

Approved by

Director of LiTRO LLP
Khaidargaliyev B.A.

February 01, 2024



RULES OF THE LiTRO AUTO CLUB

GLOSSARY:

- **Auto Club** – a form of provision of various types of services of the Owner indicated on the Website and (or) in the LiTRO MA to any applicant under the conditions and in the manner specified in these Rules.
- **Business Partner** is a legal entity and (or) individual entrepreneur with whom the Auto Club interacts (co-operates) on a mutually beneficial basis based on existing agreements on the release on the market and provides Auto Club Members and (or) Users with specific and agreed-upon complex solutions in the form of Auto Club Products.
- **Card**¹ – an electronic (virtual) or physical card containing one or another type of services of the Owner provided to the Auto Club Member. Cards are divided into two categories: B2C Card and B2B Card.
- **B2B Card** – A Card, the owner of which is the Auto Club Member as an authorized employee/client of a legal entity that previously purchased the Card from the Owner under the terms of a civil law agreement concluded with him (hereinafter referred to as the Agreement). The Card is used by the Auto Club Member in accordance with the terms and requirements of the Agreement and these Rules, and such Card is purchased (for a fee or free of charge) by the Auto Club Member directly from the legal entity whose employee/client is the Auto Club Member.
- **B2C Card** – a Card, the owner of which is the Auto Club Member as an individual who uses this Card in accordance with the terms and requirements of these Rules, while such a Card is purchased by the Auto Club Member independently through the LiTRO MA or can be received as a gift from another individual through the LiTRO MA.
- **Conflict of interest** – a situation in which the Auto Club, within the framework of the services offered and implemented by it to the Members and (or) Users of the Auto Club, has the risk of simultaneously representing the interests of two or more parties in a controversial situation between them, which may result in damage to the interests of the Auto Club.
- **Auto Club User** – a legally capable individual who is not an Auto Club Member, but who has applied to the Auto Club to receive services under the LiTRO Car Lawyer Program from the Owner, who has read these Rules, expressed his unconditional agreement with their contents and has undertaken to follow the Auto Club Rules in all good faith.
- **LiTRO Car Lawyer program (hereinafter referred to as “Car Lawyer”)** – a service provided by the Owner in the form of a set of legal services (oral and written consultations, representation of interests, etc.) on motor transport issues in relation to vehicles owned and (or) driven by Members and (or) Users of the Auto Club, provided on the terms and conditions, specified in these Rules, and also taking into account the fact that the legal fact occurred on the territory of Kazakhstan. A complete list of services within this service, indicating the cost and terms of provision, is posted on the Website and (or) the Owner’s mobile application.
The terms and conditions of this service are governed as follows:
 - for the Auto Club Members according to the terms and conditions specified directly in the Program/Card and/or the Auto Club Product subject to the provision of the Contract and, in the absence of such terms and conditions, according to Appendix No. 1 to these Rules;
 - The service is sold to both Auto Club Members and Auto Club Users at separate rates (on a one-time basis) in accordance with Appendix No. 1 to these Rules.
- **LiTRO Roadside Assistance program (hereinafter referred to as “Roadside Assistance”)** – a service provided by the Owner in the form of a set of services for emergency technical assistance on the roads for passenger vehicles, legal advice in case of a road traffic accident (hereinafter referred to as the accident), as well as other services provided by the Owner to exclusively the Auto Club Members on the terms and conditions, specified in the Rules. A complete list of services within the framework of this service, indicating the cost and terms of provision, is posted on the Website and (or) in the LiTRO MA.
- **Auto Club Product** is a complex solution from the Auto Club developed by the Auto Club together with the Business Partner (or by the Auto Club itself) and offered to the Member and/or the User of the Auto Club as a means of satisfying their needs for necessary services and/or goods from the Auto Club and/or the Business Partner(s) of the Auto Club, at the same time the Auto Club Product may include both the terms and conditions

¹ The name of the Cards can either coincide with the names of the Owner’s Programs or be independently individualized, while the quantitative content of the types of services on the Auto Club Cards is determined by the Auto Club itself and is displayed for the Auto Club Member in the LiTRO MA.

of the existing Programs/Cards of the Auto Club (subject to these Rules) and any other services, services and goods of the Auto Club and (or) Business Partner, the terms and conditions of use and application of which may be determined both by the Product itself and third party terms and conditions posted on the resources specified in the Product, including the resources of the Business Partner.

