
3.2.	For the issuance of the original documents of collateral security for the crediting period (with VAT)	10 000 KZT	-	-	-	-				

<sup>\*</sup> In the case of financing within the framework of the state Programs and/or attracted programs – according to the terms and conditions of such Program and/or concluded Agreements.

Note:

1) The insurance of loans for credit products shall be carried out according to the tariffs of insurance companies;
2) Evaluation of collateral shall be performed in accordance with independent valuation companies' tarrif rates.

2) Evaluation of	collateral shall be performed in accordance with independent valuation con	npanies' tarrif rates.				
4.	Import letters of credit (including standby letters of credit)	for small businesses				
4.1.	Opening of a letter of credit:					
	- for covered letters of credit (with 100% cash cover)	0.35% of the amount of letter of credit	20 000 KZT		220 000 KZT	
	- for uncovered letters of credit **	0.35% of the amount of letter of credit	20 000 KZT		220 000 KZT	
4.2.	**The fee for the risks of uncovered letters of credit					
	- with the amount of the letter of credit up to 10 000 000 tenge inclusive	10% per annum, application of the fees shall be established by the decision of Bank's authorized body.				
	- with the amount of the letter of credit from 10 000 001 tenge to 50 000 000 tenge inclusive	5% per annum, application of the fees shall be established by the decision of Bank's authorized body.				
	- with the amount of the letter of credit over 50 000 000 tenge	2% per annum, application of the fees shall be established by the decision of Bank's authorized body.				
4.3.	Pre-advising letter of credit	50 USD				
4.4.	Changing the terms of the letter of credit *** (for one service irrespective of the number of the changes)	100 USD				
	***Increasing the letter of credit amount is considered as a separate issue of a letter of credit for the calculation of the fee					
4.5.	Fee for cancellation of the letter of credit prior to the expiry (including VAT):					
	- by requesting the consent of the beneficiary	80 USD				
	- upon receipt from the beneficiary of the official release from obligations without prior request	0 USD				
4.6.	Examination of documents on a letter of credit	0,15% of the amount of payment	18 500 KZT		129 500 KZT	
4.7.	The fee for non-compliance in the documents (for each package of documents)	50 USD				
4.8.	Payment under letter of credit					
	- US dollars,	0,2% of the amount of payment		33 USD		400 USD
	- EURO	0,2% of the amount of payment		24 EUR		286 EUR
·	- Russian rubles	0,08% of the amount of payment		250 RUB		2 700 RUB
	- tenge	0,2% of the amount of payment	3 000 KZT		7 500 KZT	
4.9.	Drafting of the letter of credit wording on the basis of a contract in case of refusal to issue (including VAT)	50 USD				
4.10.	Sending documents by mail (including VAT)	10 000 KZT				
4.11.	**** Services provided in cooperation with foreign banks	according to foreign bank invoice + 25% of the amount of the invoice				
	****Foreign banks' fees for advising a letter of credit, adding confirmation, verification of documents, arrangement of financing, deferred payment, discounting, effecting payment, early termination of obligations, modifications and requests *					

4.12.	Reimbursement of ***** expenses for transactions in cooperation with foreign banks (including VAT)	according to foreign bank invoice + 25% of the amount of the invoice				
	***** Reimbursement of postal, communication costs and other expenses of foreign banks					
4.13.	****** Financing provided in cooperation with foreign banks	according to foreign bank invoice + 17,65% of the amount of the invoice				
	*****The percentage fee for discounting within the letter of credit					
4.14.	The fee for structuring of the letter of credit	0,5%		500 USD		5000 USD
5.	Export letters of credit for small businesses				I .	
5.1.	Advising of letters of credit	0,15% of the amount of the letter of credit	18 500 KZT	100 USD	92 500 KZT	500 USD
	Advising of changes in terms of a letter of credit (for one					
5.2.	advice)	50 USD				
5.3.	Advising messages on a letter of credit (for one advice)	20 USD				
5.4.	Examination of documents on a letter of credit	0,15% of the amount of payment	18 500 KZT	100 USD	129 500 KZT	700 USD
5.5.	The fee for non-compliance in the documents (for each package of documents)	50 USD				
5.6.	Payment under letter of credit					
	- US dollars,	0,2% of the amount of payment		33 USD		400 USD
	- EURO	0,2% of the amount of payment	_	24 EUR		286 EUR
	- Russian rubles	0,08% of the amount of payment		250 RUB		2 700 RUB
	- tenge	0,2% of the amount of payment	3 000 KZT		7 500 KZT	
5.7.	Receiving and processing of documents under letter of credit	50 USD				
5.8.	Sending documents by mail (including VAT)	10 000 KZT				
5.9.	The fee for cancellation of the letter of credit prior to the expiry date (including VAT)	50 USD				
6.	Bank guarantees for small businesses					
6.1.	Fees for the issuance of guarantees:		-	-	-	-
	- tender guarantees with 100% cash cover	0,3% at once from the amount of guarantee	6 000 KZT	-	92 500 KZT	-
	- tender guarantees without providing a 100% cash cover	0,3% at once from the amount of guarantee	10 000 KZT	-	92 500 KZT	-
	- tender guarantees (blank)	up to 5 000 000 tenge - 2% more than 5 000 000 tenge - 1,75% at once from the amount of guarantee	10 000 KZT	-	120 000 KZT	-
	- other guarantees with 100% cash cover	0,3% at once from the amount of guarantee	15 000 KZT	USD 100	200 000 KZT	USD 1000
	- other guarantees without providing 100% cash cover******	0,3% at once from the amount of guarantee	18 000 KZT	USD 100	300 000 KZT	USD 1000
6.2.	******** Plus the fee for risks		1	-	-	-
	- with the amount of guarantee up to 20 000 000 tenge inclusive (except for the return of guarantee of the advance payment, followed by the adoption of a pledge of money received by the Customer's account as an advance under the contract without providing a liquid collateral property for the period until the advance under the contract)	from 3% to 5 % per annum, application of the fees shall be established by the decision of Bank's authorized body.				
	with the amount of guarantee from 20 000 001 tenge to 75 000 000 tenge inclusive (except for the return of guarantee of the advance payment, followed by the adoption of a pledge of money received by the Customer's account as an advance under the contract without providing a liquid collateral property for the period until the advance under the contract)	from 1,5% to 3 % per annum, application of the fees shall be established by the decision of Bank's authorized body.				
	- with the amount of guarantee over 75 000 000 tenge (except for the return of guarantee of the advance payment, followed by the adoption of a pledge of money received by the Customer's account as an advance under the contract without providing a liquid collateral property for the period until the advance under the contract)	from 0,5% to 2 % per annum, application of the fees shall be established by the decision of Bank's authorized body.				
	- except for the return of guarantee of the advance payment, followed by the adoption of a pledge of money received by the Customer's account as an advance under the contract without providing a liquid collateral property for the period until the advance under the contract	7% per annum				
6.3.	Changing the terms of the guarantee ******** (for one service irrespective of the number of the changes)	5 000 KZT	-	-	-	-
6.4.	Penalty for cancellation of the guarantee before the expiry date:		-	-	-	-
L	ı	ı		1	1	

