



PUBLIC OFFER

of Personal Banking Agreement Conclusion with KYRGYZSTAN Commercial Bank OJSC

This offer (hereinafter referred to as the Offer) shall be addressed to individuals; in accordance with part 2 of Article 398 of the Civil Code of the Kyrgyz Republic it shall be considered to be a public offer made by KYRGYZSTAN Commercial Bank OJSC (hereinafter referred to as the Bank) to conclude an Agreement with the Bank for personal banking services, including the MBank service; and the terms and conditions of such Agreement shall be contained in this Offer.

The Agreement shall be effective from the date, when an individual (hereinafter referred to as the Customer) signs an application for personal banking services in the prescribed form or opens an account by using an electronic signature through the MBank service to confirm full and unconditional acceptance of this Offer. Pursuant to Article 402 of the Civil Code of the Kyrgyz Republic, it also means the Customer's compliance with all the terms of this Offer without any exceptions or restrictions published on the Bank's website www.cbk.kg (hereinafter referred to as the Bank's Website), subject to the Customer's provision of the documents necessary for personal banking services, as specified by the requirements of the Kyrgyz Republic legislation and the Bank's internal regulations.

This Offer shall remain in full force unless it is recognized to be invalid or a new Offer is published on the Bank's website www.cbk.kg at least ten (10) business days prior to the date the mentioned changes become effective.

1. TERMS AND DEFINITIONS

A **bank card** is a payment instrument intended to manage an **account**, withdraw cash funds, pay for goods and services via payment terminals or other devices, as well as on the Internet.

A **beneficiary owner** is an individual, who, directly or indirectly (through third parties) has finally (through ownership and control chain) the right of ownership or controls a customer or an individual, on behalf of or in the interests of which/whom an operation (transaction) is performed.

High-risk countries mean any states and territories (entities) that do not apply or insufficiently apply the international standards on combating money laundering and financing of terrorism, as well as any offshore zones.

A **deposit (bank deposit)** means monetary funds deposited by an individual, both in national and foreign currencies, kept in a card account, on conditions of interest payment, security, maturity and repayment.

Identification is a set of measures the Bank undertakes to establish the identification data of customers, their representatives and beneficial owners based on their submitted original documents and (or) duly certified copies of the same, pursuant to the national laws in the AML/CFT (money laundering and financing of terrorism) field.

The bank account is a demand deposit account (account) /card account (which implies that it can be disposed of through a bank payment card or remote customer service facility) (hereinafter referred to as card account) used by a private individual for keeping personal funds, enrollment of wages, royalties, pensions, alimony, social allowances, funds from other bank account, payments related to inheritance, fee for disposal of personal property owned by the owner of the bank account. The customer may make personal payments from the individual's account, including payments for goods purchased for personal purposes (services provided), loan repayments, money transfers (including those made through money transfer systems without account opening), utility payments, and other similar payments, which are of private nature.

A **customer** is an individual who has joined this Offer.

A **code word** is a secret word required to identify the cardholder when contacting the Bank by phone or other official communication channel of the Bank.

Parties mean both the Bank and the Customer jointly mentioned.

A **card PAN** (Primary Account Number) is a bankcard number located on its front side.

A **card CVV/CVC** (Card Verification Value/Code) is a three-digit code located on the reverse side of the card, intended to verify the card authenticity.

A **card PIN** (Personal Identification Number) is a four-digit combination that provides a secret code to have access to the monetary funds kept in the Customer's card account.

The **MBank service** is a system of software and hardware and organizational measures designed to provide the Customer with banking services for managing monetary funds in bank accounts via a mobile device and/or the Internet - a global computer network.

FATCA is the Foreign Account Tax Compliance Act, which is adopted to combat tax evasion by the US citizens and residents.

Remote identification means customer-not-present identification and verification of individual citizens of the Kyrgyz Republic with use of the Customer's data received in electronic form.

A **restricted account** is a bank account with established restrictions and limits according to the Procedure for Remote Customer Identification and Verification, as specified by statutory instruments of the regulatory authority.

1. SUBJECT OF THE AGREEMENT

1.1. The Agreement shall specify the procedure and conditions for opening and managing an account / a card account in a foreign currency in compliance with the current legislation of the Kyrgyz Republic (hereinafter referred to as the Legislation), the Bank's Tariffs, the terms of this Agreement, the Rules for Using VISA International Payment System and the Rules for Using ELCART National Payment System (hereinafter referred to as the Rules).

2. Under this Agreement, the following services, if any, may be provided to the Customer:

- opening and managing one or more accounts / card accounts;- issuing and maintaining payment cards and / or without the use of a bankcard (hereinafter referred to as the card);
- home banking and payment services (Mbank);
- Accumulation Deposit;
- offering loan products and other services for the Customer's managing his/her accounts.

2. GENERAL PROVISIONS

2.1. This Offer shall specify the procedure for an account / a card account opening and regulate the relationship arising between the Bank and the Customer while performing their obligations under this Agreement.

2.2. This Agreement between the Parties shall be concluded through the Customer's acceptance of this Offer. Acceptance of the Offer shall suppose the Customer's undertaking of actions specified in Section 5 hereof; and such actions shall be considered as full and unconditional compliance with the Offer terms. By accepting the terms of this Offer, the Customer unconditionally agrees to the terms of the public Offer after completing and signing an Application or passing remote identification and verification in accordance with the Procedure for the Customer remote identification and verification.

2.3. No interests on the funds held in demand accounts / card accounts shall be accrued or paid by the Bank, unless it is stipulated by separate contracts/agreements between the Parties.

2.4. The Bank shall provide the Customer with all the necessary information by publishing it on the Bank's official website at: www.cbk.kg

2.5. The Customer's acceptance of the Offer shall mean compliance with this Offer and the terms of processing the Customer's personal data, namely:

- the personal data owner's agreeing to sign a statement of consent / withdrawal of consent to collection and processing of his/her personal data in the Social Fund (Appendix 2);

- the personal data owner's agreeing to sign a standard statement of consent to collection and processing of his/her personal data in the State Registration Service (Appendix 3);
 - consent to verification and transfer of credit status information to Ishenim Credit Bureau CJSC (Appendix 4);
 - the personal data owner's agreeing to sign a standard statement of consent to collection and processing of his/her personal data in the State Tax Service under the Ministry of Economy and Finance of the Kyrgyz Republic (Appendix 5).
- 2.6. The Customer's personal data shall be processed with no time limits, in any legal way, including in personal information management systems with or without use of automation means.