- **Auto Club User Registration** – the process of providing a person who agrees with these Rules with his personal data and other information necessary for the Owner in accordance with the Rules for the purpose of subsequent use of the Owner's "Car Lawyer" Program.
- **Auto Club Member Registration** – the process of providing by a person who agrees with these Rules and has expressed interest in participating in the Auto Club, all the necessary and mandatory information for the Owner in accordance with the Rules for the purpose of subsequent use of the Owner's services.
- **Website** – an Internet website owned by the Owner and located at: litro.kz.
- **Auto Club Owner** – LiTRO LLP (hereinafter referred to as the Owner), which is also the owner of this Website.
- **Coverage area** – the distance of provision of services to Members and (or) Users of the Auto Club without charging additional fees for mileage (i.e., free of charge).

According to B2C Cards, this distance includes exclusively the list of cities posted on the Website, within their administrative boundaries.

According to the Roadside Assistance Program, this distance includes a list of cities posted on the Website, as well as a distance of +25 km from the administrative boundaries of these cities in Kazakhstan.

According to the B2B Cards of the Roadside Assistance Program, this distance is determined on the basis of the conditions specified in the Agreements, and in the absence of these conditions, the distance includes exclusively the list of cities posted on the Website, within their administrative boundaries.

The distance is unlimited for B2C Cards and B2B Cards of the Car Lawyer Program.

- **Technical Partner** – an individual entrepreneur and (or) legal entity who agrees with the contents and terms of these Rules and has signed an appropriate service agreement with the Auto Club Owner, containing the conditions for the provision of services by the Technical Partner to the Auto Club Members who have applied to the Auto Club for the provision of services under the Roadside Assistance Program.
- **Auto Club Member** – a legally capable individual registered with the Auto Club in accordance with these Rules and (or) an Agreement concluded with the Auto Club, who has read these Rules, expressed his unconditional agreement with their contents and has undertaken to follow the Auto Club Rules in all good faith.
- **Legal Partner** – a specialist with competent legal knowledge, relevant experience in the field of issues related to the protection of the rights and interests of car owners, who may be a member of the chamber of legal consultants and (or) is an active lawyer who has signed an appropriate service agreement with the Auto Club Owner, containing the conditions for the Legal Partner to provide services to the Member and (or) Users of the Auto Club who applied to the Auto Club for the provision of services under the Car Lawyer Program.
- **LiTRO MA** – a mobile application owned by the Owner, which allows all interested parties to receive services from the Owner's services, which is a universal electronic platform (mobile and web application) that aggregates market offers of goods/services intended for car owners, including Members and (or) Users of the Auto Club.

1. These Auto Club Rules determine the conditions for participation in the Auto Club and the provision by the Owner of services within certain types of services within the Coverage Territory to any applicant under the conditions and in the manner specified in these Rules.

Services by the Auto Club are provided to Members and (or) Users of the Auto Club by accepting an order through the LiTRO MA, the Website (with redirection to the LiTRO MA), as well as a telephone call (in cases provided for by the Rules).

Under the terms of certain categories of B2B Cards, the Auto Club, in accordance with the terms of the Agreement, may also provide other (additional) methods for accepting orders from Auto Club Members.

2. Participation in the Auto Club is confirmed as follows:

2.1. FOR AN INDIVIDUAL – having an activated B2C Program/Card and (or) Product.

2.2. FOR A LEGAL ENTITY, as well as for employees/clients of such an entity – the fact of concluding an Agreement with the Auto Club Owner and (or) the presence of an activated Program/B2B Card by the employee/client of this legal entity.

2.3. In any case, the Auto Club Program/Card and (or) Auto Club Product used to identify a person as an Auto Club Member are associated directly with such person, and not his vehicle (unless otherwise provided for in the terms and conditions of the Program/Card and/or the Auto Club Product), and the Auto Club Member must personally (without the participation of any intermediaries):

1) monitor the relevance of his own registration data provided to the Auto Club upon activation of the Program/Card and (or) Auto Club Product in the manner prescribed in clause 9 of the Rules, as well as information regarding his vehicle owned by him by right of ownership or other legal grounds, confirming the status of the Auto Club Member as the owner of this vehicle.

2) promptly update such information by sending an application with up-to-date information to the Auto Club's email info@litro.kz (hereinafter referred to as the Auto Club Email), and any changes come into force after thirty (30) calendar days from the date of sending the application.

2.4. In the event of a change in the identification characteristics of a vehicle owned by an Auto Club Member (for

example, a change in the state registration plate of a vehicle), or a change in the vehicle itself, the provision of Auto Club services for the Member is carried out/resumed after the expiration of the period provided for in clause 2.3. of the Rules.

2.5. The Auto Club does not provide for any other means of changing the Member's data and related information specified in clause 2.3. and 2.4. of the Rules.