- upon from ob - upon from ob - checkir - chec	S dollars,  JRO  JRO  JRSSian rubles  ge  ting of the guarantee wording on the basis of the contract the preliminary agreement with the beneficiaries (including)  uest for guarantees (including VAT)  ting documents by mail (including VAT)	15 000 KZT  0 KZT  0,15% of the claim amount  0,2% of the amount of payment  0,2% of the amount of payment  0,2% of the amount of payment  7 500 KZT  3 000 KZT	- 18 500 KZT  3 000 KZT	33 USD 24 EUR 900 RUB	- 75 000 KZT	- 400 USD 286 EUR 4 000 RUB
6.5. Checkir 6.6. Effectin guarant - US de - EURG - Russi - tenge 6.7. Drafting for the IVAT) 6.8. Reques 6.9. Sending 6.10.	obligations without prior request  cking the payment claim under the guarantee  cting payments in execution of a claim under the antee:  S dollars,  JRO  ussian rubles  ge  ting of the guarantee wording on the basis of the contract the preliminary agreement with the beneficiaries (including)  uest for guarantees (including VAT)  ting documents by mail (including VAT)	0,15% of the claim amount  0,2% of the amount of payment  0,2% of the amount of payment  0,2% of the amount of payment  7 500 KZT	3 000 KZT	24 EUR		286 EUR
6.6. Effecting guarant  - US de  - EURC  - Russi  - tenge  6.7. Drafting for the IVAT)  6.8. Reques  6.9. Sending  6.10.	cting payments in execution of a claim under the antee:  S dollars,  JRO  JRO  JRO  JRO  JRO  JRO  JRO  JR	0,2% of the amount of payment 7 500 KZT	3 000 KZT	24 EUR		286 EUR
- US de - EUR ( - Russi - Russi - tenge - Russi - Russ	antee:  S dollars,  URO  sissian rubles  ge  ting of the guarantee wording on the basis of the contract ne preliminary agreement with the beneficiaries (including)  uest for guarantees (including VAT)  ting documents by mail (including VAT)	0,2% of the amount of payment 0,2% of the amount of payment 0,2% of the amount of payment 7 500 KZT 3 000 KZT	-	24 EUR	10 000 KZT	286 EUR
- EUR0 - Russ - tenge  6.7. Drafting for the j VAT)  6.8. Reques  6.9. Sending  6.10.	ussian rubles  ge  ting of the guarantee wording on the basis of the contract ne preliminary agreement with the beneficiaries (including uest for guarantees (including VAT)  ding documents by mail (including VAT)	0,2% of the amount of payment 0,2% of the amount of payment 0,2% of the amount of payment 7 500 KZT 3 000 KZT	-	24 EUR	10 000 KZT	286 EUR
- Russi - tenge  - tenge  6.7. Dratting for the to VAT)  6.8. Request  6.9. Sending  6.10.	ge  ting of the guarantee wording on the basis of the contract ne preliminary agreement with the beneficiaries (including)  uest for guarantees (including VAT)  ding documents by mail (including VAT)	0,2% of the amount of payment 0,2% of the amount of payment 7 500 KZT 3 000 KZT	-		10 000 KZT	
6.7. Drafting for the p VAT)  6.8. Reques  6.9. Sending  6.10.	ge ting of the guarantee wording on the basis of the contract ne preliminary agreement with the beneficiaries (including uest for guarantees ( including VAT)	0,2% of the amount of payment 7 500 KZT 3 000 KZT	-	900 RUB	10 000 KZT -	4 000 RUB
6.7. Drafting for the to VAT) 6.8. Reques 6.9. Sending 6.10.	ting of the guarantee wording on the basis of the contract the preliminary agreement with the beneficiaries (including )  uest for guarantees (including VAT)  ting documents by mail (including VAT)	7 500 KZT 3 000 KZT	-	-	10 000 KZT	-
6.7. for the j VAT) 6.8. Reques 6.9. Sending 6.10	ne preliminary agreement with the beneficiaries (including ) uest for guarantees ( including VAT)	3 000 KZT	-	-	-	-
6.9. Sending	ding documents by mail (including VAT)		-			
6.10.		10 000 KZT		-	-	-
*****		10 000 KZ1				
	******Services provided in cooperation with foreign banks	according to foreign bank invoice + 25% of the amount of the invoice				
	******Foreign banks' fees for advising, issuance of antees, checking of claims, effecting payment, early ination of obligations, modifications and requests.					
	mbursement of *********** expenses for transactions in beration with foreign banks (including VAT)	according to foreign bank invoice + 25% of the amount of the invoice				
	******Reimbursement of postal, communication costs other expenses of foreign banks					
	for urgent issuance of guarantees (by the decision of the cs authorized body)	up to 2 000 000 KZT - 2% per annum for the actual number of days; from 2 000 001 KZT to 5 000 000 – 1,5% per annum for the actual number of days; from 5 000 000 KZT and higher - 1% per annum for the actual number of days	2 000 KZT		10 000 KZT	
7. Export	ort guarantees					
7.1. Advising	sing of export guarantee	0,10% of the guarantee amount	-	100 USD	-	500 USD
7.2. Advising advice)	sing of changes in terms of the guarantee (for one ce)	50 USD				
7.3. Advising	sing messages under the guarantee (for one advice)	20 USD				
	mission of a request for payment under the guarantee id on the customer's instructions	50 USD				
7.5. Sending	ding documents by mail (including VAT)	10 000 KZT				

# Tariffs for documentary and credit operations for legal entities / individual entrepreneurs / farms (except banks) belonging to the segment of large and medium-sized businesses

No.	Code	List of services / transactions			Current tariffs		
			Base rate	Minimum in national currency	Minimum in foreign currency	Maximum in national currency	Maximum in foreign currency
1.	102081610/0100	Export letters of credit (including standby letters of credit)					
1.1.		Acceptance of letter of credit:					
	102081611/0101	- with the provision of cover	0,15%	18 500 KZT	100 USD		
	102081611/0102	- without the provision of cover	0,15% - 10% per annum	18 500 KZT	100 USD		
1.2.	102081611/0103	Pre-advising of a letter of credit	50 USD				
1.3.	102081611/0104	Advising of a letter of credit	0,15%	18 500 KZT	100 USD	92 500 KZT	500 USD
1.4.	102081611/0105	Advising of changes in terms of a letter of credit (for one advice)	50 USD				
1.5.	102081611/0106	Advising messages on a letter of credit (for one advice)	20 USD				
1.6.	102081611/0107	The fee for cancellation of a letter of credit prior to the expiry date (including VAT)	50 USD				
1.7.	102081611/0108	Examination of documents on a letter of credit	0,15%	18 500 KZT	100 USD	129 500 KZT	700 USD
1.8.	102081611/0109	The fee for non-compliance in the documents (for each package of documents)	50 USD				
1.9.	102081611/0110	Transfer of the transferable letter of credit	0,20%	18 500 KZT	100 USD	148 000 KZT	800 USD
1.10.	102081611/0111	Changing the terms on transferable letter of credit (for one service irrespective of the number of the changes)	100 USD				
1.11.	102081611/0112	Receiving and processing of documents under letter of credit	50 USD				
1.12.	102081611/0113	Sending documents by mail (including VAT)	10 000 KZT				
1.13.	102081611/0114	Negotiation, discounting and acceptance of drafts	0,15% - 10% per annum	18 500 KZT	100 USD		
1.14.		Drafting of letter of credit wording on the basis of a contract (including VAT)	50 USD				
1.15.		Crediting the letter of credit payment					
		- US dollars,	0,20%		33 USD		400 USD
		- EURO	0,20%		24 EUR		286 EUR
		- Russian rubles	0,08%	0.000.17==	250 RUB	7.500	2 700 RUB
		- tenge	0,20%	3 000 KZT		7 500 KZT	
2.	102081610/0200	Import letters of credit (including standby letters of credit)					
2.1.		Opening of a letter of credit:					
	102081611/0201	- with the provision of cover	0,30%	18 500 KZT	100 USD	185 000 KZT	1 000 USD
	102081611/0202	- without the provision of cover*	0,20%	18 500 KZT	100 USD	148 000 KZT	800 USD
	102080611/0203	The fee for the risks under letters of credit without 100% cover	0,1% - 20% per annum				
2.2.	102081611/0204	Pre-advising of a letter of credit	50 USD				
2.3.	102081611/0205	Changing the terms of a letter of credit** (for one service irrespective of the number of the changes)	100 USD				