3. RIGHTS AND OBLIGATIONS OF THE PARTIES

The Customer is obliged to:

- 3.1. provide the Bank with any and all documents required for an account opening in compliance with the Legislation;
- 3.2. use an account / a card account for payments and settlements, as well as for keeping and accumulating monetary funds not related to business and / or similar activities;
- 3.3. When performing transactions on the account, provide the Bank with payment documents executed in compliance with the requirements stipulated by the Legislation;
- 3.4. pay for the services pursuant to the Bank's Tariffs and follow the changes in the terms of the Agreement, Rules and the Bank's Tariffs published on the Bank's website at: www.cbk.kg;
- 3.5. entitle the Bank to directly debit any funds from the Customer's account / card account to pay for services or for other obligations stipulated in contracts and agreements concluded between the Parties, as well as to write off any funds credited by the Bank and any third parties in error;
- 3.6. entitle the Bank to directly debit funds from the card account to the Customer's account in the amount specified in the application for a swift payment, including a relevant fee, followed by sending a swift payment from the Customer's account.
- 3.7. entitle the Bank to directly debit funds from the card account in a currency other than the account currency, and convert the transaction amount into the account currency at the Bank's exchange rate as of the date of transaction in order to send a swift payment.
- 3.8. provide, at the request of the Bank, within three (3) business days, any requested information, as well as documents relating to the Customer's activities and the banking transactions he/she performs;
- 3.9. notify the Bank in writing in case of any changes in personal data, including changes in address, phone numbers, e-mail address, etc. Otherwise, all correspondence of the Bank sent to the last known address of the Customer shall be deemed to have been duly received by the Customer;
- 3.10. if the Customer is a US tax resident, notify the Bank in writing about this fact, with entitling the Bank to transfer information about the Customer to the US tax authorities;
- 3.11. Identification of US tax residents requires meeting one or more of the following criteria:
 - 3.11.1. An individual is a US citizen;
 - 3.11.2. An individual has permanent residence permit in the United States (a permanent resident card (Form I-551 ("Green Card")));
 - 3.11.3. An individual, regardless of citizenship, meets the criteria for "Long-term stay in the United States", namely: an individual is recognized as a tax resident of the United States if he/she was in the territory of the United States for at least 31 days during the current calendar year and at least 183 days within 3 years, including the current year and two immediately preceding years;
 - 3.11.4. An individual was born in the territory of the United States;
 - 3.11.5. An individual has an address/ mailing address in the territory of the United States;
 - 3.11.6. Individuals with a US phone number (phone number + 1).
- 3.12. inform the Bank (by phone, letter, etc. in an accessible way) within one (1) business day when performing large-value cash expenditure transactions via the account / card account in the Bank's branches.
- 3.13. comply with the requirements of the Legislation on combating the financing of terrorism and the legalization of criminal proceeds (money laundering).

The Customer is entitled to:

- 3.14. independently manage the funds in the account / card account and use the bankcard pursuant to the terms of this Agreement, the Rules and the Bank's Tariffs, except as otherwise provided by the Legislation;
- 3.15. receive a bankcard with a personal PIN code, as well as additional cards belonging to the same card account with the same cash balances;
- 3.16. deposit funds into the account / card account in cash or non-cash settlements;
- 3.17. independently restrict the funds withdrawing from the card account by setting individual limits. Setting/changing individual limits shall be carried out based on a written application of the Customer;
- 3.18. define a code word by contacting the Bank's subdivision, with presentation of the Customer's identity document and a relevant written application;
- 3.19. obtain an account / a card account statement for the required period in accordance with the Bank's Tariffs;
- 3.20. in case of loss or damage to the card, apply to the Bank to receive a new card after paying the relevant fees specified by the current Tariffs of the Bank;
- 3.21. terminate the Agreement unilaterally with sending a prior written notice to the Bank and submitting an application for closing the account / card account no later than ten (10) business days prior to such termination and return the card to the Bank;
- 3.22. open a restricted account, within the restrictions and limits as specified by the Procedure for remote identification and verification (Appendix 1).
- 3.23. send instructions to the Bank for managing the account, make inquiries and obtain any relevant information about the status of the account.
- 3.24. the Customer shall have the right to instruct the Bank to write off funds from the account at the request of third parties if there are documents that allow them being identified and confirm their authority, including those related to the Customer's performing his obligations to these third parties. The Bank shall accept these instructions provided that they contain the written data, as required by the Bank.
- 3.25. Dispose of the account in the opening hours of the Bank.

The Bank is obliged to:

- 3.26. provide banking services in accordance with the Legislation, the terms of the Agreement, the Rules and the Bank's Tariffs;
- 3.27. block the card upon the Customer's presenting his/her identity document or giving a code word (including by phone or other official communication channels);
- 3.28. credit the received funds into the Customer's account / card account no later than one business day following the date when the Bank receives a relevant payment document;
- 3.29. inform the Customer about any changes in the interest scheme and interest rates, the cost of services and conditions for the services provision, within the time limits and on the conditions as specified in clause hereof;
- 3.30. provide the Customer with the opportunity to use the balance of funds in the account / card account;

The Bank is entitled to:

- 3.31. unilaterally change or supplement the terms of the Agreement, Rules and Tariffs, subject to notifying the Customer about the changes by announcements at the information points of the Bank and by publications on the Bank's website at: www.cbk.kg no less than ten (10) business days prior to the date such changes become effective.
- 3.32. request from the Customer to submit documents proving the funds' origin within 3 business days.
- 3.33. request from the Customer any information and documents relating to the Customer's activities and the banking transactions it carries out in compliance with the Legislation regulating the issues of combating the financing of terrorism and legalization of criminal proceeds (money laundering);
- 3.34. unilaterally: refuse to render cash payment services to the Customer in case of the latter's refusal to provide data to the US tax authorities, pursuant to the FATCA law; close the Customer's account within seven (7) days from the date of the Bank's refusal to provide data to the US tax authorities, pursuant to the FATCA law; close the Customer's account in case of providing deliberately false information.

- 3.35. without a prior notice, suspend banking transactions via the account / card account and / or unilaterally terminate the Agreement by sending a relevant notice via any available communication channels no less than ten (10) business days prior to such termination, in case of: provision of false information; failure to provide the documents required to open an account and carry out transactions on it; identifying the Customer and determining the beneficial owner; having information about the Customer's participation in terrorist activities and money laundering; as well as in case of any violation of the Agreement terms;
- 3.36. refuse to perform banking transactions on the Account if there are any facts indicating the Customer's violating the Legislation and the terms of this Agreement;
- 3.37. block the card with further destruction, if the Customer fails to take the issued card within twelve (12) calendar months;
- 3.38. unilaterally close the account, in case of no flows in the account and/or transactions under the Customer's orders within twelve (12) months;
- 3.39. directly debit the funds from all the Customer's accounts / card accounts opened with the Bank to pay for the Bank's services or for other obligations stipulated in contracts and agreements concluded between the Parties, and in cases specified by the Legislation, as well as write off the funds credited by the Bank or any third parties in error;
- 3.40. directly debit funds from the card account to the Customer's account in the amount specified in the application for a swift payment, including a relevant fee, followed by sending a swift payment from the Customer's account.
- 3.41. directly debit funds from the card account in a currency other than the account currency, and convert the transaction amount into the account currency at the Bank's exchange rate as of the date of transaction in order to send a swift payment.
- 3.42. withhold a fee from monetary funds at the rate of 10% of the amount debited, if Customer's transactions have signs of a suspicious transaction, and if no documents or false documents are provided to confirm the economic rationale and source of origin of the funds used for such transactions;
- 3.43. if suspicious transactions are discovered or there is any information about fraudulent transactions via the account / card account, temporarily suspend the account/ card account flows until the circumstances of the transactions performed are clarified;
- 3.44. when withdrawing funds through the Bank's cash terminal, request the Customer's presenting his/her identity document;
- 3.45. in case of rude/unacceptable treatment of the Bank's employees, if evidenced, initiate termination of the Agreement by notifying the Customer in writing;
- 3.46. make amendments to the Agreement in connection with any changes made to the regulatory documents of the Bank and the current Legislation;
- 3.47. request and obtain any information about the Customer under the Agreement, from any legally functioning authorities, as specified in clause 2.5. hereof.
- 3.48. A minimum amount of monetary funds (minimum balance) shall be set on the account, which cannot be spent (used) by the Client during the entire term of the Agreement. In this case, the minimum balance shall be returned to the Client after the account is closed. The minimum balance amount is stipulated by the Bank's Tariffs. Posted on the Bank's website: www.cbk.kg.
- 3.49. in case of incoming payments in a foreign currency received on a half-holiday, crediting of funds in the foreign currency received for the Customer shall be carried out on the first business day of the correspondent bank after the holiday.

