

- **Auto Club Owner** – LLP “LiTRO RSA”¹, which provides the informational, technological, and organizational infrastructure and oversees the operation of the Auto Club.
- **Service Coverage Area** – the distance within which services are provided to Members and/or Users of the Auto Club without additional mileage charges (i.e., on a free-of-charge basis). More detailed conditions of coverage are specified in the purchased Subscription or in the applicable Contract and/or Agreement.
- **Partner** – a specialist, individual entrepreneur, and/or legal entity who performs services of the Auto Club, possessing the relevant expertise and experience in the service field, who agrees with these Rules and has entered into a service contract with the Auto Club Owner to provide services to Members and/or Users on behalf of and in the interest of the Owner.
- **Member of the Auto Club** – a legally capable individual registered in the Auto Club on a paid or free basis in accordance with these Rules, who has read, accepted, and agreed to abide by them in good faith. Membership is confirmed by the Auto Club through the assignment and activation of the relevant Subscription, which also confirms the Member’s acceptance of these Rules.
- **LiTRO App** – the mobile application owned by the Owner, through which services can be accessed by any interested person. It functions as a universal digital platform (mobile and web app) intended for car owners, including Auto Club Members and/or Users.

1. These Auto Club Rules define the terms and conditions of participation in the Auto Club and the provision of services to Members and/or Users of the Auto Club, in accordance with the procedures and provisions set forth herein.

Services are provided to Members and/or Users by the Auto Club, while order fulfillment is carried out directly by a Partner upon acceptance of an order via the LiTRO Mobile App, the Website (with redirection to the LiTRO Mobile App), or by phone call (in cases provided for by these Rules), followed by all necessary actions to deliver the services in accordance with the Auto Club's terms and requirements.

The Contract and/or the Agreement may also provide for other (additional) methods of receiving orders from Auto Club Members, with which the Counterparty and the Agent, respectively, are obliged to familiarize the Member.

2. The status of participation in the Auto Club as a Member is confirmed by the Auto Club through the assignment and activation of the appropriate Subscription to the Member.

2.1. The Auto Club Subscription, which serves as identification of an individual as a Member, is directly associated with the Member and not with the vehicle (unless otherwise provided by the terms of the Subscription, the Contract with the Counterparty, or the Agreement with the Agent). The Member shall personally (without the involvement of intermediaries, except in cases related to a valid Contract involving a Counterparty):

1) ensure the accuracy and relevance of their registration data provided to the Auto Club upon activation of the Subscription in accordance with Clause 9 of these Rules, as well as information about their vehicle, which must be owned by the Member either by right of ownership or on other legal grounds confirming their status as the vehicle's owner;

2) timely update such information by submitting an application with up-to-date data to the Auto Club's email address at info@litro.kz (hereinafter – the Auto Club Email). Any changes shall take effect after 30 (thirty) calendar days from the date the application is submitted.

2.2. In the event of any change in the identifying characteristics of the vehicle owned by the Member (e.g., change of state registration plate or replacement of the vehicle itself), the provision/resumption of services by the Auto Club shall occur only after updated information is submitted to the Auto Club and after the period specified in Clause 2.1 of these Rules has elapsed.

2.3. No other methods for updating Member information and associated data as specified in Clauses 2.1 and 2.2 shall be permitted by the Auto Club (unless otherwise provided by the terms of the Contract with the Counterparty or the Agreement with the Agent).

2.4. Based on the review of the submitted application, the Auto Club administrator shall make the necessary changes to the Member's data or issue a reasoned refusal sent to the Member's email address. When reviewing the application, the administrator is entitled to contact the Member (or the Counterparty/Agent) by phone for clarification or to request additional information.

¹ По тексту настоящих Правил применение терминов «Собственник» и «Автоклуб» является равнозначным. According to the text of these Rules, the terms "Owner" and "Autoclub" are used interchangeably. According to the text of these Rules, the use of the terms "Owner" and "Auto Club" is equivalent.

3. Prior to the direct provision of service(s) to the Auto Club Member, the Partner shall verify the existence of an active Auto Club Subscription assigned to the Member or confirm the fact of payment for a paid service by the Auto Club User, as well as carry out the identification of the Member and/or User of the Auto Club.

4. The Auto Club Member is entitled to use the Auto Club's services in accordance with the terms of the active Subscription displayed in the LiTRO App, from the date of activation until the expiration of the Subscription.