		**Increasing the letter of credit amount is considered as a separate issue of a letter of credit for the calculation of the fee					
2.4.		The fee for cancellation of a letter of credit prior to the expiry date (including VAT):					
	102081611/0206	- by requesting the consent of the beneficiary	80 USD				
	102081611/0207	- upon receipt from the beneficiary of the official release from obligations without prior request	0 USD				
2.5.	102081611/0208	Examination of documents on a letter of credit	0,15%	18 500 KZT	100 USD	129 500 KZT	700 USD
2.6.	102081611/0209	The fee for non-compliance in the documents (for each package of documents)	50 USD				
2.7.		Payment under letter of credit					
	102081611/0210	- US dollars,	0,20%		33 USD		400 USD
	102081611/0211	- EURO	0,20%		24 EUR		286 EUR
	102081611/0212	- Russian rubles	0,08%		250 RUB		2 700 RUB
		- tenge	0,20%	3 000 KZT		7 500 KZT	
2.8.	102081611/0214	Drafting of letter of credit wording on the basis of a contract in case of refusal to issue (including VAT)	50 USD				
2.9.		Sending documents by mail (including VAT)	10 000 KZT				
2.10.		* Services provided in cooperation with foreign banks	according to foreign bank invoice + 25% of the amount of the invoice				
		*Foreign banks' fees for advising a letter of credit, adding confirmation, verification of documents, arrangement of financing, late payment, discounting, payment effecting, early termination of obligations, changes, requests. The tariff will be charged in cases where Subsidiary VTB Bank JSC (Kazakhstan) takes the obligations of a tax agent paying the income to non-resident (foreign bank) in accordance with Article 15 of the Tax Code of the Republic of Kazakhstan).					
2.11.		Reimbursement of * expenses for transactions in cooperation with foreign banks (including VAT)	according to foreign bank invoice + 25% of the amount of the invoice				
		*Reimbursement of postal, communication costs and other expenses of foreign banks. The tariff will be charged in cases where Subsidiary VTB Bank JSC (Kazakhstan) takes the obligations of a tax agent paying the income to non-resident (foreign bank) in accordance with Article 15 of the Tax Code of the Republic of Kazakhstan).					
2.12.		Funding* provided in cooperation with foreign banks	according to the invoice of the foreign bank + 17.65% of the amount of the invoice				
		*The interest remuneration for discounting under the letter of credit. The tariff will be charged in cases where Subsidiary VTB Bank JSC (Kazakhstan) takes the obligations of a tax agent paying the income to non-resident (foreign bank) in accordance with Article 15 of the Tax Code of the Republic of Kazakhstan).					
3.	102071610/0100	Import guarantees			-		-
3.1.		The fee for the issuance of a guarantee:					
	102071611/0101	- tender guarantees in tenge with 100% cash cover	0,30%	15 000 KZT		65 000 KZT	
	102071611/0102	- uncovered tender guarantees in tenge (except blank ones)*	0,20%	9 000 KZT		65 000 KZT	

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	102071611/0105	- blank tender guarantees**	9 000 KZT		ļ		
	102071611/0103	- other guarantees with 100% cash cover	0,30%	18 500 KZT	100 USD	185 000 KZT	1 000 USD
	102071611/0104	- other guarantees without cover*	0,20%	18 500 KZT	100 USD	148 000 KZT	800 USD
	102071611/0106	* The fee for the risks	0,1% - 20% per annum				
		** The fee for the risks:					
	102071611/0105	- with the amount of the guarantee up to 4 000 000 tenge inclusive	6-10% per annum				
	102071611/0105	- with the amount of the guarantee over 4 000 000 tenge	3-5% per annum				
3.2.	102071611/0107	Changing the terms of the guarantee *** (per one service irrespective of the number of the changes)	100 USD				
		***Increasing the amount of the guarantee is considered as a separate issue of a guarantee for the calculation of the fee					
3.3.		The fee for cancellation of the guarantee before the expiry date (including VAT):					
	102071611/0108	-by requesting the consent of the beneficiary	80 USD				
	102071611/0109	- upon receipt from the beneficiary of the official release from obligations without prior request	0 USD				
3.4.	102071611/0110	Checking the the payment claim under the guarantee	0,15%	18 500 KZT	100 USD	74 000 KZT	400 USD
3.5.	102071611/0111	Effecting payments in execution of a claim under the guarantee:					
	102071611/0112	- US dollars,	0,20%		33 USD		400 USD
	102071611/0113	- EURO	0,20%		24 EUR		286 EUR
	102071611/0114	- Russian rubles	0,08%		250 RUB		2 700 RUB
	102071611/0115	- tenge	0,20%	3 000 KZT		7 500 KZT	
3.6.	102071611/0116	Drafting of the guarantee wording on the basis of a contract (including VAT)	50 USD				
3.7.		Sending documents by mail (including VAT)	10 000 KZT				
3.8.		**** Services provided in cooperation with foreign banks	according to foreign bank invoice + 25% of the amount of the invoice				
		****Foreign banks' fees for advising, issuance of guarantees, verification of requests, payment effecting, early termination of obligations, changes, requests. The tariff will be charged in cases where Subsidiary VTB Bank JSC (Kazakhstan) takes the obligations of a tax agent paying the income to non-resident (foreign bank) in accordance with Article 15 of the Tax Code of the Republic of Kazakhstan).			,		
3.9.		Reimbursement of ***** expenses for transactions in cooperation with foreign banks (including VAT)	according to foreign bank invoice + 25% of the amount of the invoice				
		*****Reimbursement of postal, communication costs and other expenses of foreign banks. The tariff will be charged in cases where Subsidiary VTB Bank JSC (Kazakhstan) takes the obligations of a tax agent paying the income to non-resident (foreign bank) in accordance with Article 15 of the Tax Code of the Republic of Kazakhstan).					
4.	102071610/0200	Export guarantees					
4.1.		The fee for issuing of a guarantee against a counter-guarantee:					
	102071611/0201	- with the provision of cover	0,30%	18 500 KZT	100 USD	185 000 KZT	1 000 USD
	102071611/0202	- without the provision of cover	0,15% - 10% per annum	18 500 KZT	100 USD		
						<b>—</b>	<b>——</b>

4.3.	102071611/0204	Advising of a guarantee	0,10%	18 500 KZT	100 USD	92 500 KZT	500 USD
4.4.	102071611/0205	Advising of changes in terms of the guarantee (for one advice)	50 USD				
4.5.	102071611/0206	Advising of messages under the guarantee (for one advice)	20 USD				
4.6.	102071611/0207	The fee for cancellation of the guarantee before the expiry date (including VAT)	80 USD				
4.7.	102071611/0208	Checking the the payment claim under the guarantee	0,15%		100 USD		400 USD
4.8.	102071611/0209	Receiving and processing a package of documents under the guarantee	50 USD				
4.9.	102071611/0210	Sending documents by mail (including VAT)	10 000 KZT				
5.	102101610/0100	Documentary collection provided for under a commercial contract for imports					
5.1.	102101611/0101	Advising of import collection	0,10%		20 USD		200 USD
5.2.	102101611/0102	Issue of documents against acceptance or payment	0,10%		20 USD		200 USD
5.3.	102101611/0103	Advising of changes in terms of a collection order (for one advice)	50 USD				
5.4.		Payment on collection:					
	102101611/0104	- US dollars,	0,20%		33 USD		400 USD
	102101611/0105	- EURO	0,20%		24 EUR		286 EUR
	102101611/0106	- Russian rubles	0,08%		250 RUB		2 700 RUB
	102101611/0107	- tenge	0,20%	3 000 KZT		7 500 KZT	
5.5.	102101611/0108	Endorsing documents in favor of the buyer or its bank (for each document);	10 USD				
5.6.	102101612/0109	Return (sending) of documents without payment (including VAT)	10 000 KZT				
5.7.		Receiving and processing a package of documents for collection	50 USD				
6.	102101610/0200	Documentary collection provided for under a commercial contract for exports					
6.1.	102101611/0201	Issue of a collection order (reception and preparation of documents for collection)	0,10%		33 USD		300 USD
6.2.	102101612/0202	Issue of a collection order (sending documents for collection) (including VAT)	10 000 KZT				
6.3.	102101611/0203	Changing the terms of a collection order (per one service irrespective of the number of the changes)	100 USD				
6.4.	102101612/0204	The fee for withdrawal of the collection order at the request of the customer (including VAT)	80 USD				
6.5.		Return of unpaid documents (including VAT):					
	102101612/0205	Return of unpaid documents (including VAT):	10 000 KZT				
	102101612/0206	-with protest	10 000 KZT + Legal expenses				
6.6.		Receiving and processing a package of documents for collection	50 USD				
8	102040611/0100	Tariffs on loan transactions					
<b>8</b> 8.1.	102040611/0100 102041612/0101	The fee for consideration of the application (in case of a negative	0%-30%				
			0%-30% 0%-30%				
8.1.	102041612/0101	The fee for consideration of the application (in case of a negative decision (including VAT) (of the application amount)  Funding arrangement fee (of the amount of the credit line)  Commission for advanced repayment (from the credit amount /					
8.1.	102041612/0101	The fee for consideration of the application (in case of a negative decision (including VAT) (of the application amount)  Funding arrangement fee (of the amount of the credit line)  Commission for advanced repayment (from the credit amount / advanced repayment amount)*  Commission for the avoidance of an agreement (from the limit	0%-30%				
8.1. 8.2. 8.3.	102041612/0101 102040611/0102 102041611/0103	The fee for consideration of the application (in case of a negative decision (including VAT) (of the application amount)  Funding arrangement fee (of the amount of the credit line)  Commission for advanced repayment (from the credit amount / advanced repayment amount)*	0%-30%				