2.6. Based on the results of consideration of the application by the administrator of the Auto Club, the necessary changes are made to the information of the Auto Club Member or a reasoned refusal is sent to the e-mail of the Auto Club Member. When studying the application, the Auto Club administrator has the right to make calls to the Auto Club Member to clarify certain information and receive additional clarifications.

3. Before directly providing services for existing services, the Owner, Technical and (or) Legal Partner verify the availability of an activated Program/Card and (or) Auto Club Product with the Auto Club Member or the fact of payment for the service by the Auto Club User, and also identify the Member and (or) User of the Auto Club.

4. The Auto Club Member has the right to use the Auto Club services in accordance with the terms of the activated Program/Card and (or) Auto Club Product displayed in the LiTRO MA from the date of activation of the Program/Card and (or) Product until the expiration of its validity period.

In this case, the service is considered to be used by the Member when it is ordered, the Auto Club appoints a specialist to provide it and notifies the Member about this, regardless of the fact that after appointing a specialist to provide the service, the Auto Club Member refused to provide it.

If the Member refused to provide the service before the Auto Club appointed a specialist to provide the service to the Member, in this case the service is considered unused by the Auto Club Member.

A Member and/or User of the Auto Club shall be deemed to have used the Product from the date of use of any component(s) of the Product, and the use by the Member and/or User of the Auto Club of one or more components(s) of the Product and the failure to activate the Product in the manner provided by the Rules and/or the Product itself shall not constitute grounds for deeming that the Product has not been used.

5. The Auto Club User has the right to use the Auto Club services under the Car Lawyer Program in accordance with the Auto Club tariffs on the date of ordering a particular service in accordance with the current information specified in the Rules and (or) in the LiTRO MA.

6. In the absence of an activated Program/Card and (or) Auto Club Product, a person who contacted the Auto Club for the provision of a particular service is offered to purchase and activate the Program/Card and (or) Product, thereby becoming an Auto Club Member, or alternatively, the necessary service can be provided on a one-time fee basis as an Auto Club User (exclusively within the framework of the Car Lawyer Program).

A person who has applied to the Auto Club for the provision of a one-time service on a reimbursable basis is entitled to refund the cost of this service only in the following cases:

1) 100% of the paid amount is refunded if the person cancels his/her order before the Auto Club assigns a specialist to provide the service (before the first return call of the Auto Club specialist to the address of the person who sent the service order to the Auto Club);

2) 50% of the paid amount is refunded if the person cancels his/her order after the Auto Club has appointed a specialist to provide the service but before the specialist arrives at the place of service provision.

In the event that the Auto Club specialist has already arrived at the place of service provision, there is no possibility of refunding the cost of the one-time service (in any part thereof).

To refund the paid service, the person who has applied to the Auto Club, within 24 (twenty-four) hours, submits a corresponding application (request) to the e-mail address of the Auto Club info@litro.kz, indicating his/her full name, the name of the ordered service, description of the situation, and providing information about the payment made (copy of the cheque, receipt or payment order confirming the payment of the service to the Auto Club).

If the information and the documents provided correspond, the Auto Club shall refund the payment in the above mentioned amounts within 10 (ten) working days from the date of application to the same bank card from which the payment for the Auto Club service was made.

7. Participation in the Auto Club is paid, and such participation can be purchased:

7.1. by the Auto Club Member himself;

7.2. by any third party on behalf of the Auto Club Member.

8. The validity period of the Program/Card is at least one (1) year from the date of its activation by the Auto Club, with the exception of the Program/Card received/purchased by the Auto Club Member from a legal entity that previously received/purchased it from the Owner on the basis of the Agreement – in this case the period will be determined by the terms of the Agreement.

From the date of expiration of the Program/Card until the date of confirmation by the Auto Club Member of the continuation of his participation in the Auto Club, as well as for invalid/non-activated Programs/Cards, service is provided exclusively on the conditions provided for in clause 5 of the Rules.

The validity period of an Auto Club Product is determined directly by the terms and conditions of that Product.