4.1. A Subscription is deemed to be used by the Member upon the occurrence of any of the following actions:

1. interaction with the LiTRO App to view any information related to the Subscription, services available under the Subscription's functionality, Member's personal account data in the App, etc.;
2. submission of a service request to the Auto Club for the provision of any service included in the Subscription functionality;
3. assignment by the Auto Club of a Partner specialist for service delivery and notification of the Member thereof, regardless of whether the Member subsequently refuses the service after the appointment of a service provider.

If the Member refuses the provision of a service prior to the assignment of a service provider by the Auto Club, the service may be considered unused by the Auto Club.

Accordingly, a Subscription shall be deemed used by the Auto Club Member from the moment any component of the Subscription is utilized.

4.2. The Auto Club Member is entitled to a refund of the cost of the Subscription purchased on a paid basis, subject to the following conditions:

- a refund is only possible if none of the services included in the Subscription have been used within 48 (forty-eight) hours or another period specified in the terms of the Agreement or Contract, from the moment of purchase and/or activation of the Subscription;
- at the discretion of the Auto Club, the refund may be issued with a deduction of actual expenses incurred by the Auto Club and/or its Partner(s) related to the processing, activation, administration, and support of the Subscription and its included services.

After the expiration of the specified time period, the Member is no longer entitled to a refund of the Subscription cost.

4.3. To request a refund, the Member shall submit an application to the Auto Club via email at info@litro.kz, indicating their full name, individual identification number (IIN), bank account details, Subscription number, and providing evidence of payment (a copy of the receipt, payment slip, bank transfer order, or any other document confirming payment for the Subscription).

If the information and documents provided are accurate and the conditions of Clause 4.2 of the Rules are met, the Auto Club shall process the refund within 5 (five) business days from the date of the written request, to the same bank account from which the payment was originally made. The Auto Club User is entitled to use the Auto Club's services on a paid basis, in accordance with the Auto Club's tariffs in effect on the date of the service request. Up-to-date information on the services available to Auto Club Users on a paid basis is published on the Website and/or in the LiTRO App. The specific types of services may be changed at the sole discretion of the Owner.

5. If a person who applies to the Auto Club for the provision of any service does not have an active Auto Club Subscription, an Auto Club employee and/or staff member, demonstrating care and client-oriented behavior, shall offer the person to purchase and activate a Subscription, thereby becoming a Member of the Auto Club.

In case of refusal to purchase a Subscription (as an alternative), the requested service (if it is included in the list of services available to Auto Club Users on a one-time paid basis) may be provided by the Auto Club on a paid basis according to the rates specified in Appendix No. 1 to these Rules, and such person shall be deemed an Auto Club User.

6.1. In case a service is provided with improper quality, i.e. not in accordance with the declared characteristics and description stated in the Rules, on the Website or in the LiTRO App, the person who requested the service from the Auto Club and paid in full for it has the right to request a refund for the service cost, provided that:

- the actual expenses incurred by the Auto Club and/or the Partner are covered, and
- the Auto Club and/or Partner is provided with a written explanation of the grounds for the refund, in the following cases:

1) 100% refund of the paid amount (with the Auto Club's right to deduct expenses related to documentation, service initiation, and costs associated with receiving and returning the payment) is allowed only if the person cancels the order before the Auto Club assigns a specific service provider (i.e., before the first callback from an Auto Club employee and/or Partner specialist to the person who submitted the service request);

2) 50% refund of the paid amount (with the Auto Club's right to deduct actual expenses incurred by the Auto Club and/or Partner related to the provision of the service, including training, administrative and mandatory costs, and any payment processing fees) is allowed if the person cancels the order after a Partner specialist has been assigned but before the specialist arrives at the service location.

If the designated service provider arrives at the location, no refund shall be granted in any amount.

6.2. To request a refund for a paid service, the person must submit a request via email to info@litro.kz, providing their full name, IIN, bank account details, name of the ordered service, description of the situation, explanation of the grounds for the refund, and proof of payment (copy of the receipt, invoice, or payment order confirming payment to the Auto Club).

The Auto Club reserves the right to verify the accuracy and validity of the provided information and documents. If the request is found justified, the Auto Club will refund the corresponding amount as specified above within 5 (five) business days from the date of written application, to the same bank account from which the service was originally paid.