8.7.	102041611/0107	Commission for the financing conditions alteration (from the credit line/credit amount*)	0%-30%				
8.8.	102041611/0108	Fee for delays provided (from the credit line/credit amount*)	0%-30%				
8.9.	102041611/0109	Commission for the urgent issue / financial instruments providing (from the credit line/credit amount*)	0%-30%				
	Notes on Section 8:	*The commission calculation procedure is determined by the authorised	Bank body, makin	g decisions about	credit operation		
8-1		Reimbursement obligations					
8-1.1.		The fee for issuing a reimbursement obligation:					
		- with the provision of cover	0,30%	18 500 KZT	100 USD	185 000 KZT	1 000 USD
		- without the provision of cover*	0,20%	18 500 KZT	100 USD	148 000 KZT	800 USD
		* The fee for the risks	0,1% - 20% per annum				
8-1.2.		Changing the terms of of the reimbursement obligation** (per one service irrespective of the number of the changes)	100 USD				
		**Increasing the amount of a reimbursement obligation is considered as a separate issue of a reimbursement obligation for calculating the fee					
8-1.3.		The fee for cancellation of the reimbursement obligation before the expiry date (including VAT)	100 USD				
8-1.4.		Payment on the reimbursement obligation:					
		- US dollars,	0,20%		33 USD		400 USD
		- EURO	0,20%		24 EUR		286 EUR
		- Russian rubles	0,08%		250 RUB		2 700 RUB
		- tenge	0,20%	3 000 KZT		7 500 KZT	
8-1.5.		Sending documents by mail (including VAT)	10 000 KZT				
8-2		Transaction structuring / fund raising from international financial sources					
8-2.1.		The fee for structuring the transaction on fund raising from international financial sources (without using a letter of credit) (including VAT)					
		ut to 1 year	0,5%		500 USD		5 000 USD
		over 1 year	1,0%		1 000 USD		5 000 USD
8-2.2.		The fee for structuring the transaction on post-financing letter of credit / fund raising by issuing a letter of credit, providing for discounting (including VAT)					
		ut to 1 year	0,5%		500 USD		5 000 USD
		over 1 year	1,0%		1 000 USD		5 000 USD
8-2.3.		The fee for structuring the transaction on fundraising under the coverage of Export Credit Agencies (ECA) / Export Insurance Agencies (ESA), including transaction structuring (including VAT)	1,0%		5 000 USD		30 000 USD
8-2.4.		The fee for early repayment of the loan / early closure of a letter of credit providing for discounting	0,5% on the amount prepaid		100 USD		
9		Other fees					
9.1.		Commission for the consulting services for the financing implementation purposes (from the financing/credit amount*) (VAT included)	0%-30%				
9.2.		Querying related to the trade finance/ documentary transactions and guarantee transactions (including VAT)	20 USD				
	Notes on Section 9:	*The commission calculation procedure is determined by the authorised	Bank body, makin	g decisions about	credit operation		

### Tariffs on merchant acquiring

			Current tariffs					
No.	List of services / transactions	Basic tariffs	Preferential tariff of the 1st order	Preferential tariff of the 2nd order	Preferential tariff of the 3rd order	Preferential tariff of the 4th order		
1.	The Bank fee for conducting non- cash settlements on transactions with the use of payment cards issued by other banks when selling goods / services / works by an Enterprise	2%	1,9%	1,8%	1,7%	1,6%		
2.	The Bank fee for conducting non- cash settlements on transactions with the use of payment cards issued by Subsidiary VTB Bank JSC (Kazakhstan) when selling goods / services / works by an Enterprise	1%	0,9%	0,8%	0,7%	0,6%		
3.	Monthly subscription fee including VAT*: For each installed POS terminal, for which the actual turnover is less than 100 000 tenge per month**.	8 000 tenge***						
4.	External transfers in the national currency (tenge) in Kazakhstan without opening an account with the Bank	0 tenge						

<sup>\*</sup>The subscription fee includes training cashiers, maintenance of POS-terminals, consumables.

## The criteria for granting preferential tariffs for conducting non-cash settlements on transactions with the use of payment cards

No.		List of services / transactions
1	Preferential tariff of the 1st order	Connection of the electronic banking system "Interent banking"
2	Preferential tariff of the 2nd order	Connection of the electronic banking system "Interent banking"
		Availability of a corporate payment card issued by the Bank
3	Preferential tariff of the 3rd order	Connection of the electronic banking system "Interent banking"
		Availability of a corporate payment card issued by the Bank
		Placement of a bank deposit with the Bank
4	Preferential tariff of the 4th order	Connection of the electronic banking system "Interent banking"
		Availability of a corporate payment card issued by the Bank
		Placement of a bank deposit with the Bank
		Corporate Business Customer

<sup>\*\*</sup> Provided that, if a company does not comply with the turnover equal to N \* 100 000 tenge (N is the number of installed POS - terminals in the company), the monthly subscription fee shall be charged only for the shortfall turnover of every 100 000 tenge.

<sup>\*\*\*</sup>The settlement period is considered as the total period from the 20th day of the current month to the 20th day of the following month.

### Tariffs on cash and settlement services for correspondent banks

Comments: The Bank fees shall be paid in tenge or in foreign currency - at the choice of the Customer, except as defined by the current currency legislation of the Republic of Kazakhstan, and the amount of the fee in a currency other than the currency established by these Tariffs shall be calculated using the exchange rate of the National Bank of Kazakhstan at the time of transaction

Comments: As for the Bank's fees subject to VAT, the AT is included in the cost. In case of reflection of the tariff as a fixed amount, the tariff shall be charged for each transaction / document in case of reflection of the tariff in % (percentage) ratio, the % (percentage) in accordance with the tariffs shall be charged on the amount of a transaction at the time of the transaction, but not less than the established minimum and not more than the established maximum