9. All benefits of participation in the Auto Club are provided to the Member after activation of the Program/Card and (or) Auto Club Product.
Activation of the Program/Card and (or) Auto Club Product by the Auto Club administrator is a prerequisite for a person to obtain the status of a valid Auto Club Member.
The Program/Card and (or) Auto Club Product are activated in the following ways:
- 1) independently by the potential Auto Club Member who purchased the B2C Program/Card through the LiTRO MA, whereby activation is performed immediately after the purchase and proper payment of the B2C Program/Card price by the Member;
 - 2) independently by the potential Auto Club Member who received/purchased it from a legal entity that previously received/purchased this B2B Program/Card on the basis of an Agreement, through the LiTRO MA, which is confirmed by the Auto Club administrator after twenty-four (24) hours from the moment the person applies to activate the Program/Card;
 - 3) by transferring the necessary data of a potential Auto Club Member to the Auto Club administrator for subsequent entry of the Member's data into the Auto Club database and activation of the B2B Program/Card, which is carried out twenty-four (24) hours from the moment the Auto Club administrator receives the data from the Auto Club Member and (or) a legal entity that previously received/purchased this B2B Program/Card from the Owner on the basis of the Agreement and received/has the data of the Auto Club Member;
 - 4) by a legal entity that previously received/purchased this B2B Program/Card from the Owner on the basis of the Agreement, in the manner and under the conditions specified in this Agreement;
 - 5) in another way provided for under the Agreement.
 - 6) otherwise specified directly in the terms and conditions of the Auto Club Product (applicable to the Auto Club Products only).
10. The conditions of acquiring the status of an Auto Club Member can't be and are not recognized as payment for Programs/Cards and (or) Auto Club Product, as well as for the privileges and benefits of the Auto Club that may be provided to Auto Club Members, and these payments are not subject to return and (or) exchange, except in the case of the return of a Club Product received by the Member and/or User of the Auto Club solely on a reimbursable basis, within fourteen (14) calendar days from the date of purchase of that Auto Club Product, provided that the Member and/or User of the Auto Club does not activate that Auto Club Product and returns it without any other use, whether in part or in whole, i.e., the Auto Club Product may be returned within the above-mentioned period only and exclusively in its complete and indivisible composition, taking into account all components of the Auto Club Product.
11. Full information about the status and current conditions of Programs/Cards and (or) Auto Club Products can be obtained through the LiTRO MA.
12. The Owner's services provided by the Auto Club for Auto Club Members do not have a cash expression or monetary value (with the exception of services provided by the Auto Club to Users at separate rates and on a one-time basis within the framework of the Car Lawyer Program), are provided within the boundaries of the Coverage Area specified for these services, and beyond such boundaries on conditions specified in these Rules and do not include the cost of consumables that may be needed to provide these services.
Services under the Car Lawyer Program are provided to Auto Club Users at separate rates (on a one-time basis) specified in Appendix No. 1 of these Rules and (or) in the LiTRO MA on the date of ordering such a service by the Auto Club User.
13. The Auto Club Members on the basis of the B2C Program/Card and (or) Auto Club Product are obliged to:
- 13.1. comply with the terms and requirements of the Auto Club in accordance with these Rules and the information provided by the Auto Club on the Website and (or) through LiTRO MA;
 - 13.2. transfer to the Auto Club (in case of a corresponding request from the Auto Club) when registering through LiTRO MA and (or) in a simple written way, the information necessary for the Auto Club, including personal and (or) other data;
 - 13.3. notify the Auto Club about changes in their personal information, vehicle information and (or) contact information provided to the Auto Club when registering the B2C Program/Card and (or) Auto Club Product, otherwise the Auto Club has the right to refuse to provide its services due to the impossibility of verifying the owner of the B2C Program/Card and (or) Auto Club Product as a registered Auto Club Member.
14. The Auto Club Members on the basis of the B2C Program/Card and (or) Auto Club Product have the right to:
- 14.1. receive Auto Club privileges during the validity period of the B2C Program/Card and (or) Auto Club Product (*if they are provided by the Auto Club*);
 - 14.2. terminate their participation in the Auto Club without the right to return previously made payments.
15. The rights granted to Auto Club Members on the basis of the B2C Program/Cards and (or) Auto Club Product cannot be sold, transferred, assigned to another person or used otherwise than in accordance with these Rules.
16. The Auto Club Members on the basis of the B2C Program/Card and (or) Auto Club Product are obliged to comply with the terms and requirements of the Auto Club in accordance with the concluded Agreement and these Rules, including

the obligations provided for by the Rules for Auto Club Members on the basis of the B2C Program/Card and (or) Auto Club Product.