4. LIABILITY OF THE PARTIES

- 4.1. The Customer shall bear liability in accordance with the Legislation and these terms and conditions of the Agreement for failure to submit any documents required to open a card account, to identify the Customer properly and to carry out transactions via the account / card account and other banking services.

- 4.2. The Customer shall be liable for transfer of the card to any unauthorized parties or providing them with access to it, as well as for disclosure of any information (the PIN code, code word, etc.) necessary for managing the card account and carrying out transactions via the card.
- 4.3. The Customer shall agree to record telephone conversations between the Contact Center and the Customer. This audio recording shall confirm the fact of the Customer's request.
- 4.4. The Customer shall agree that the cardholder will bear any possible financial risks associated with unauthorized use of the cards when paying via the Internet. At the same time, he/she shall have no claims against the Bank.
- 4.5. The Customer shall bear personal liability for any transactions performed with use of a payment card when making purchases, payments, cash withdrawals and other transactions via a bankcard.
- 4.6. The Bank shall not be responsible for the Customer's transferring the card to any unauthorized parties or providing them with unauthorized access to it, as well as for disclosure of any information (the PIN code, PAN, CVV / CVC code, code word, card validity period, etc.) necessary for the card account management and performance of transactions via the card, including transactions for ordering/purchasing goods and services on the Internet by inserting individual details of the bankcards in electronic form.
- 4.7. The Bank shall not be liable in cases where payment delays have occurred by fault of a correspondent bank and/or by fault of the Customer who indicated wrong details.
- 4.8. The Bank shall not be responsible for losses and damages caused to the Customer by any actions of government and other authorities as a result of seizure or other restriction on the disposal of the Customer's funds.
- 4.9. The Customer's ignorance about making changes and additions to the current Tariffs, the procedure for servicing (including the procedure for accepting and checking settlement (payment) documents), when the Customer did not read the information published on the Bank's website: www.cbk.kg, specified in clause 3.4. of this Agreement, does not release the Customer from the liability arising as a result of non-performance or improper performance of obligations to pay the amounts due in accordance with the Tariffs of the Bank, being effective at the date of transaction.
- 4.10. The Bank shall not be liable for any damage incurred, if the Customer violates the terms of the Agreement and the Rules specified in this Offer.
- 4.11. The Bank shall not be liable for withholding of 30% of the Customer's international payment by the US tax authorities under the FATCA Act.
- 4.12. The Bank shall not be liable for the Customer's actions, if the transactions are performed in high-risk countries.
- 4.13. The Bank shall be responsible for timely and proper performance of transactions via the Customer's card account in accordance with these terms and conditions of the Agreement, the Bank's regulations, Rules and Legislation.
- 4.14. The Bank shall be responsible for maintaining the secrecy of transactions via the Customer's card account. Only the Customer can obtain the information concerning his/her card account. In other cases, the information shall be provided strictly in accordance with the requirements of the Legislation.
- 4.15. The Bank shall not be liable for the exchange rate difference at the moment of the funds conversion that has arisen in the event of a card transaction in a currency other than the currency of the card account.
- 4.16. If the Bank's correspondent account, into which inward/outward payments were credited in the name of the Customer, is blocked due to the license revocation from the correspondent bank, enforcement of a decision of the highest government authorities in relation to the correspondent bank, or due to international sanctions against the correspondent bank, entailing suspension of its banking operations, imposition of a sanction, then the Bank shall not be liable for such actions of the correspondent bank, as well as for giving out the amount blocked in the Bank's correspondent account to the Customer.
- 4.17. In the event of this Agreement termination, all cards issued to the Customer shall be considered as invalid and shall be returned to the Bank, and the annual fees for the Bank's services shall not be reimbursed.
- 4.18. Upon termination of this Agreement, the Bank shall give out cash balances from the Customer's card account.

4.19. Termination of this Agreement shall be the reason for closing the Customer's card account.

5. TERMS OF A CARD ACCOUNT OPENING AND A PAYMENT BANKCARD ISSUE

5.1. A card account shall be opened when the Customer contacts the Bank branch, completes and signs the relevant application form, and/or undergoes remote identification and verification, through matching photos / using video communication, subject to presentation of all documents required for identification of the Customer as specified by the Bank's internal regulations, requirements of the National Bank of the Kyrgyz Republic and the Legislation of the Kyrgyz Republic.

5.2. After the Customer reviews this Offer and accepts the terms of the Agreement by signing the application, or through a remote service, by affixing a simple electronic signature, this Agreement shall be considered as concluded in compliance with all the requirements of the Legislation.

5.3. A bank payment card shall be issued within the time limits specified by the internal regulations of the Bank, subject to proper identification of the Customer in accordance with the Legislation.

6. PROCEDURE FOR CONVERSION AND SETTLEMENTS VIA A PAYMENT CARD

6.1. When performing a transaction via the card in a currency other than the currency of the card account, the transaction amount shall be converted into the settlement currency of the payment system at the rate specified in the payment system and be provided to the Bank for processing the transaction, according to Appendix No. 8. The Bank has no influence on the amount and timing of specifying the conversion rate in the payment system, as well as the time of the Bank's receiving the transaction from the payment system.

6.2. If the settlement currency of the payment system does not match the currency of the card account, the Bank shall convert the transaction amount received from the payment system into the currency of the card account at the Bank's exchange rate. At the same time, the exchange rate at the time of the transaction may differ from the exchange rate at the time of its processing in the Bank's system, thus creating a difference between the amount of the transaction at the time of its performance and the amount of the transaction processed, which shall be reflected in the account statement.

7. TERM OF VALIDITY AND PROCEDURE FOR TERMINATION OF THE AGREEMENT

7.1. This Agreement shall be considered to come into effect from the date the Customer accepts this Offer in accordance with clause 2.2 hereof and be valid until its termination.

7.2. The Agreement may be terminated:

- by the Customer – with a written notice to the Bank in the form of an application for closure of the card account;
- by the Bank – if the Customer fails to fulfill the terms of the Agreement;
- by the Bank – if there are no account flows for more than 12 months.