No. Code List of services / transactions Base rate Minimum in curren  1. 402011611/0100 Opening a bank account  1.1. 402011611/0101 For correspondent banks 0 KZT  2. 402011610/0200 Maintenance of the bank account  2.1. 402011612/0201 Issue of duplicate copies of banking and financial documents (subject to VAT)  2.2. 402011612/0202 Provision, at the request of the Customer, of certificates related to its servicing at the Bank (subject to VAT)  2.3. Investigation on payments (subject to VAT)  402011612/0203 - all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)	
1.1. 402011611/0101 For correspondent banks 0 KZT  2. 402011610/0200 Maintenance of the bank account  2.1. 402011612/0201 Issue of duplicate copies of banking and financial documents (subject to VAT)  2.2. 402011612/0202 Provision, at the request of the Customer, of certificates related to its servicing at the Bank (subject to VAT)  2.3. Investigation on payments (subject to VAT)  402011612/0203 - all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)	
2. 402011610/0200 Maintenance of the bank account  2.1. 402011612/0201 Issue of duplicate copies of banking and financial documents (subject to VAT)  2.2. 402011612/0202 Provision, at the request of the Customer, of certificates related to its servicing at the Bank (subject to VAT)  2.3. Investigation on payments (subject to VAT)  402011612/0203 - all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)	
2.1. 402011612/0201 Issue of duplicate copies of banking and financial documents (subject to VAT)  2.2. 402011612/0202 Provision, at the request of the Customer, of certificates related to its servicing at the Bank (subject to VAT)  2.3. Investigation on payments (subject to VAT)  - all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)	
2.2. 402011612/0201 financial documents (subject to VAT)  Provision, at the request of the Customer, of certificates related to its servicing at the Bank (subject to VAT)  1. Investigation on payments (subject to VAT)  - all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)	
2.2. 402011612/0202 certificates related to its servicing at the Bank (subject to VAT)  2.3. Investigation on payments (subject to VAT)  - all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)  50 USD	
- all kinds of currencies (freely convertible currency, restricted convertibility currency, except in tenge)	
402011612/0203 currency, restricted convertibility currency, 50 USD except in tenge) 50 USD	
402011612/0204 - in tenge 2 000 KZT	
2.4. Amendment of payment instructions:	
- for intra-bank transfers in tenge and freely 402011612/0205 convertible currency, restricted convertibility currency  1 000 KZT	
- for external transfers in freely convertible 402011612/0206 currency, restricted convertibility currency, except in tenge	
402011612/0207 -for external transfers in tenge 2000 KZT	
Acceptance of a request for withdrawal of a payment order at the request of the Bank (subject to VAT)	
- for intra-bank transfers in tenge and freely 402011612/0208 convertible currency, restricted convertibility 1 000 KZT currency	
402011612/0209 - for external transfers in tenge 2 000 KZT	
- for external transfers in freely convertible 402011612/0210 currency, restricted convertibility currency, except in tenge	
2.5.1. 402011612/0211 Cancellation of an incoming payment not accepted for execution 200 KZT	
Note to Paras.2.3, 2.4, 2.5  Remuneration to counterparty banks (third banks), other additional charges for performance reimbursed (paid) by the Customers at actual cost of expenses including the control of the counterparty banks (third banks), other additional charges for performance reimbursed (paid) by the Customers at actual cost of expenses including the control of the counterparty banks (third banks), other additional charges for performance reimbursed (paid) by the Customers at actual cost of expenses including the counterparty banks (third banks).	
2.6. 402011611/0212 Closing the account at the request of the Customer (when closing each account)	
402011611/0213 - closing an account with a zero credit balance 0 KZT	
402011611/0214 - closing an account with a non-zero credit balance 1 600 KZT	
Provision of statements, certificates and other documents at the request of the Customer (subject to VAT):	
- account statements, advice documents compulsorily under the contract 0 KZT	
- a duplicate account statement, advice or payment documents upon request of the Customer (subject to VAT)  1500 KZT	

3.	402011610/0300	Transfers in tenge			
3.1.	402011611/0301	Inside the Bank	200 KZT		
3.2.		Outgoing payments from accounts and as requested by the counterparty banks in favor of customers (individuals and legal entities)			
	402011612/0302	– When instructed to charge the sender a fee (option OUR):	0,25%	400 KZT	800 KZT
	402011612/0303	- When instructed to charge the beneficiary a fee (option BEN/SHARE)	0,25%	400 KZT	800 KZT
	Note to 402011612/0303	In the performance of payment orders fees corres	and expenses are deducted from spondent banks specify "spending		the payment orders of
3.3	402011612/0304	Processing of payment documents in manual mode - all kinds of currencies (subject to VAT)	1500 KZT		
	Note to Para. 3.3	The specified fee shall be charged in the eve addition to the fee specified in paras. 3.1 and 3 the requirement		have not undergone autor	
3.4	402011612/0305	Rapid payments and transfers in tenge (execution of payment within 1 hour after receipt of instructions to the Bank taking into account the value date) in favor of customers of other banks	1000 KZT		
3.5	402011612/0306	Payments and transfers after the end of the operating time, but not later than 17:30 Astana time (by prior arrangement)	1000 KZT		
3.6.	402011612/0307	Inter-bank transfers	200 KZT		
4.	402011610/0400	Transfers in foreign currency			
4.1.	402011611/0401	Inside the Bank/ Intra-Bank	200 KZT		
	402011611/0402	Inter-bank transfers in restricted convertibility currency	20 USD		
	402011611/0403	Inter-bank transfers in freely convertible currency	10 USD		
		Outgoing transfers from the accounts and on the instructions of the counterparty banks in favor of customers (individuals and legal entities) of other banks			
4.2.		At the expense of the sender			
	402011612/0404	- in freely convertible currency (FCC)	50 USD		
	402011612/0405	-in restricted convertibility currency (RCC), except tenge	15 USD		
4.3.		At the expense of the beneficiary			
	402011612/0406	- in freely convertible currency	10 USD		
	402011612/0407	-in restricted convertibility currency, except	10 USD		
5.	40202612/0500	tenge Cash service			
5.1.		Cash disbursement:			
		Recalculation and packaging at cash disbursement upon prior request of the Customer:			
	40202612/0501	- up to 1 000 000 tenge	0,40%	200 KZT	
	40202612/0502	- from 1 000 001 tenge to 5 000 000 tenge	0,25%		
	40202612/0503	- 5 000 001 tenge or more	0,15%		
		-	·		
	40202612/0504	- in foreign currency	1,00%		
	40202612/0505	Recalculation and packaging at cash disbursement without prior request when it is possible for the bank (the tariff is charged in addition to the basic one)	0,10%		

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5.2.		Acceptance of cash			
	40202612/0506	- acceptance and recalculation of cash notes and coins in operating time with crediting the money to the Customer's bank account on the same day	0,20%	50 KZT	
	40202612/0507	- freely convertible currency	0,20%		
	40202612/0508	- restricted convertibility currency	0,20%		
	40202612/0509	Recalculation of banknotes and coins when accepting the collected revenues in the non-operational time with crediting the money to the Customer's account on the next day	0,20%		
	40202612/0510	Additional tariff to be charged in case of excess or shortage when recalculating cash (double counting)	0,20%	400 KZT	5 000 KZT
	40202612/0511	Exchange of notes and coins upon prior request where it is possible for the Bank	0,40%	250 KZT	
6.	40201612/0600	Other services			
6.1.		Audit queries:			
	40201612/0601	The fee for confirmation of the account balance (subject to VAT)	4 000 KZT		
	40201612/0602	The fee for confirmation of all transactions conducted with correspondent banks (subject to VAT)	6 500 KZT		
6.2.	40201612/0603	Postal and courier services (subject to VAT)	on actual basis		
6.3.	40201612/0604	Sending SWIFT and Telex messages on the instructions of correspondent banks without any financial liabilities for the Bank (subject to VAT)	3000 KZT		

# Tariffs for documentary/ trade finance transactions for correspondent banks

			rs for documentary/ trade finance transaction		rrent tariffs	
No.	Code	Account No.	List of services / transactions	Base rate	Minimum	Maximum
1.	402081610/0100		Export letters of credit			
1.1.		4612	Acceptance of an export letter of credit:			
	402081611/0101		- with the provision of cover	0,10%	50 USD	
	402081611/0102		- without the provision of cover	0,15% - 10% per annum		
1.2.	402081611/0103	4612	Pre-advising of an export letter of credit	30 USD		
1.3.	402081611/0104	4612	Advising of an export letter of credit	0,10%	40 USD	400 USD
1.4.	402081611/0105	4612	Advising of changes in terms of a letter of credit (for one advice)	40 USD		
1.5.	402081611/0106	4612	Advising messages on an export letter of credit (for one advice)	20 USD		
1.6.	402081611/0107	4900	Penalty for cancellation of a letter of credit prior to the expiry date	40 USD		
1.7.	402081611/0108	4612	Examination of documents on a letter of credit	0,10%	100 USD	500 USD
1.8.	402081611/0109	4612	The fee for non-compliance in the documents (for each package of documents)	40 USD		
1.9.	402081611/0110	4601	Transfer of the transferable letter of credit	0,10%	40 USD	400 USD
1.10.	402081611/0111	4612	Changing the terms on transferable letter of credit (for one service irrespective of the number of the changes)	40 USD		
1.11.	402081612/0112	4921^	Acceptance, processing and sending of shipping documents by mail (including VAT)	40 USD + actual postage costs (including VAT)		
1.12.	402081611/0113	4612	Negotiation, discounting and acceptance of drafts	от 0,15% - 10% per annum		
1.13.	402081612/0114	4608^	Requests for letters of credit (including VAT)	20 USD		
2.	402081610/0200		Import letters of credit			
2.1.		4612	Opening of an import letter of credit:			
	402081611/0201		- with the provision of cover	0,10%	50 USD	
	402081611/0202		- without the provision of cover*	0,15%		
	402081611/0203		* Plus the fee for risks	0,1% - 20% per annum		
2.2.	402081611/0204	4612	Pre-advising of an import letter of credit	30 USD		
2.3.	402081611/0205	4612	Changing the terms of a letter of credit** (for one service irrespective of the number of the changes)	50 USD		
			**Increasing the letter of credit amount is considered as a separate issue of a letter of credit for the calculation of the fee			
2.4.		4900	Penalty for cancellation of the letter of credit prior to t	he expiry date:		
	402081611/0206		- by requesting the consent of the beneficiary	40 USD		