17. The Auto Club Members on the basis of the B2B Program/Card and (or) Auto Club Product have the right to:
 - 17.1. receive Auto Club privileges during the validity period of the B2B Program/Card and (or) Auto Club Product (*if they are provided by the Auto Club*);
 - 17.2. terminate their participation in the Auto Club under the terms of the Agreement, and in cases not provided for by the Agreement in accordance with these Rules, without the right to return previously made payments.
18. The Auto Club has the right to:
 - 18.1. unilaterally terminate the participation in the Auto Club of any of its Members at any time (from the date of joining the Auto Club and during the validity of the Program/Card and (or) Product) without warning and for any reason, including, but not limited to, in cases where the Auto Club Member does not properly comply with the Auto Club Rules, abuses any privileges or rights granted to him by the Auto Club, or harms the rights and interests of other Auto Club Members, and the Auto Club, without giving reasons and unilaterally, has the right to refuse to any current Auto Club Member to extend his rights and obligations as an Auto Club Member for the next period after the expiration of his existing Program/Card and (or) Product;
 - 18.2. without giving reasons, unilaterally has the right to refuse to deliver/provide its services to any Auto Club User until such User makes a payment to the Auto Club;
 - 18.3. at its own discretion, make any changes to these Rules and the list of Auto Club privileges at any time. Information about these changes is posted on the Website;
 - 18.4. reserve the unconditional right to make any changes at any time (without prior notice and solely at its sole discretion) to the list and availability of privileges and benefits for each Auto Club Member;
 - 18.5. establish and change the cost of individual tariffs within the framework of the services sold for Auto Club Users, as well as change the composition and types of services included in the list of services of the Owner for Auto Club Members on the basis of B2C Programs/ Cards;
 - 18.6. without explaining the reasons and unilaterally has the right to refuse to any Member and (or) User of the Auto Club to provide any of its own services in the case (s) of a Conflict of Interest;
 - 18.7. without explaining the reasons and unilaterally has the right to refuse to any Member to provide any of its own services on the basis of the B2B Program/Card or the B2C Program/Card and (or) Auto Club Product in the case (s) when the basis for the provision of the service preceded the date of activation of the B2B Program/Card or B2C Program/Card and (or) Auto Club Product from the Member. In such a situation, the Member has the right to receive the services of the Auto Club exclusively on a reimbursable basis;
 - 18.8. unilaterally has the right to refuse to any Member and (or) User of the Auto Club to provide any of its own services if an Auto Club employee determines that the Member and (or) User of the Auto Club is in a state of alcoholic and (or) other intoxication.
19. Notification of termination or suspension of any privileges and benefits of the Auto Club is considered to be made on behalf of the Auto Club to any of the Auto Club Members if it was transmitted through the following communication channels of the Auto Club: Website and (or) LiTRO MA or by sending an SMS, message by email and (or) call to the Auto Club Member's phone number specified in his contact information.
20. Any Member and (or) User of the Auto Club, in accordance with this condition of the Rules, gives their voluntary consent to the use by the Auto Club in its activities of any data and information voluntarily provided by them to the Auto Club, including outside the Republic of Kazakhstan.
21. By agreeing to these Rules, any Member and (or) User of the Auto Club also provides their consent to receive various types of notifications and offers from the Auto Club. All personal information of any Auto Club Member can be processed and used by the Auto Club in its activities, including after the expiration of the Program/Card and (or) Auto Club Product for sending information through any non-prohibited and open communication channels specified in clause 19 of the Rules.
22. The implementation of the Owner's services can be carried out both by the Auto Club itself and by the Technical and (or) Legal Partners attracted by the Auto Club who have the necessary skills and equipment for the qualified provision of services within the framework of services in accordance with the internal regulations and requirements of the Auto Club.

The term for the provision of each of the services for various services of the Owner is agreed upon with the Member and (or) User of the Auto Club when they contact the Auto Club through LiTRO MA.

The characteristics and conditions for the provision of services to Auto Club Members under B2C Programs/Cards and (or) Auto Club Product, as well as for Auto Club Users, in part of one-off services are indicated directly on the Website and (or) LiTRO MA.

The characteristics and conditions for the provision of services to Auto Club Members under Auto Club B2B Programs/Cards are provided for by the terms of the concluded Agreements, and are also (partially) given in Appendix No. 2 to these Rules.