8. SETTLEMENT OF DISPUTES

8.1. All disputes or disagreements arising between the Parties under the Agreement or in connection with it shall be settled in compliance with the Legislation.

9. FORCE-MAJEURE

9.1. In the event of force-majeure circumstances, the Parties shall be released from liability for non-fulfillment or improper fulfillment of obligations assumed under the Agreement, while the deadline for fulfilling such obligations shall be extended for the period during which such circumstances and their consequences are in force.

9.2. The terms for each Party's performance its obligations hereunder shall be extended for the period during which the circumstances specified in clause 9.1. hereof will last.

9.3. The Party affected by the circumstances specified in clause 9.1. hereof, shall notify the other Party of the obstacle, related to force majeure, and its impact on performance of obligations hereunder, within five (5) business days from such circumstances occurrence and provide evidence of applying to the

competent authorities for confirmation of the fact and duration of force majeure circumstances within the next ten (10) business days. If the Party affected by the above-mentioned circumstances fails to provide confirmation from the competent authorities, it is deprived of the right to refer to such circumstances as a reason for non-performance or improper performance of obligations under this Agreement.

10. FINAL PROVISIONS

10.1. The Customer shall hereunder confirm that he/she is familiar and agrees with the terms of this Agreement, the Tariffs and the Rules, with the Rules for using the MBank service (Appendix No. 7), the Confidentiality Policy for the MBank service of KYRGYZSTAN Commercial Bank OJSC (Appendix No. 6), published on the Bank's website at: www.cbk.kg, as well as undertakes to monitor amendments to this Offer and changes to the Bank's Tariffs related to conclusion of this Agreement.

10.2. Any Terms and Tariffs for banking services within a salary project shall be determined by the Service Agreement with the relevant entity.

10.3. This Agreement may be terminated upon a written application of the Customer at any time.

10.4. In the event of the Agreement termination, the balance of cash funds on the account shall be issued to the Customer, or, at his/her instruction, transferred to another account no later than five (5) business days from the date of the relevant written application received from the Customer.

10.5. Any other matters not specified in the Agreement shall be governed by the Legislation.

11. BANK DETAILS

KYRGYZSTAN Commercial Bank OJSC

Address: 54A Togolok Moldo St., Bishkek city

ZIP code: 720033

TIN: 02712199110068

OKPO code: 20137117

BIC: 103001

AGREEMENT FOR AN ACCUMULATION DEPOSIT OPENING
to the Agreement of an individual's demand card account

1. TERMS OF THE DEPOSIT:

1.1. In addition to the demand card account, the Bank shall open a fixed term **Accumulation** Deposit (hereinafter referred to as the Deposit or the Bank Deposit) for the Customer.

1.2. The Bank shall maintain the Deposit Account in compliance with the legislation of the Kyrgyz Republic (hereinafter referred to as the Legislation), the terms of the Deposit and the Bank's Tariffs published on the Bank's website at: www.cbk.kg.

1.3. The minimum amount for an Accumulation Deposit opening in the Bank's branches shall be as follows:

for deposits in the national currency is KGS 1,000 (one thousand soms), for deposits in US dollars – USD 50 (fifty US dollars), for deposits in Russian rubles – RUB 1,000 (one thousand Russian rubles).

There is no minimum amount specified for Accumulation Deposits opened with use of the MBANK service.

1.4. The Customer shall deposit a minimum amount into the Deposit Account:

a) When opening the Account in the Bank branches, funds shall be deposited into the Account no later than on the date of the Account opening;

b) When opening the Account remotely through the MBANK service, funds shall be deposited within 30 calendar days from the date of the Account opening. In case of zero balance after the expiry of the specified terms, the Bank shall close the Deposit Account without sending a prior notice to the Customer.

1.5. The Customer can replenish the Deposit Account, but is not allowed withdrawing or transferring the funds.

1.6. The Bank shall accrue interests into the Deposit Account, according to the interest rates (interest scheme of the Accumulation Deposit) being effective as of the date of the Deposit Account opening. *(Insert an active link to the Accumulation Deposit)*

1.7. Interests shall be accrued into the Deposit on a daily basis for each additional cash contribution and depending on the period within which the amount is kept in the Customer's Deposit.

1.8. The interests on the Deposit amount shall be accrued from the day following the day of its receipt by the Bank, and until the day the funds are returned to the Depositor.

1.9. The calculation base for the interest accrual shall be the actual number of calendar days the Deposit is kept in the Bank, and the number of days in a year is the number of calendar days equal to 365 (366 in a leap year).

1.10. Payment of the interests accrued into the Deposit shall be made on the last working day of the month and transferred to the demand card account.

1.11. The maximum term of the Deposit shall be 24 months, with the possibility of early termination of the Agreement.

1.12. At the end of the Deposit term, the Deposit amount shall be transferred to the demand card account and will be accessible on the terms of the demand deposit.

1.13. If the date of the Deposit return falls on a non-working day, then the transfer of the Deposit amount and interests accrued in it shall be made on the working day following this date.

1.14. In case of early termination of the Agreement at the initiative of the Customer, the Bank shall refund the Deposit amount, as well as the interests accrued according to the rate being effective as of the date of the Agreement termination.

1.15. The Agreement shall come into force from the date the Customer deposits funds into the Deposit Account and be terminated after the Parties fully perform their obligations hereunder.

1.16. The Bank shall guarantee the secrecy of the Bank Deposit in compliance with the Legislation.

2. BANK DETAILS

KYRGYZSTAN Commercial Bank OJSC

Address: 54A Togolok Moldo St., Bishkek city

ZIP code: 720033

TIN: 02712199110068

OKPO code: 20137117

BIC: 103001

Appendix No. 1

to the Public Offer for
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Transactions and restrictions for remote identification and verification by the process of matching photos:

	Transaction type	Restrictions specified
1	Transfers with the purpose of payment for goods and services (to resident beneficiaries)	Maximum transaction amount: KGS 30,000; Amount of transfers per month: KGS 60,000. Payments to any high-risk organizations are prohibited.
2	Transfers with the purpose of payment for goods and services (to non-resident beneficiaries)	Maximum transaction amount: KGS 30,000; Amount of transfers per month: KGS 60,000.
3	Transfers between the individuals (between residents)	Maximum transaction amount: KGS 15,000; Amount of transfers per month: KGS 30,000. The payer and beneficiary shall pass at least the streamlined procedure of customer due diligence.
4	Transfers between the individuals (with participation of a non-resident)	Maximum transaction amount: KGS 15,000; Amount of transfers per month: KGS 30,000. The resident of the Kyrgyz Republic shall pass at least the streamlined procedure of customer due diligence.
5	Transfers to the national budget.	No restrictions.
6	Receiving cash funds / a payment card	The Customer shall pass full identification in any branch of the Bank.
7	Transfers from a legal entity or an individual entrepreneur to an individual	Prohibited, except for the cases when the transaction is performed because of previous payment refund (for example, due to rejection of goods or services).
8	Replenishment of a restricted account	No restrictions within the maximum balance limit.
9	Requirements for the balance	Maximum allowable amount is KGS 30,000.