1			1		
402081	611/0207	- upon receipt from the beneficiary of the official release from obligations without prior request	0 USD		
2.5. 402081	611/0208 <b>4612</b>	Examination of documents on a letter of credit	0,10%	100 USD	500 USD
2.6. 402081	611/0209 4612	The fee for non-compliance in the documents (for each package of documents)	40 USD		
2.7. 402081	611/0210 4601	Payment under letter of credit	according to the tariffs of the Bank for transfers for correspondent banks		
2.8. 402081	611/0211 4612	Drafting of the letter of credit wording on the basis of the contract for preliminary agreement with the beneficiaries***	50 USD		
402081	611/0212	***The fee for opening the letter of credit at its issue is reduced by the amount of this fee			
2.9. 402081	612/0213 4608^	Requests for letters of credit (including VAT)	20 USD		
3. 402071	610/0100	Import guarantees			
3.1.	4606	The fee for the issuance of a guarantee:			
402071	611/0101	- with the provision of cover	0,10%	50 USD	
402071	611/0102	- without the provision of cover	0,1% - 20% per annum		
3.2. 402071	611/0103 4606	Changing the terms of the guarantee issued *** (per one service irrespective of the number of the changes)	50 USD		
		**Increasing the amount of the guarantee is considered as a separate issue of a guarantee for the calculation of the fee			
3.3.	4900	Penalty for cancellation of the guarantee before the expiry date:			
402071	611/0104	- by requesting the consent of the beneficiary	40 USD		
402071	611/0105	- upon receipt from the beneficiary of the official release from obligations without prior request	0 USD		
3.4. 402071	611/0106 4606	Checking the documents accompanying the request for payment	0,10%	100 USD	300 USD
3.5. 402071	611/0107 <b>4601</b>	Effecting payment in execution of a claim under the guarantee	according to the tariffs of the Bank for transfers for correspondent banks		
3.6. 402071	611/0108 4606	Drafting of the guarantee wording on the basis of the contract for preliminary agreement with the beneficiaries***	50 USD		
		***The fee for issuing a guarantee at its issue is reduced by the amount of this fee			
3.7. 402071	612/0109 4608^	Request for guarantees (including VAT)	20 USD		
4. 402071	610/0200	Export guarantees			
4.1.	4606	The fee for issuing of a guarantee against a counter-guarantee:			
402071	611/0201	- with the provision of cover	0,10%	50 USD	
402071	611/0202	- without the provision of cover	0,15% - 10% per annum		
4.2. 402071	611/0203 4606	Pre-advising of an export guarantee	30 USD		

4.3.	402071611/0204	4606	Advising of an export guarantee	0,10%	40 USD	300 USD
4.4.	402071611/0205	4606	Advising of changes in terms of the guarantee (for one advice)	40 USD		
4.5.	402071611/0206	4606	Advising of messages under the export guarantee (for one advice)	20 USD		
4.6.	402071611/0207	4900	Penalty for cancellation of the guarantee before the expiry date	40 USD		
4.7.	402071611/0208	4606	Checking the documents accompanying the request for payment	0,10%	100 USD	300 USD
4.8.	402071612/0209	4921^	Acceptance, processing and sending of shipping documents by mail (including VAT)	40 USD + actual postage costs		
4.9.	402071612/0210	4608^	Requests for guarantees (including VAT)	20 USD		
5.	402101610/0100		Documentary collection provided for under a commercial contract for imports			
5.1.	402101611/0101	4612	Advising of import collection	0,10%	20 USD	200 USD
5.2.	402101611/0102	4612	Issue of documents against acceptance or payment	0,10%	20 USD	200 USD
5.3.	402101611/0103	4612	Advising of changes in terms of a collection order (for one advice)	40 USD		
5.4.	402101611/0104	4601	Payment on collection	according to the tariffs of the Bank for transfers for correspondent banks		
5.5.	402101611/0105	4612	Endorsing documents in favor of the buyer or its bank (for each document);	10 USD		
5.6.	402101612/0106	4921^	Return (sending) of documents without payment (including VAT)	0 USD + actual postage costs (including VAT)		
5.7.	402101612/0107	4608^	Requests for collection (including VAT)	20 USD		
6.	402101610/0200		Documentary collection provided for under a commercial contract for exports			
6.1.	402101611/0101	4612	Issue of a collection order (reception and preparation of documents for collection)	0,10%	33 USD	300 USD
6.2.	402101612/0102	4921	Issue of a collection order (sending documents for collection) (including VAT)	actual postage costs		
6.3.	402101611/0103	4612	Changing the terms of a collection order (for one service irrespective of the number of the changes)	50 USD		
6.4.	402101611/0104	4900	Penalty for withdrawal of the collection order at the request of the customer	40 USD		
6.5.		4921^	Return of unpaid documents (including VAT):			
	402101612/0105		- without protest	40 USD + actual postage costs		
	402101612/0106		- with protest	40 USD + actual postage costs + legal expenses		
6.6.	402101612/0107	4608^	Requests for collection (including VAT)	20 USD		

# Tariffs for the banking services of the settlement and cash operations package providing for legal entities and individual entrepreneurs of the small-scale enterprises (the segment of small retail business)

Comments: Commissions are subject to VAT

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Section	ection 1. settlement and cash operations of the small-scale enterprises						
Nº	Commission code	mission code List of services / operations					
1		"Business Plus" Pac	kage				
1.1.	102011610/0101	For legal entities (all forms of property)					
	102011610/0102	t officers					
1.2.	102061612/1502						
1.3.	102011611/0201	Each bank account management, except for current "transit mode" accounts of account transactions)	and savings accounts (monthly with the presence				
		Cash acceptance (up to 200 thousand tenge per mor	nth*):				
1.4.	102021611/1006	the cash notes and coins receiving and counting in national currency (tenge Client's bank account on the same day	e) in operating time with the money transfer to the				
		External transfers in tenge by DBES "Internet Banking" ** (up to	25 Per month *):				
1.5.	102011611/1602	- till 12.30 PM Astana city ;					
	102011611/1603	- from 12.30 PM. till 15.30 PM Astana city					
1.6.	102011612/0204	Banking and financial documents copies issue					
1.7.	102011612/0203	The inquiry granting at the instance of the client regarding his bank services					
1.8.	102011612/1101	Checkbook providing (25 sheets)					
1.9.	102061612/1501	1 * connection to the DBES "Internet-banking"					
1.10.	102061612/1304	1* issue eToken (taking into account the digital signature issue/reissue)		30 781 tenge per month			
1.11.	The Visa Gold paymo	ent card issue with the annual service tariff of 1 tenge for the first year*					
	Cash receiving comm Kazakhstan JSC)***	nission (in the network of Subsidiary Bank VTB JSC/ Halyk Bank of	with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%				
	Commission for the f	unds transfer to the bank accounts (charge card)***	Wage fund in tousands tenge: from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 5000 - 0,30%				
1.12.			If the number of employees from 1 to 11 persons: Electron - 1000 tenge, Classic - 5000 tenge Gold - 20 000 tenge, Platinum - 25 000 tenge				
	The annual card service under the Salary project		If the number of employees from 11 to 101 persons: Electron - 300 tenge Classic - 500 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.				
			If the number of employees is 101 or more: Electron - 0 tenge, Classic - 0 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.				
2.		"Business" packa	ge				
2.1.	102061612/1502	Monthly user charge for the Distance Business Electronic System "Internet-B	Banking" (VAT included)				
2.2.	102011611/0201	Each bank account management, except for current "transit mode" accounts transactions presence)	and savings accounts (monthly with the account				
		External transfers in tenge by DBES "Internet Banking" ** (up to	50 Per month*):				
2.3.	102011611/1602	- till 12.30 PM Astana city ;					
	102011611/1603	- from 12.30 PM. till 15.30 PM Astana city					
2.4.	102011612/0204	Banking and financial documents copies issue					
2.5.	102011612/0203	The inquiry granting at the instance of the client regarding his bank services					
2.6.	The Visa Gold payme	ent card issue with the annual service tariff of 1 tenge for the first year*with the	annual service tariff of 1 tenge for the first year*				