23. The provision of services under the Roadside Assistance Program to Auto Club Members on the basis of B2C Programs/Cards outside the Coverage Area is carried out on a reimbursable basis at the rate of four hundred (400) tenge per 1 km.
The provision of services under the Roadside Assistance Program to Auto Club Members on the basis of B2B Programs/Cards outside the Coverage Area is carried out under the terms of the concluded Agreements, and if these conditions are not included in the Agreements, then on conditions similar to those of the B2C Programs/Cards.
The provision of services under the Roadside Assistance Program to Auto Club Members related to the visit of a specialist or the need to evacuate a vehicle, fixed by a limited waiting time (up to 15 minutes), after which the Auto Club specialist, in the event that the Auto Club Member is not at the place of call to provide the service, has the right to unilaterally refuse to fulfill this order, while an unscrupulous Auto Club Member who sent an order for the need to provide a service and was absent from the place indicated by him is deprived of the right to re-order any Auto Club service within fifteen (15) calendar days for a false call, if before the arrival of the Auto Club specialist did not notify the Auto Club in advance of the refusal to receive the service. In the event of a repeated false call within one (1) calendar month, the Auto Club has the right to unilaterally terminate the Member's participation in the Auto Club by canceling his Program and without returning the amounts paid or otherwise contributed to the Auto Club, as well as adding his data to the list of unreliable clients and not provide any services in the future.
24. When providing service under the Roadside Assistance Program to Auto Club Members, the waiting time for a specialist at the call site is no more than twenty (20) minutes, and after this time the specialist has the right to leave the call site with notification to the responsible person of the Auto Club.
25. The provision of services under the Roadside Assistance Program to Auto Club Members related to the evacuation of the Auto Club Member's vehicle is provided only from the site of a vehicle breakdown and/or the scene of an accident, confirmed by documents received from traffic police officers in connection with the accident, to a service station or another point specified by the Auto Club Member as the place where the vehicle will be repaired.
At the same time, the Auto Club, when providing this type of service, has the right to refuse to provide it to the Auto Club Member in case of abuse on the part of the Auto Club Member, which may manifest itself within the frequency of calls for towing the same vehicle – more than one (1) call within fifteen (15) consecutive calendar days.
In case of deliberate and repeated abuse by the Auto Club Member, the Auto Club has the right to apply the provisions of clause 18 of these Rules.
In cases where the Member requires the services of the Auto Club related to the evacuation of a vehicle, more often than the above period, the Member has the right to use these services of the Auto Club on a reimbursable basis.
26. The provision of certain types of services under the Car Lawyer Program related to the representation of the interests of Members and (or) Users of the Auto Club in legal proceedings is carried out with the collection of an additional fee from the amount of the actual payment satisfied by the court decision or collected by the Auto Club from third parties (hereinafter referred to as the Auto Club Remuneration):
26.1. on the basis of the service agreement concluded with the Auto Club (*by written signing of such an agreement or acceptance by the Member and (or) User of the Auto Club of a public agreement, the text of which is posted in the LiTRO MA and (or) on the Website*);
26.2. with provision to the Auto Club on behalf of the Member and (or) User of the Auto Club with a notarized certified power of attorney to represent interests in courts with the right to receive amounts satisfied by such courts or collected by the Auto Club from third parties to the account of the Auto Club with their subsequent transfer to the Member and (or) User of the Auto Club for deducting the Auto Club Remuneration provided for by the previously signed service agreement.
The exact amount of the Auto Club Remuneration is determined by the terms of the concluded service agreement.
27. If the Member and (or) User of the Auto Club wishes to use the services of the Auto Club within the framework of one or another service of the Owner, then an order is placed through LiTRO MA (i.e., the necessary Auto Club service is selected according to the current Auto Club programs) or a call is made to the Auto Club, while the Auto Club User places an order at LiTRO MA providing the following information:
- make and model of the vehicle;
- state registration license plate of the vehicle;
- year of manufacture of the vehicle;
- VIN code of the vehicle.
The order processing time through LiTRO MA to confirm the order is ten (10) minutes from the moment of placing an order for the provision of services.
-

**Separate tariffs for Auto Club services
provided on a one-time basis
within the framework of the Car Lawyer Program**

S No.	Name of services within the framework of the Car Lawyer Program provided on a one-time basis	Tariff size depending on car category	
		Fixed tariff, tenge including VAT	Variable tariff, %/ tenge including VAT
1	Protection of interests in case of damage to a car in an accident	30,000	10% (not less than 100,000 tenge)
2	Appealing the insurance company's assessment in case of an accident	30,000	10% (not less than 100,000 tenge)
3	Appealing a refusal to pay insurance in case of an accident	30,000	10% (not less than 100,000 tenge)
4	Participation in the civil court of 1st instance after an accident	30,000	10% (not less than 100,000 tenge)
5	Participation in the civil court of 2nd instance after an accident	30,000	10% (not less than 120,000 tenge)
6	Participation in the civil court of 3rd instance after an accident	30,000	10% (not less than 240,000 tenge)
7	Legal advice	10,000	-
8	Pre-trial dispute resolution	50,000	10% of the amount agreed upon by the parties to the dispute
9	Preparation of complaints/statements to challenge actions/inactions of traffic police officers	25,000	-
10	Preparation of a petition/statement for the court regarding disputes arising from an accident	10,000	-
11	Providing standard document forms (according to the list) on road traffic/accident issues	10,000	-
12	Control over enforcement proceedings	70,000	-
13	Control of deadlines for submitting documents to the court	25,000	-
14	Support in the administrative court of 1st instance after an accident	88,000	-
15	Support in the administrative court of 2nd instance after an accident	120,000	-
16	Support in the administrative court of 3rd instance after an accident	240,000	-

¹ Subject to the disclaimer provided in the Glossary of the Rules in respect of the Car Lawyer Program, only the variable tariff set out in this Schedule shall apply in respect of the Programs/Cards and/or the Auto Club Product.