Transactions and restrictions for remote identification and verification with use of video communication means:

	Transaction type	Restrictions specified
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Public Offer
of Personal Banking

1	Transfers with the purpose of payment for goods and services (to resident beneficiaries)	Maximum transaction amount: KGS 200,000; Amount of transfers per month: KGS 400,000. Payments to any high-risk non-commercial organizations are prohibited.
2	Transfers with the purpose of payment for goods and services (to non-resident beneficiaries)	Maximum transaction amount: KGS 200,000; Amount of transfers per month: KGS 400,000.
3	Transfers between the individuals (between residents)	Maximum transaction amount: KGS 100,000; Amount of transfers per month: KGS 200,000.
4	Transfers between the individuals (one party is a non-resident)	Maximum transaction amount: KGS 100,000; Amount of transfers per month: KGS 200,000.
5	Transfers to the national budget	No restrictions
6	Receiving cash funds	Maximum transaction amount: KGS 100,000; Amount of transactions per month: KGS 200,000.
7	Obtaining a loan	Maximum transaction amount: KGS 15,000; Amount of transactions per month: KGS 30,000.
8	Payment of e-money / transfers into own accounts	No restrictions, with funds crediting into own bank account of the resident of the Kyrgyz Republic, opened under the standard procedures of customer due diligence.
9	Transfers from a legal entity or an individual entrepreneur to an individual	Prohibited, except for the cases when the transaction is performed because of previous payment refund (for example, due to rejection of goods or services).
10	Replenishment of a bank restricted account	No restrictions within the maximum balance limit.
11	Requirements for the balance	KGS 200,000.

Appendix 2

to the Public Offer for
Personal Banking Agreement Conclusion
with KYRGYZSTAN Commercial Bank OJSC

**Personal Data Owner Statement of Consent (Withdrawal of Consent)
to collection and processing of his/her personal data**

1. Personal Data Owner's details	
1.1 PIN	
1.2 Surname	
1.3 Name	
1.4 Patronymic	
1.5 Date of birth	
1.6 Registered address (acc. to the passport)	
1.7 Actual place of residence	
1.8 Passport series and number	
1.9 Passport issue date	
1.10 Passport issuing authority	
1.11 Phone number	
1.12 E-mail address	
2. Attorney's details (subject to the power of attorney issued)	
2.1 PIN	
2.2 Surname	
2.3 Name	
2.4 Patronymic	
2.5 Date of birth	
2.6 Registered address (acc. to the passport)	
2.7 Actual place of residence	
2.8 Passport series and number	
2.9 Passport issue date	
2.10 Passport issuing authority	
2.11 In compliance with (the power of attorney, law, other regulation)	
3. Personal Data Processor's details	
3.1 TIN	

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3.2 BIC (for commercial banks)			
3.2 Name			
3.3 Address			
3.4 Officer's full name			
3.5 Officer's title			
4. Personal information (Check one variant)			
4.1 Information from the personal insurance account with indication of the wages fund		Yes	No
4.2 Information from the pension file with indication of the pension amount		Yes	No
5. Personal data processing			
5.1 Consent effective date (date of signing)			
5.2 Consent expiration date (end date)		01.01.2030	
5.3 Place (locality, address)			
List of Consent statements to be read and signed			
I furnish the Bank with the personal data as above for processing in order to provide me with the public service "Providing information from a personal insurance account to citizens" and / or "Providing information from a pension file";		[Full name in words] [Signature]	
I give my free, conscious and voluntary consent to the Social Fund of the Kyrgyz Republic to provide personal information to the Personal Data Processor;		[Full name in words] [Signature]	
I am aware that my consent to the personal data processing is valid for the period specified in this Consent Statement;		[Full name in words] [Signature]	
I am aware that my consent to the personal data processing may be withdrawn prior to this Consent expiration, subject to submission of a relevant application in any form to the Social Fund of the Kyrgyz Republic;		[Full name in words] [Signature]	
I am aware that if this personal data processing consent is withdrawn or expires, then my personal data processing may be completely or partially continued in compliance with the Personal Information Law of the Kyrgyz Republic.		[Full name in words] [Signature]	
List of Consent Withdrawal statements to be read and signed			
I give my free, conscious and voluntary consent to the Social Fund of the Kyrgyz Republic to withdraw my consent to provide personal information to the Personal Data Processor;		[Full name in words] [Signature]	
I am aware that my personal data processing may be completely or partially continued in compliance with the Personal Information Law of the Kyrgyz Republic.		[Full name in words] [Signature]	

Appendix 3

to the Public Offer for
Personal Banking Agreement Conclusion
with KYRGYZSTAN Commercial Bank OJSC

**STANDARD FORM
of Personal Data Owner Statement of Consent
to collection and processing of his/her personal data**

I, _____

PIN, assigned in the Kyrgyz Republic: _____

Identity document: _____ series _____ No. _____
(document type)

Issued on: _____ by _____,
(date of issue, name of the issuing authority)

Actual place of residence: _____

Registered address: _____

Contact phone number: _____ E-mail _____

do hereby give my consent to _____
(name and address of the organization)

- to process my personal data (collect, record, keep, update (reload, change), group the personal data);
- to transfer my personal data to any third parties in compliance with the Personal Information Law of the Kyrgyz Republic and other regulatory legal acts in the field of personal information;
- to transfer my personal data to credit bureaus in compliance with the Credit Status Information Exchange Law of the Kyrgyz Republic for further processing (collection, recording, keeping, updating (reloading, changing), grouping the personal data).

According to the following list of personal data and information about their change: national passport type, PIN, full name, date of birth, document number, name and code of the document issuing authority, date of issue, validity period, gender, digital image of the person, place of residence, marital status.

Collection and processing of my personal data shall be carried out solely for the purpose of _____.

This consent shall be valid until expiration of the period specified for keeping personal data or documents containing the above information, as determined in compliance with the legislation of the Kyrgyz Republic.

Consent to the personal data processing may be withdrawn by the personal data owner on the basis of a written free-form statement. In case of this consent withdrawal, the personal data processing may be completely or partially continued in compliance with Articles 5 and 15 of the Personal Information Law of the Kyrgyz Republic.

The personal data owner, upon a written request, shall have the right to receive information regarding the processing of his/her personal data (in compliance with Article 10 of the Personal Information Law of the Kyrgyz Republic).

I confirm that I am familiar with (a) the provisions of the Personal Information Law of the Kyrgyz Republic, (b) the Procedure for obtaining the personal data owner's consent to collect and process his/her personal data, (c) the Procedure and Form for notifying the personal data owners on transfer of their personal data to a third party, approved by the Kyrgyz Republic Government Decree No. 759 dated November 21, 2017.

A **credit bureau** is a legal entity, being a commercial organization in compliance with the legislation of the Kyrgyz Republic and providing services for the credit information exchange.

A **customer** is an individual or a legal entity associated with a particular credit / loan / financing (borrower / lessor / pledger / guarantor, etc.).