		2-nd order preferencies on the service conditions under the sa	alary projects:	
		2 ha drack protectioned on the derived conditions under the se	with the wage fund (thousands tenge): from 10	
	Cash receiving com Kazakhstan JSC)***	mission (in the network of Subsidiary Bank VTB JSC/ Halyk Bank of	000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%	26 101 tenge per month
	Commission for the	funds transfer to the bank accounts (charge card)***	Wage fund in tousands tenge: from 10 000 and more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%	
2.7.			If the number of employees from 1 to 11 persons: Electron - 1000 tenge, Classic - 5000 tenge, Gold - 20 000 tenge, Platinum - 25 000 tenge.	
	The annual card set	rvice under the Salary project	If the number of employees from 11 to 101: Electron - 300 tenge, Classic - 500 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge,.	
			If the number of employees from 101 and more: Electron - 0 tenge, Classic - 0 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.	
3.		"Tradng Plus" Packa	age	
	402044640/0404	Current bank account opening:  For legal entities (all forms of property)		
3.1	102011610/0101	For legal entities (all forms of property)		
	102011610/0102	For farms, individual enterpreneurs, private notaries, lawyers ans private court	t officers	
3.2	102061612/1502	Monthly user charge for the Distance Business Electronic System "Internet-Ba	anking" (VAT included)	
3.3	102011611/0201	Each bank account management, except for current "transit mode" accounts a	and savings accounts (monthly with the account	
		transactions presence)  Cash receiving (up to 1 mln tenge per month*)		
3.4		- the cash notes and coins receiving and counting in national currency		
0.1	102021611/1006	(tenge) in operating time with the money transfer to the Client's bank account on the same day	with the 20% discount from the base tariff	
		Cash payment (up to 500 thousand tenge per mont	h*)	
3.5	102021611/1001		<u> </u>	
	102021611/1002 102021611/1003	Counting and packaging of the cash peyments in tenge under the Customer's preliminary request	with the 20% discount from the base tariff	
		External transfers in tenge by DBES "Internet Banking" ** (up to 2	20 Per month *):	
	102011611/1602	External transfers in tenge by DBES "Internet Banking" ** (up to a still 12.30 PM Astana city ;	20 Per month *):	
3.6	102011611/1602 102011611/1603		20 Per month *):	
3.6		- till 12.30 PM Astana city ;	20 Per month *):  excluding additional commissions for receiving payment orders in the non-operational time	
	102011611/1603	- till 12.30 PM Astana city; - from 12.30 PM. till 15.30 PM Astana city	excluding additional commissions for receiving	
	102011611/1603 102011611/1604	- till 12:30 PM Astana city;  - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services	excluding additional commissions for receiving	
3.7	102011611/1603 102011611/1604 102011612/0204	- till 12.30 PM Astana city;  - from 12.30 PM. till 15.30 PM Astana city  - from 15.30 PM to 17.00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue	excluding additional commissions for receiving	
3.7	102011611/1603 102011611/1604 102011612/0204 102011612/0203	- till 12:30 PM Astana city;  - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services	excluding additional commissions for receiving	
3.7 3.8 3.9	102011611/1603 102011611/1604 102011612/0204 102011612/0203 102011612/1101	- till 12.30 PM Astana city;  - from 12.30 PM. till 15.30 PM Astana city  - from 15.30 PM to 17.00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)	excluding additional commissions for receiving	
3.7 3.8 3.9 3.10.	102011611/1603 102011611/1604 102011612/0204 102011612/0203 102011612/1101 102011612/1101	- till 12:30 PM Astana city;  - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)  Checkbook providing (25 sheets)	excluding additional commissions for receiving	30 151 tenge per month
3.7 3.8 3.9 3.10.	102011611/1603 102011611/1604 102011612/0204 102011612/0203 102011612/1101 102011612/1101	- till 12:30 PM Astana city;  - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)  Checkbook providing (25 sheets)  1 * connection to the DBES "Internet-banking"	excluding additional commissions for receiving payment orders in the non-operational time	30 151 tenge per month
3.7 3.8 3.9 3.10.	102011611/1603 102011611/1604 102011612/0204 102011612/0203 102011612/1101 102011612/1101 102061612/1501 The Visa Gold paym	- till 12.30 PM Astana city;  - from 12.30 PM. till 15.30 PM Astana city  - from 15.30 PM to 17.00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)  Checkbook providing (25 sheets)  1 * connection to the DBES "Internet-banking"	excluding additional commissions for receiving payment orders in the non-operational time	30 151 tenge per month
3.7 3.8 3.9 3.10.	102011611/1603  102011611/1604  102011612/0204  102011612/0203  102011612/1101  102061612/1501  The Visa Gold payrr  Cash receiving com JSC)****	- till 12:30 PM Astana city; - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)  Checkbook providing (25 sheets)  1 * connection to the DBES "Internet-banking"  2-nd order preferencies on the service conditions under sale	excluding additional commissions for receiving payment orders in the non-operational time  ary projects:  with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to	30 151 tenge per month
3.7 3.8 3.9 3.10.	102011611/1603  102011611/1604  102011612/0204  102011612/0203  102011612/1101  102061612/1501  The Visa Gold payrr  Cash receiving com JSC)****	- till 12:30 PM Astana city; - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)  Checkbook providing (25 sheets)  1 * connection to the DBES "Internet-banking"  nent card issue with the annual service tariff of 1 tenge (for the first year)*  2-nd order preferencies on the service conditions under sala	excluding additional commissions for receiving payment orders in the non-operational time  ary projects:  with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%  The Wage fund tousands tenge: from 10 000 and more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%;  If the number of employees from 1 to 11 persons: Electron - 1000 tenge, Classic - 5000 tenge, Gold - 20 000 tenge, Platinum - 25 000 tenge.	
3.7 3.8 3.9 3.10. 3.11. 3.12.	102011611/1603  102011611/1604  102011612/0204  102011612/0203  102011612/1101  102011612/1101  The Visa Gold paym  Cash receiving com JSC)****  Commission for the	- till 12:30 PM Astana city; - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue  The inquiry granting at the instance of the client regarding his bank services  Checkbook providing (25 sheets)  Checkbook providing (25 sheets)  1 * connection to the DBES "Internet-banking"  nent card issue with the annual service tariff of 1 tenge (for the first year)*  2-nd order preferencies on the service conditions under sala	excluding additional commissions for receiving payment orders in the non-operational time  any projects:  with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%  The Wage fund tousands tenge: from 10 000 and more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%	
3.7 3.8 3.9 3.10. 3.11. 3.12.	102011611/1603  102011611/1604  102011612/0204  102011612/0203  102011612/1101  102011612/1101  The Visa Gold paym  Cash receiving com JSC)****  Commission for the	- till 12:30 PM Astana city; - from 12:30 PM. till 15:30 PM Astana city  - from 15:30 PM to 17:00 PM Astana city (in case of banking technical ability)  Banking and financial documents copies issue The inquiry granting at the instance of the client regarding his bank services Checkbook providing (25 sheets)  Checkbook providing (25 sheets)  1 * connection to the DBES "Internet-banking"  nent card issue with the annual service tariff of 1 tenge (for the first year)*  2-nd order preferencies on the service conditions under sala mision (in the network of Subsidiary Bank VTB JSC/ Halyk Bank of Kazakhstan funds transfer to the bank accounts (charge card)***	excluding additional commissions for receiving payment orders in the non-operational time  ary projects:  with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%  The Wage fund tousands tenge: from 10 000 and more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%;  If the number of employees from 1 to 11 persons: Electron - 1000 tenge, Classic - 5000 tenge, Gold - 20 000 tenge, Platinum - 25 000 tenge.  If the number of employees from 11 to 101: Electron - 300 tenge, Classic - 500 tenge, Gold - 15 000 tenge.  If the number of employees from 101 and more: Electron - 0 tenge, Classic - 0 tenge, Gold - 0 tenge****/Gold - 15 000 tenge, Classic - 0 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.	