6.3. In the event of termination of a Subscription or refusal of a one-time service initiated by the Auto Club, the Member and/or User is entitled to request a full or partial refund of paid funds depending on the provisions of this section. Refunds shall be made net of actual expenses incurred by the Auto Club and/or Partner in connection with the service provision, including administrative, organizational, and other mandatory costs, as well as payment processing and refund-related expenses.

6.4. In case of force majeure circumstances, including extraordinary and unavoidable events confirmed by the competent authorities of the Republic of Kazakhstan, which render the provision of services under the Subscription impossible, the Auto Club shall not refund previously paid amounts. However, the Auto Club may extend the Subscription term for a period equal to the duration of the force majeure, but no longer than 3 (three) months.

Force majeure shall include extraordinary and unavoidable events beyond the reasonable control of the Auto Club, the Partner, the Member, and/or the User, which make the performance of obligations under the Subscription and/or one-time service impossible.

6.5. Upon expiration of the Subscription, the Auto Club shall not be liable for any losses and shall not issue a refund for any unused services. The Member must use the services within the Subscription validity period. Upon expiry, all unused services shall be canceled without the possibility of restoration or compensation.

6. Participation in the Auto Club may be acquired or granted to a Member in accordance with these Rules:
 - 7.1. independently by the Auto Club Member;
 - 7.2. by any individual on behalf of the Auto Club Member (as a gift), in which case the person who registers in the LiTRO App and completes the Subscription activation procedure shall be deemed the Auto Club Member;
 - 7.3. from a Counterparty under a Contract with the Owner, through the transfer of the Subscription to an individual in accordance with the terms of the Contract, whereby such individual becomes the Auto Club Member;
 - 7.4. from an Agent within the framework of an Agreement with the Owner for the distribution of Subscriptions under the procedure established by said Agreement;
 - 7.5. automatically, in cases where the Subscription is granted by the Auto Club on a free-of-charge or promotional (temporary or permanent) basis, in accordance with these Rules.

7. The validity period of the Subscription is displayed in the LiTRO App and is determined by the terms of the Subscription, these Rules, and may also be governed by the terms of the Contract and/or the Agreement (depending on how the Member acquired or received their right to participate in the Auto Club in accordance with Clause 7 of these Rules).
 From the date of expiration of the Subscription, as well as in cases of invalid/inactive Subscriptions, services may be provided by the Auto Club to the persons who apply, exclusively under the conditions specified in Clause 5 of these Rules.

8. All benefits of participation in the Auto Club are granted to the Member only after the activation of the Auto Club Subscription.
 Activation of the Subscription by the Auto Club Administrator is a mandatory condition for obtaining the status of a valid Auto Club Member.
 The Auto Club Subscription may be activated in the following ways:
 - 1) independently by the Member who purchased the Subscription via the LiTRO App (or in another way) directly from the Owner — in this case, the Subscription is activated immediately upon proper payment by the Member;
 - 2) independently by the Member who received and/or purchased the Subscription from a Counterparty or Agent that previously obtained the Subscription from the Owner under a Contract or Agreement — via the LiTRO App, based on the guidance provided to the Member by the Counterparty or Agent. Such an activation request is confirmed by the Auto Club Administrator within 24 (twenty-four) hours from the moment the request is submitted, unless otherwise provided by the Contract or Agreement;
 - 3) by transferring the necessary Member data from the Counterparty or Agent to the Auto Club (Auto Club Administrator) under the terms of the Contract or Agreement, for subsequent activation of the Subscription by the Auto Club. The activation is carried out within 24 (twenty-four) hours from the moment the data is received by the Auto Club (Administrator), unless otherwise provided by the Contract or Agreement;
 - 4) automatically, in cases where the Subscription is granted by the Auto Club on a free-of-charge or promotional (temporary or permanent) basis in accordance with these Rules;
 - 5) by another method provided under the terms of the relevant Contract or Agreement;
 - 6) by another method specified directly in the terms of the acquired or granted Subscription.

9. The terms of paid acquisition of the Auto Club Member status shall not constitute and shall not be recognized as payment for the Auto Club Subscription or for any privileges or benefits of the Auto Club that may be granted to its Members. Payments made for acquiring the Auto Club Member status are non-refundable and non-exchangeable, except in cases explicitly provided for in these Rules or in the terms of the relevant Contract or Agreement, where specific conditions and procedures for such refunds are expressly stated.