Appendix 5

to the Public Offer for
Personal Banking Agreement Conclusion
with KYRGYZSTAN Commercial Bank OJSC

**Personal Data Owner Statement of Consent (Withdrawal of Consent)
to collection and processing of his/her personal data**

I, _____

PIN, assigned in the Kyrgyz Republic: _____

Identity document: _____ series _____ No. _____
(document type)

Issued on: _____ by _____,
(date of issue, name of the issuing authority)

Actual place of residence: _____

Registered address: _____

Contact phone number: _____ E-mail _____

do hereby give my consent to _____
(name and address of the organization)

to process my personal data (collect, record, keep, update (reload, change), group the personal data), **information constituting a tax secret;**

to transfer my personal data to any third parties in compliance with the Personal Information Law of the Kyrgyz Republic and other regulatory legal acts in the field of personal information;

to transfer my personal data to credit bureaus in compliance with the Credit Status Information Exchange Law of the Kyrgyz Republic for further processing (collection, recording, keeping, updating (reloading, changing), grouping the personal data);

In accordance with the following list of personal data and information about their change:

1) details of the taxpayer (corporate name or surname, name and patronymic of the taxpayer), as well as the taxpayer identification number;

2) on the tax debt amount recognized by the taxpayer;

3) about all previously received and valid patents of the taxpayer.

Collection and processing of my personal data shall be carried out solely for the purpose of: making a decision on granting a loan and providing other banking services.

This consent shall be valid until expiration of the period specified for keeping personal data or documents containing the above information, as determined in compliance with the legislation of the Kyrgyz Republic.

Consent to the personal data processing may be withdrawn by the personal data owner on the basis of a written free-form statement. In case of this consent withdrawal, the personal data processing may be completely or partially continued in compliance with Articles 5 and 15 of the Personal Information Law of the Kyrgyz Republic.

The personal data owner, upon a written request, shall have the right to receive information regarding the processing of his/her personal data (in compliance with Article 10 of the Personal Information Law of the Kyrgyz Republic).

3.2.1. when the Customer uses the MBank service.

4. PURPOSE OF THE CUSTOMER'S PERSONAL DATA COLLECTION

4.1. The Customer's personal data can be used to provide the Customer with access to the MBank service and with opportunity to use its functionality.

5. METHODS AND TERMS OF THE PERSONAL INFORMATION PROCESSING

5.1. The Customer's personal data shall be processed without time limits, in any legal way, including in personal information management systems with or without use of automation means.

5.2. The Customer's personal data can be transferred to authorized public authorities only on the basis and in the manner established by the legislation of the Kyrgyz Republic.

5.3. The Bank shall undertake the necessary organizational and technical measures to protect the Customer's personal information from unauthorized or accidental access, destruction, change, blocking, copying, distribution, as well as from other illegal actions of any third parties.

5.4. The Bank shall not be liable if personal data were intentionally transferred by the Customer or unintentionally became known to any third parties through the Customer's fault.

6. OBLIGATIONS OF THE PARTIES

6.1. The Customer is obliged to:

6.1.1. provide the personal information necessary to use the MBank service;

6.1.2. update and supplement the personal information provided in case of any changes in the information specified in clause 6.1.1 hereof.

6.2. The Bank is obliged to:

6.2.1. use the information received solely for the purposes specified in clause 4 hereof.

6.2.2. ensure that the confidential information is kept secret, avoid its release without the prior written permission of the Customer, and not to exchange, publish or otherwise disclose the transferred personal data of the Customer, except for the established requirements of the legislation of the Kyrgyz Republic.

6.2.3. take measures to protect the Customer's personal information confidentiality in compliance with the procedure commonly used to protect this kind of information in the current business practice.

7. LIABILITY OF THE PARTIES

7.1. The Bank shall be liable for misuse of the Customer's personal data, in compliance with the legislation of the Kyrgyz Republic, except for the cases specified in clauses 5.2 and 5.4 hereof.

8. SETTLEMENT OF DISPUTES

8.1. Before applying to a court with an action in respect of any disputes arising from the relationship between the Customer and the Bank, it is mandatory to file a claim (a written proposal for voluntary settlement of the dispute).

8.2. The claimee shall, within 30 calendar days from the date of the claim receipt, notify the claimant in writing on the results of the claim consideration.

8.3. If the Parties fail to reach an agreement, the dispute shall be referred to the judicial authority in compliance with the current legislation of the Kyrgyz Republic.

8.4. This Confidentiality Policy and the relationship between the Customer and the Bank shall be governed by the current legislation of the Kyrgyz Republic.

9. ADDITIONAL PROVISIONS

- 9.1. The new Confidentiality Policy shall come into force from the date it is published on the Bank's Website, unless otherwise specified by the new version of the Confidentiality Policy.
- 9.2. The current Confidentiality Policy shall be published on the web-page at www.cbk.kg.

Appendix 7

to the Public Offer for
Personal Banking Agreement Conclusion
with KYRGYZSTAN Commercial Bank OJSC

RULES OF USING THE MBANK SERVICE (hereinafter referred to as the Rules)

1. TERMS AND DEFINITIONS

Mobile banking is a system of software and hardware and organizational measures intended for the Customer's being provided with banking services of managing monetary funds in bank accounts with use of a mobile device and / or via the Internet - a global computer network.

An **electronic wallet** (e-wallet) is a store of e-money, which is a digital solution or other software and hardware device that contains a record of the e-money amount and its ownership by the holder.

A **mobile application** is a digital solution for a mobile device (smartphone, tablet) on the Android and iOS platforms, intended to provide Customers with the opportunity to make payments for services, manage their accounts opened with the Bank and perform other transactions with use of mobile devices via the Internet.

A **WEB resource** is a page on the official website of the Bank at www.cbk.kg, designed to provide Customers with the opportunity to pay for services, manage their accounts opened with the Bank and perform other transactions via the Internet.

A **login** is the Customer's code name to enter the personal account. The Customer's login is a mobile phone number in the format of "996*****".

A **PIN-code** is a secret code given by the Customer to verify his/her identity and gain access to the Mobile Application.

A **password** is a secret code given by the Customer to confirm his/her identity and gain access to the Service through the WEB resource.

A **code word** is a secret word the Bank uses to identify the Customer when communicating with him/her by phone. The Customer determines the code word when subscribing to the Service.

Minimum balance (fee reserve) is a part of the Bank account funds, reserved for direct deduction of payments for services, according to the current tariffs.

Overdraft is a form of a short-term loan, allowing the Customer making payments in excess of the amount available in the card account within the amount limits and on the terms specified in the agreement between the Bank and the Customer.

A **Cash Point (CP)** is a specially equipped place (the Bank branch/ATM) for performing transactions on receiving and/or issuing cash with use of bankcards.

An **account in the MBank system** is a record containing information that the user provides about himself/herself when registering in the MBank system.

A **default account** is the Customer's account, selected as the main one for receiving funds in the MBank service.