Description of Auto Club services²

S No.	Service name³	Description/conditions of service	Applicability of services to Auto Club Cards
1	Medical consultation	The service includes the following services for Auto Club Members from the Auto Club Partner: - advisory assistance and routing according to indications in the branches of the Auto Club Partner; - making an appointment with a doctor, referral to a telemedicine consultation at Auto Club Partner branches; - providing a 15% discount on the initial appointment with a doctor; - obtaining information about the schedule of doctors' appointments and services in the branches of the Auto Club Partner for all types of diagnostics and treatment.	B2C cards and B2B cards under the Roadside Assistance and Car Lawyer Programs
2	Travel consultation	The service includes the following services for Auto Club Members: - orientation to tourist destinations; - providing detailed information about the seasonality of countries; - providing information about visas, vaccinations, insurance policies and necessary documents for travel; - providing information about life hacks for travelers: interesting locations, festivals and concerts of world stars.	B2C cards and B2B cards under the Roadside Assistance and Car Lawyer Programs
3	Replacement car	Terms of service for the Auto Club Member: 1. When a Member applies in the following manner, the Auto Club verifies the information about the Auto Club Member. 2. The service is provided only if the Auto Club counterparty providing the replacement vehicle (hereinafter referred to as the "Auto Club Counterparty") has free cars at the location of the Auto Club Member (within the administrative boundaries of the city). 3. The maximum period for providing the service is five (5) calendar days during the year. 4. The Auto Club accepts an order to provide services to the Auto Club Member directly and exclusively through the dealership of a legal entity that has entered into an Agreement with the Auto Club Owner. The Auto Club Member's car must be repaired at this dealership. The Auto Club does not accept orders directly from the Member. 5. The replacement car is returned by the Auto Club Member in the same condition in which he received it, namely in its pure form and with the same amount of fuel. 6. To receive service, the Auto Club Member must contact the dealership where the Auto Club Member repairs his own car.	B2B cards under the Roadside Assistance Program

²If other conditions for their application/use are established in relation to services on B2B Cards in accordance with the terms of the concluded Agreements, the conditions that are provided for in these Agreements will be applied/used, and not the provisions of this Appendix to the Auto Club Rules.

³The name of the services must be directly provided in the Auto Club Member Cards, otherwise this service is not provided to him.

		7. The Auto Club shall pay under this service only the cost associated with the use of the replacement vehicle, all other claims and payments to the Contractor of the Auto Club shall be made by the Member independently.	
4	Sober driver	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies through LiTRO MA, the Auto Club verifies the data about the Auto Club Member. 2. The service period is no more than 1 hour from the date of order. The service is provided no more than 2 times during the year. 3. The order is submitted through LiTRO MA or by phone call. 4. The service coverage area is exclusively the boundaries of administrative cities. <p>The service is provided exclusively from point A to point B, all other stops along the way, etc. are paid for by the Auto Club Member independently.</p>	B2B cards under the Roadside Assistance Program
5	Independent examination of the car	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies through LiTRO MA, the Auto Club verifies the data about the Auto Club Member. 3. The Auto Club provides the Auto Club Member with independent appraisal company (IACs) within the period agreed with the Member, which has the right to evaluate cars in accordance with the requirements of the legislation of the Republic of Kazakhstan. The Auto Club shall also be responsible for control over the timely submission of the IAC report. 	B2B cards under the Roadside Assistance Program
6	Back Home Taxi	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies in the following manner, the Auto Club verifies the information about the Auto Club Member. 2. The service period is no more than 1 hour from the date of order. The service can be received 2 times during the year. 3. The service coverage area is exclusively the boundaries of administrative cities. 4. The order is submitted through LiTRO MA or by phone call, while the Auto Club Member can order service only from point A to point B (without additional stops and starts), in this case, the service can be provided exclusively for a trip to the dealership center of a legal entity that has entered into an Agreement with the Owner of the Auto Club, or for a trip from the dealership center. 5. The service itself is provided by calling a taxi at the minimum rate in the Yandex Go mobile application. 	B2B cards under the Roadside Assistance Program
7	Delivery of auto parts	The service is provided when an Auto Club Member's car breaks down, and the delivery of auto parts is free of charge. The selection of auto parts and payment of their cost to the seller is made by the Auto Club Member independently by prepayment or upon delivery of auto parts based on a receipt from the seller.	B2B cards under the Roadside Assistance Program
8	Accident commissioner	The service consists of conducting an inspection of the car, drawing up a photo report and an inspection report of the car of the Auto Club Member.	B2B cards under the Roadside Assistance