10. Full information regarding the status and current terms of Auto Club Subscriptions may be obtained by the Member via the LiTRO App. Upon activation of a Subscription, the following obligations of the Auto Club are automatically included (effective from the activation date), namely: providing each Member with access to their personal account in the LiTRO App and delivering notifications to the Member's mobile phone number, as specified in their registration contact details, through the following communication channels:
- primary communication channel – WhatsApp messenger;
 - secondary communication channel – SMS messages.
- These obligations constitute integral services of the Auto Club Subscription and are intended to ensure each Member's awareness of the content and composition of their active Subscription, its current status, and to enhance the interaction environment between the Auto Club and each Member.
- Auto Club Users may use the LiTRO App to familiarize themselves with the terms of the Auto Club's current Subscription offerings, including the list and content of services included in such Subscriptions, as well as the services available on a one-time paid basis at the rates set out in Appendix No. 1 to these Rules. This information is provided by the Auto Club to ensure that Users have a complete understanding of both the different types of Subscriptions and the individual services offered — prior to their purchase (receipt) and/or use by the User.
11. The Owner's services provided by the Auto Club and/or the Partner to Auto Club Members do not have a cash equivalent or monetary value (except for services provided by the Auto Club to Users on a paid basis under separate tariffs and on a one-time basis in accordance with the Appendices to these Rules). These services are provided within the Service Coverage Area defined for such services, and beyond that area — under the conditions specified in these Rules (or under special conditions set forth in relevant Contracts or Agreements).
- The services do not include the cost of consumable materials that may be required for service delivery; such materials shall be paid for by the Member or User of the Auto Club only if they are duly notified in advance by the Auto Club (prior to the provision of the service).
- In the event of any disputes with Auto Club Members regarding the value of the services rendered under the Subscription functionality, the Auto Club reserves the right to refer to the tariffs applicable to Auto Club Users for similar or comparable services provided on a one-time basis in accordance with the Appendices to these Rules, which are also available for review by the Members.
12. Auto Club Members, in accordance with the terms of the Auto Club Subscription, are obliged to:
- 13.1. comply with the terms and requirements of the Auto Club as set forth in these Rules and in the information provided by the Auto Club via the Website, the LiTRO App, the Counterparty or the Agent, under the Contract or Agreement, or by any other means that do not contradict the legislation of the Republic of Kazakhstan;
 - 13.2. provide the Auto Club (upon request from the Auto Club), during registration through the LiTRO App and/or in simple written form, with accurate and up-to-date information necessary for the Auto Club, including vehicle-related information, personal and/or other data required for service delivery;
 - 13.3. immediately notify the Auto Club of any changes to their personal information, vehicle-related information, and/or contact details previously provided to the Auto Club during Subscription registration. Failure to provide or timely update relevant information may result in the Auto Club suspending service delivery until the data is updated or denying service altogether due to the inability to verify the Subscription holder as a registered Member of the Auto Club.
13. Auto Club Members, in accordance with the terms of their Subscription, have the right to:
- 14.1. receive Auto Club privileges during the validity period of the Subscription (if such privileges are provided by the Auto Club);
 - 14.2. terminate their participation in the Auto Club without the right to a refund of previously made payments, unless otherwise provided for by the Auto Club Rules effective on the date of termination;
 - 14.3. after termination of their participation in the Auto Club, submit a written request to the Auto Club via email at info@litro.kz to prohibit the use of any previously provided information and/or data about themselves, including personal data, in the ongoing operations of the Auto Club;
 - 14.4. opt out of receiving notifications via one or all communication channels specified in Clause 11 of the Rules, which are provided by the Auto Club as part of the Subscription's essential services, by submitting a written request to info@litro.kz. Such an opt-out does not release the Member from the obligation to independently monitor current information about their Subscription status via the LiTRO App or the Auto Club's website.