2. TERMS OF THE SERVICE PROVISION

- 2.1. The Customer may perform any transactions to pay for various services, manage accounts or e-wallet opened with the Bank and any other operations by means of the Customer's mobile device via the Mobile Application, with use of the Customer's PC or laptop via the WEB resource (an uninterrupted connection to the Internet is required to use the Mobile Application and/or the WEB resource) 24 hours a day (every day without interruption, except for the periods of preventive, routine and repair works).
- 2.2. Connection to mobile banking shall be implemented pursuant to an application filed for connection to the MBank service or conclusion of a demand card account agreement for an individual and with use of a bankcard.
- 2.3. Connection to an e-wallet shall be implemented by the Customer independently. To connect the Customer should:
 - 2.3.1. Download an application from the market (Google play, App Store) corresponding to the operating system of his/her mobile device (Android, iOS, respectively) and pay for it according to the Internet traffic spent.
 - 2.3.2. Pass the registration procedure.
- 2.4. The Customer's registration in the MBank Service shall be confirmed by the Session Password (for working via the WEB resource or the Mobile Application) the Customer receives in the text of SMS messages, which are sent to the Customer's mobile phone number specified during the registration.
 - 2.4.1. The Session Password is a one-time 6-24 digit Password the Customer uses to log in and to set his/her own 6-24 digit Password. According to the security policy, the Password must consist of the following character groups:
 - ✓ Latin lowercase letters (s, a, v, b, etc.);
 - ✓ Numbers (0-9);
 - ✓ Special characters (% , @ , # , & , etc.).
 - 2.4.2. Further, the Customer shall come up with and set a 4-digit PIN code for additional authorization.
 - 2.4.3. The Session Password shall be valid for three calendar days. If the Customer does not use the Session Password within the specified period, the Password becomes invalid. To obtain a new Session Password, the Customer must file a written application to the Bank.
- 2.5. When receiving SMS messages containing a one-time Password for access to the service, the Customer shall independently make changes/settings in order to perform transactions in the MBank system.
- 2.6. Orders to the Bank to perform transactions with a correctly entered login and PIN or Password shall be considered as the Customer's orders and promptly fulfilled by the Bank in accordance with the agreements concluded with service providers, but, as a rule, no later than on the business day following the day of the transaction.
- 2.7. The Customer shall bear full responsibility for correctness of the transaction details he/she specifies when performing such transaction with use of the Service.
- 2.8. The Customer shall have the right to restrict any card account. For this purpose, the Customer shall use the Mobile Application at the date of subscribing to the Service or apply personally to the Bank at any other day and submit an application to change the account status to "INACTIVE", or independently through the WEB resource in the "Account Management" tab.
- 2.9. To use the Service through the WEB resource, the Customer must follow the link to the Internet banking page from the main page of the Bank at www.cbk.kg.

- 2.10. The Customer can change the mobile phone number at any branch of the Bank upon his/her personal request.
- 2.11. Technical interruptions in the MBank service operation, in order to carry out preventive and routine maintenance, shall be made upon prior notification of the Customer by publishing the relevant information in the news section of the Mobile Application and on the Bank's website at www.cbk.kg.

3. SECURITY

- 3.1. The PIN-code and Password are strictly confidential information and should be known only to the Customer. It is forbidden to disclose or transfer the PIN-code and/or Password to any third parties. Disclosure of the PIN-code and/or Password may result in unauthorized access to the Customer funds. If there is a suspicion that the PIN-code and/or Password have become known to any third parties, the Customer must use the appropriate menu item of the Service and independently change the PIN-code and/or Password, then immediately contact any branch of the Bank or call the Bank Contact Center by tel. +996 (312) 61-33-33, +996 (556) 61 33 33, +996 (770) 33 33 69, +996 (701) 33 33 69 round the clock) to block the Service.
- 3.2. It is not recommended to save the login and PIN-code and/or Password in a PC/laptop/mobile device if additional security tools are not enabled on it (for example, unlocking with use of a password or a digital key).
- 3.3. If the PIN-code and/or Password is entered incorrectly three times in succession, the MBank Service shall be blocked for one (1) hour in order to ensure security of the Customer's funds. Then if the PIN-code and/or Password is entered incorrectly three times in succession again, the MBank service shall be blocked until the Customer's personal appeal to the Bank for the purposes of the Customer's funds security.
- 3.4. In case of loss or theft of a mobile phone, the Customer must immediately contact the Bank by tel. +996 (312) 61-33-33, +996 (556) 61 33 33, +996 (770) 33 33 69, +996 (701) 33 33 (round the clock) to block the account or contact the Bank in person.
- 3.5. To use the Service securely from a common (non-personal) PC/laptop/mobile device, it is recommended to ensure confidentiality of the information entered from the keyboard and displayed on the screen and exit the system correctly upon the work completion (to do so, select the "Exit" command in the Service menu).
- 3.6. The Bank shall not bear any liability for any damage caused to the Customer by any actions of third parties in the event that the Customer does not comply with the conditions specified in clauses 3.1., 3.2. hereof.

4. LIST OF ACCESSIBLE MOBILE BANKING TRANSACTIONS

- 4.1. When subscribing to mobile banking services, the Customer shall have access to the following services:
 - 4.1.1. Money transfers:
 - Transfers between his/her accounts;
 - Transfer of funds by phone number;
 - Transfer of funds by details (only via the Mobile Application and / or WEB resource);
 - Requesting funds from other users of the Service.
 - 4.1.2. Payment for services (utility payments, payment for communication services and so on, payment of fines imposed by the traffic police, etc.);
 - 4.1.3. Payment of requests for funds from other users of the Service;
 - 4.1.4. Payment for goods and services in the chain of trade and service enterprises;
 - 4.1.5. Viewing account statements;
 - 4.1.6. Viewing detailed information on the transactions performed;
 - 4.1.7. Viewing exchange rates for non-cash transactions;
 - 4.1.8. Sending applications for a loan, deposit and SWIFT payment (*the application has no legal force, it serves as a feedback from the Bank);

- 4.1.9. Development of payment templates.
- 4.1.10. Making regular payments (only via the WEB resource)
- 4.1.11. Change of the PIN-code, Password and Login.
- 4.2. Replenishment of the Customer's account shall be carried out in cash through the cash desk, cash-in terminals, ATMs (with the cash-in function and only with the payment card available), or in non-cash settlements.
- 4.3. The Customer can withdraw cash funds at any branch of the Bank through the cash desk with the obligatory presentation of a passport, or by means of the payment card at ATMs and cash points upon inserting the PIN-code of the card.

The list of cash withdrawal and account replenishment points can be found on the Bank's website at: www.cbk.kg, information points at the Bank's branches, at operators, or in the Bank's Contact Center by tel. +996 (312) 61-33-33, +996 (556) 61 33 33, +996 (770) 33 33 69, +996 (701) 33 33 69.

5. LIST OF ACCESSIBLE E-WALLET TRANSACTIONS

- 5.1. When subscribing to e-wallet services, the Customer shall have access to the following services:
 - 5.1.1. Viewing the balance of the electronic wallet;
 - 5.1.2. Payment for services (utility payments, payment for communication services and so on, payment of fines imposed by the traffic police, etc.);
 - 5.1.3. Payment of cash requests for goods and services;
 - 5.1.4. Payment for goods and services in the chain of trade and service enterprises;
 - 5.1.5. Viewing account statements;
 - 5.1.6. Viewing detailed information on the transactions performed;
 - 5.1.7. Viewing exchange rates for non-cash transactions;
 - 5.1.8. Sending an application* for a loan/deposit (*the application has no legal force, it serves as a feedback from the Bank);
 - 5.1.9. Development of payment templates;
 - 5.1.10. Смена PIN-кода; Change of the PIN-code.