	DOC to recipal in stall	ation and applicing	form of all arms		
	POS-terminal installa	<u> </u>	free of charge		
		r the cashless settlement of operations with the use of payment cards of other ds/ services/works realization of the Enterprise	1,9%		
3.14.		r the cashless settlement of operations with the use of payment cards of B JSC Kazakhstan while the goods/ services/works realization of the Enterprise	0,9%		
	Monthly user charge less than 100 000 to				
4.		"Trading" Package			
4.1.	102061612/1502	Monthly user charge for the Distance Business Electronic System "Internet-Ba	anking" (VAT included)		
4.2.	102011611/0201	Each bank account management, except for current "transit mode" accounts a transactions presence)	and savings accounts (monthly with the account		
		Cash receiving (up to 5 mln tenge per month*)			
4.3.	102021611/1006	- the cash notes and coins receiving and counting in national currency (tenge) in operating time with the money transfer to the Client's bank account on the same day	with the 20% discount from the base tariff		
		Cash payment (up to 1 mln. tenge per month*)			
4.4.	102021611/1001 102021611/1002 102021611/1003	Counting and packaging of the cash peyments in tenge under the Customer's preliminary request	with the 20% discount from the base tariff		
		External transfers in tenge by DBES "Internet Banking" ** (up to	40 Per month*):		
	102011611/1602	- till 12.30 PM Astana city ;			
	102011611/1603	- from 12.30 PM. till 15.30 PM Astana city			
4.5.	102011611/1604	- from 15.30 PM till 17.00 PM Astana city (D81	excluding additional commissions for the payment orders receiving in the non-operational time		
4.6.	102011612/0204	Banking and financial documents copies issue			
4.7.	102011612/0203	The inquiry granting at the instance of the client regarding his bank services			
4.8.	102011612/1101	Checkbook providing (25 sheets)			
4.9.	The issue of Visa Go	old payment card with the annual service tariff of 1 tenge (for the first year)*			
		2-nd order preferencies on the service conditions under sala	ary projects:		
	Cash receiving comp JSC)***	mision (in the network of Subsidiary Bank VTB JSC/ Halyk Bank of Kazakhstan	with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%	28 351 tenge per month	
	Commission for the	funds transfer to the bank accounts (charge card)***	Wage fund in thousands tenge: from 10 000 and more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 5000 - 0,30%		
4.10.			If the number of employees from 1 to 11 persons: Electron - 1000 tenge, Classic - 5000 tenge, Gold - 20 000 tenge, Platinum - 25 000 tenge.		
	The annual card service under the Salary project		If the number of employees from 11 to 101: Electron - 300 tenge, Classic - 500 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.		
			If the number of employees from 101 μ δοπεe: Electron - 0 tenge, Classic - 0 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.		
		1-st order preferencies on the service of the trade aqu	uiring		
	POS-terminal installa	ation and servicing	free of charge		
		r the cashless settlement of operations with the use of payment cards of other ds/ services/works realization of the Enterprise	1,9%		
4.11.		r the cashless settlement of operations with the use of payment cards of B JSC (Kazakhstan) while the goods/ services/works realization of the	0,9%		
	Monthly user charge less than 100 000 te				
5.					
5.1.	102061612/1502	Monthly user charge for the Distance Business Electronic System "Internet-Ba	anking" (VAT included)		
5.2.	102011611/0201	Each bank account management, except for current "transit mode" accounts a transactions presence)	and savings accounts (monthly with the account		

	102011611/0401, When instructed to charge the commission to the sender (option OUR) in foreign currency, except for US dollars (USD) and Russian Rubles (RUB)			
	102011611/0402, 102011611/1608	When instructed to charge the commission to the sender (option OUR) in US of payment by the beneficiary		
	102011611/0403,			
ŀ	102011611/1609			
	102011611/1613 When instructed to charge the commission to the beneficiary (option BEN/SHARE) in foreign currency			
	Cash receiving (up to 10 mln tenge per month*)			
5.4.	102021611/1006	<ul> <li>the cash notes and coins receiving and counting in national currency (tenge) in operating time with the money transfer to the Client's bank account on the same day</li> </ul>	with 20% discount (0,16% minimum 300 tenge)	
		External transfers in tenge by DBES "Internet Banking" ** (up to 30 per month *):		
5.5.	102011611/1602	11/1602 - till 12.30 PM Astana city ;		
	102011611/1603			
	Conversion ope			
5.6.	102051611/1201	-same day	with the 20% discount of the base commision tariff for the conversion services	
	102051611/1202	- on the 2nd day	with the 20% discount of the base commision tariff for the conversion services	
5.7.	102011612/0204	Banking and financial documents copies issue		
5.8.	102011612/0203	The inquiry granting at the instance of the client regarding his bank services		
5.9.	The issue of Visa Go	old and Visa Business payment cards with the annual service tariff of 1 tenge fo	r the first year*	68 401 tenge per month
	Cash receiving comr JSC)***	nision (in the network of Subsidiary Bank VTB JSC/ Halyk Bank of Kazakhstan	with the wage fund (thousands tenge): from 10 000 or more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 500 - 0,30%	
	Commission for the f	runds transfer to the bank accounts (charge card)***	the wage fund in thousands tenge: from 10 000 and more - 0,08%; from 5000 to 10 000 - 0,17%; from 2000 to 5000 - 0,24%; from 500 to 2000 - 0,30%; from 90 to 5000 - 0,30%	
5.10.			If the number of employees from 1 to 11 persons: Electron - 1000 tenge, Classic - 5000 tenge, Gold - 20 000 tenge, Platinum - 25 000 tenge.	
	The annual card sen	vice under the Salary project	If the number of employees from 11 to 101: Electron - 300 tenge, Classic - 500 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.	
			If the number of employees from 101and more: Electron - 0 tenge, Classic - 0 tenge, Gold - 0 tenge****/Gold - 15 000 tenge****, Platinum - 15 000 tenge.	
	POS-terminal installation and servicing		free of charge	
		r the cashless settlement of operations with the use of payment cards of other ds/ services/works realization of the Enterprise	1,9%	
		r the cashless settlement of operations with the use of payment cards of 3 JSC (Kazakhstan) while the goods/ services/works realization of the	0,9%	
		including VAT*****: For every POS terminal on which the turnovers in fact are nge on the settlement period	according to the current banking tariffs	
6.		"Personal" Package		
6.1.	102061612/1502	Monthly user charge for the Distance Business Electronic System "Internet-Ba	nking" (VAT included)	
6.2.	102011611/0201	Each bank account management, except for current "transit mode" accounts a transactions presence)	nd savings accounts (monthly with the account	
6.3.		Cash receiving (up to 1 mln tenge per month*)		
	102021611/1006			
6.4.				
	102021611/1001 102021611/1002 102021611/1003 Counting and packaging of the cash peyments in tenge under the Customer's preliminary request			
6.5.		External transfers in tenge by DBES "Internet Banking" ** (up to '	I0 per month *):	11 645 tenge per month

	102011611/1602	- till 12.30 PM Astana city ;	
	102011611/1603	- from 12.30 PM. till 15.30 PM Astana city	
6.6.	102011612/0204	Banking and financial documents copies issue	
6.7.	102011612/0203	The inquiry granting at the instance of the client regarding his bank services	
6.8.	102011612/1101	Checkbook providing (25 sheets)	

Commissions for not included operations in the RKO package are paid according to the Bank current tariffs

<sup>\*</sup> Beyond the limit of base rates in accordance with Annex 2-1 to the General Rules of banking and other operations in Subsidiary Bank VTB JSC (Kazakhstan)

<sup>\*\*</sup> The fees charged in addition to the basic commissions for payments transactions and processing are charged according to the current banking tariffs

<sup>\*\*\*</sup> Within the rates for salary project: In case of commission payment for money transfer to the bank accounts, the commission for cash received is 0%.

<sup>\*\*\*\*</sup> Within the rates for salary project: Visa Gold - 0 tenge, is granted free of charge for the heads of Organisations only according to the Bank Body decision, authorised by the internal documents (The authorised Bank Body - The Retail Business Tariffs Comitee). Visa Gold - 15 000 tenge, is provided for other employees.

<sup>\*\*\*\*\*</sup> The user charge include cashiers' training, POS-terminal maintenance, consumables.