		Additionally, the Auto Club Member is provided with advice on filling out an application to the insurance company, and services are provided for generating a photo report for the Auto Club Member.	Program
9	Taxi during car repairs	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies in the following manner, the Auto Club verifies the information about the Auto Club Member. 2. The service period is no more than 1 hour from the date of order. The service can be received 1 time during the year. The travel limit is up to five thousand (5,000) tenge; if this amount is exceeded, the difference is paid by the Auto Club Member independently. 3. The order is submitted through LiTRO MA or by phone call, while the Auto Club Member can order service only from point A (the service station where the Auto Club Member's car is repaired) to point B (drop-off point) without additional stops and deviations from the route. 4. The service coverage area is exclusively the boundaries of administrative cities. 5. The service itself is provided by calling a taxi at the minimum rate in the Yandex Go mobile application. 	B2B cards under the Roadside Assistance Program
10	Minor on-site repair	<p>The service includes the following services for Auto Club Members:</p> <ol style="list-style-type: none"> 1. Replacing windshield wiper blades. 2. Replacing fuel filter (external). 3. Replacing the cabin filter. 4. Replacing the air filter. 5. Replacing fuses. 6. Connecting power to the radiator fan. 7. Replacing the relay. 8. Replacing taillight bulbs. 9. Replacing the horn. 10. Replacing windshield washer nozzles. 11. Replacing license plate light bulbs. 	B2B cards under the Roadside Assistance Program
11	Hotel booking	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies through LiTRO MA, the Auto Club verifies the data about the Auto Club Member. 2. An Auto Club employee specifies the name of the hotel, length of stay, arrival and departure dates. The Auto Club employee also notifies the Member that payment for the hotel shall be made directly by the Member, rather than by the Auto Club. 3. After finding out all the data, the Auto Club employee calls the hotel, makes a reservation for him, indicating his details (full name, number, etc.). The service is provided subject to availability at the hotel. 	B2B cards under the Roadside Assistance Program
12	Taxi ordering	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies through LiTRO MA, the Auto Club verifies the data about the Auto Club Member. 2. The service is provided at the expense of the Auto Club Member. 3. An Auto Club employee checks with the Auto Club Member for points A (pick-up point) and B (drop-off point). 4. The service itself is provided by calling a taxi at the rate agreed with the Auto Club Member in the 	B2B cards under the Roadside Assistance Program

		Yandex Go mobile application, indicating payment in cash.	
13	Computer diagnostics	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. When an Auto Club Member applies through LiTRO MA, the Auto Club verifies the data about the Auto Club Member. 2. The service is provided in case of malfunctions in the electrical circuit of the car. 	B2C cards and B2B cards under the Roadside Assistance Programs
14	Ordering, paying for a hotel or plane ticket if the car gets into an accident	<p>Services are provided to the Auto Club Member on a one-time basis:</p> <ol style="list-style-type: none"> 1. The general limit is determined by the terms of the Agreement (hereinafter referred to as the Limit). 2. The service is provided if the Auto Club Member's car gets into an accident with the impossibility of further operation (the car is not running), as well as outside the locality of registration (residence) and/or personal accommodation of the Auto Club Member, with the exception of damage associated with only one wheel of the car. 3. The service applies only to one of two offers – either ordering and paying for a hotel, or ordering and paying for a plane ticket. 4. The service is provided exclusively if there are available rooms in the network of hotels – partners of the Auto Club, located in the country of the Auto Club. 5. Accommodation is provided only in a hotel located in the place (close to the place) where the Auto Club Member's car got into an accident within the amount of the Service Limit, and also for no more than 3 days. 6. The service is provided only if there are available seats on an airplane ticket (economy class) departing from the country of location of the Auto Club Member. 7. The service is provided upon availability of a document confirming the fact of an accident, issued by law enforcement agencies of the country where the accident occurred. 	B2C cards and B2B cards under the Roadside Assistance and Car Lawyer Programs