6. TRANSFER OF FUNDS BY BANK DETAILS

- 6.1. Payments by the bank details, carried out via accounts within the Bank, shall be performed only on working days until 17.00 h. In this case, the currency of the account, from which the funds are debited, must match the currency of the beneficiary's account.
- 6.2. Payments by the bank details, made to accounts in other banks, shall be performed only on working days until 11.00 h. At the same time, payments can be made only from accounts opened in the national currency and shall be paid according to the Bank's tariffs for clearing operations.

7. PAYMENT FOR GOODS AND SERVICES IN TRADE AND SERVICES ENTERPRISES

- 7.1. Payment for a product or service shall be possible with use of the MBank Service in trade and service enterprises, with which the Bank has concluded an appropriate agreement.
- 7.2. The list of trade and service enterprises specified in cl. 7.1 can be found on the Bank's website at www.cbk.kg, information points at the Bank's branches, operators, or in the Bank's Contact Center by tel. +996 (312) 61-33-33, +996 (556) 61 33 33, +996 (770) 33 33 69, +996 (701) 33 33 69.
- 7.3. Procedure of payment:
 - 7.3.1. The cashier of the enterprise shall create a request for funds from the Customer in the amount of the purchase (services) cost in the WEB interface (installed for the enterprise);

- 7.3.2. The Customer shall make sure that the request amount corresponds to the purchase cost and pay for the request, thereby ordering the Bank to debit the corresponding amount from the Customer's personal Bank Account;
- 7.3.3. Confirmation of such payment shall be an account statement and a cash receipt from the trade and service enterprise.
- 7.3.4. If the enterprise does not have the ability to create a request for funds to the Customer (for a reason of any kind), the Customer can transfer money by phone number to the Enterprise account. At the same time, the Customer shall be fully responsible for specifying the correct payment details: the enterprise's phone number, the payment amount, etc.

8. RECEIVING THE ACCOUNT INFORMATION

- 8.1. When using the function of the "balance request" in respect of the Customer's accounts with the Bank, the **Total balance**, **Account balance**, and **Credit limit** shall be displayed. IF YOU HAVE VISA, MASTERCARD, ELCART PAYMENT CARD:

A **Total balance** is the balance of all funds, including the minimum balance. These funds, minus the minimum balance, are available for transactions in the Mobile Banking system;

An **Account balance** is only the minimum balance funds;

A **Credit limit** is the maximum available amount of funds provided by the Bank to the Customer in the form of an overdraft, according to the agreement concluded between the Bank and the Customer.

*If the Customer has an unused credit limit (overdraft), the total balance displayed may not correspond to the actual balance of funds in the account.

- 8.2. When requesting a balance and an account statement in the MBank system, information shall be displayed without taking into account unprocessed transactions, in accordance with the rules of payment systems.

9. CLAIM SETTLEMENT

9.1. In case of making any payments in error through the MBank service, the Customer must contact any branch of the Bank to submit an application, or call the Bank's Contact Center by tel. +996 (312) 61-33-33, +996 (556) 61 33 33, +996 (770) 33 33 69, +996 (701) 33 33 69 (round the clock).

9.2. The Customer's applications in respect of claim payments shall be considered by the Bank within a period of at least three working days, depending on the payment made. The Bank does not guarantee a refund in case of receiving a refusal from the counterparty involved in the payment process.

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Conversion schemes for payment cards of KYRGYZSTAN Commercial Bank OJSC to perform card transactions in the international payment systems.

Payment in a web-shop in the amount of KZT 100,000.00	
Card currency is USD, payment is in KZT	
Case 1. When the USD exchange rate is higher at the date of the transaction processing	Case 2. When the USD exchange rate is lower at the date of the transaction processing
USD 1 = KZT 469.69 at the IPS rate	USD 1 = KZT 469.69 at the IPS rate
KZT 100,000.00 / KZT 469.69 = USD 212.90 as of the date of the transaction	KZT 100,000.00 / KZT 469.69 = USD 212.90 as of the date of the transaction
USD 1 = KZT 470.00 at the rate of the commercial bank	USD 1 = KZT 468.00 at the rate of the commercial bank
KZT 100,000 / KZT 470.00 = USD 212.76 as of the date of the financial transaction processing	KZT 100,000 / KZT 468.00 тенге = USD 213,67 as of the date of the financial transaction processing
Total: USD 212.90 - USD 212.76 = USD 0.14 (foreign exchange gain)	Total: USD 212.90 - USD 213.67 = USD - 0.77 (foreign exchange loss)

Card currency is KGS, payment is in USD	
Case 1. When the USD exchange rate is higher at the date of the transaction processing	Case 2. When the USD exchange rate is lower at the date of the transaction processing
USD 1 = KGS 83.00 at the IPS rate	USD 1 = KGS 83.00 at the IPS rate
USD 212.90 * KGS 83.00 = KGS 17,670.70 as of the date of the transaction	USD 212.90 * KGS 83.00 = KGS 17,670.70 as of the date of the transaction
USD 1 = KGS 84.00 at the rate of the commercial bank	USD 1 = KGS 82.00 at the rate of the commercial bank
USD 212.90 * KGS 84.00 = KGS 17,883.60 as of the date of the financial transaction processing	USD 212.90 * KGS 82.00 = KGS 17,457.80 as of the date of the financial transaction processing
Total: KGS 17,670.70 - KGS 17,883.60 = KGS - 212.90 (foreign exchange loss)	Total: KGS 17,670.70 - KGS 17,457.80 = KGS 212.90 (foreign exchange gain)

Money transfer (P2P transfer)	
Transfer from Russia to a card of our Bank in the amount of RUB 100,000.00 (beneficiary card currency is KGS)	
USD 1 = RUB 82.50 at the IPS rate as of the date of the transaction	
USD 1 = KGS 83.00 at the IPS rate as of the date of the transaction	
RUB 100,000.00 / RUB 82.50 = USD 1,212.12	
USD 1,212.12 * KGS 83.00 = KGS 100,605.96	
Case 1. When the KGS and RUB exchange rates are higher at the date of the transaction processing	Case 1. When the KGS and RUB exchange rates are lower at the date of the transaction processing
USD 1 = RUB 83.00 at the rate of the commercial bank	USD 1 = RUB 82.00 at the rate of the commercial bank
USD 1 = KGS 83.50 at the rate of the commercial bank	USD 1 = KGS 82.50 at the rate of the commercial bank
RUB 100,000.00 / RUB 83.00 = USD 1,204.81	RUB 100,000.00 / RUB 82.00 = USD 1 219,51

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USD 1,204.81 * KGS 83.50 = KGS 100,601.63	USD 1,219.51 * KGS 82.50 = KGS 100,609.57
Total: KGS 100,605.96 - KGS 100,601.63 = KGS 4,33 (foreign exchange gain)	Total: KGS 100,605.96 - KGS 100,609.57 = KGS - 3,61 (foreign exchange loss)