14. The rights granted to Auto Club Members on the basis of their Subscription may not be sold, transferred, assigned to another person, or otherwise used without the prior written consent of the Auto Club, except as expressly provided for in these Rules.
15. The Auto Club is entitled to:
 - 16.1. unilaterally terminate the participation of any Member in the Auto Club at any time (from the date of joining and throughout the duration of the Subscription) without notice and for any reason, including but not limited to cases where the Member fails to properly comply with the Auto Club Rules, abuses any privileges or rights granted by the Auto Club, or causes harm to the rights and interests of other Members. The Auto Club also has the right, without explanation and at its sole discretion, to refuse to extend the rights and obligations of any Member beyond the expiration of the current Subscription until payment for such renewal has been made to the Auto Club;
 - 16.2. refuse, without explanation and at its sole discretion, to provide any of its services to an Auto Club User prior to the receipt of payment for such service;
 - 16.3. at its sole discretion, provide privileges and benefits to any Member and/or User, including by granting a Subscription automatically activated from the moment a notification is sent to the Member and/or User by any available means, in accordance with these Rules. In such cases, the User shall be deemed a Member for the duration of the granted Subscription and shall be entitled to use the services included in that Subscription under the conditions specified in the LiTRO App;
 - 16.4. amend these Rules and the list of privileges of the Auto Club at any time at its sole discretion. Information on such changes shall be published on the Website;
 - 16.5. retain the unconditional right to make changes at any time (without prior notice and entirely at its own discretion) to the list and availability of privileges and benefits for each Member and/or User;
 - 16.6. establish and modify the cost of individual tariffs for services provided to Users, as well as change the composition and types of services available to Members based on their Subscription;
 - 16.7. refuse, without explanation and at its sole discretion, to provide any service to any Member and/or User in the event of a Conflict of Interest;
 - 16.8. refuse, without explanation and at its sole discretion, to provide any service included in a Subscription to a Member if the grounds for providing the service arose prior to the activation date of that Member's Subscription. In such cases, the Member may only receive the service on a paid basis in accordance with the version of the Auto Club Rules in effect on the date of the service request;
 - 16.9. refuse, without explanation and at its sole discretion, to provide any service to any Member and/or User if an Auto Club employee or staff member determines that the Member and/or User is under the influence of alcohol and/or other intoxicating substances at the time of requesting or receiving the service;
 - 16.10. include in any Subscription the essential services referred to in Clause 11 of the Rules, as well as any other services, the absence of which could result in: a reduction in Member support quality; risks related to a Member's lack of awareness of the current and actual status of their Subscription; or a failure to inform the Member about other Auto Club offerings and Subscription types available at the time of their interaction with the LiTRO App;
 - 16.11. notify each Member and/or User via the following communication channels:
 - Primary channel – WhatsApp messenger;
 - Secondary channel – SMS messages.
 If notification via the primary channel is not possible (including due to the lack of or failure in internet connection or other reasons), the notification shall be sent via the secondary channel. Notifications are sent to the contact phone numbers provided by Members and/or Users upon registration in the LiTRO App, unless the Member and/or User has explicitly opted out of receiving notifications from the Auto Club in accordance with these Rules. Opting out of notifications does not release the Member and/or User from the obligation to independently monitor current information regarding their Subscription status through the LiTRO App or the Auto Club's Website.
16. A notice of termination or suspension of any Auto Club privileges or benefits shall be deemed to have been duly delivered by the Auto Club to any Member and/or User if it has been sent through one of the following Auto Club communication channels: the Website and/or the LiTRO App, by SMS message, via WhatsApp messenger, by email, and/or by phone call to the phone number provided by the Member in their contact details.
 No notification shall be sent to the Member and/or User regarding the expiration of a Subscription granted by the Auto Club in accordance with Clause 16.3 of the Rules. Such Subscription will automatically cease to appear in the LiTRO App upon the expiration of its validity period.

17. Each Member and/or User of the Auto Club, by accepting this provision of the Rules, voluntarily consents to the use by the Auto Club, in the course of its operations, of any data and information voluntarily provided by them, including outside the Republic of Kazakhstan, unless the Member and/or User of the Auto Club submits a written request to the Auto Club at info@litro.kz to withdraw (revoke) such consent with respect to specific data and/or information previously provided to the Auto Club. This clause of the Rules also applies to matters related to communication with Auto Club Users via the designated communication channels.
18. By agreeing to these Rules, each Auto Club Member and/or User also consents to receiving various notifications and offers from the Auto Club. All personal information of any Auto Club Member may be processed and used by the Auto Club in the course of its operations, including after the expiration of the Member's Subscription, for the purpose of sending information via any lawful and publicly available communication channels as specified in Clause 17 of these Rules.
19. The provision of the Owner's services is carried out by Partners engaged by the Auto Club who possess the necessary skills and equipment for the qualified delivery of Auto Club services in accordance with the internal regulations and requirements of the Auto Club.
The specific timeframe for the provision of required services is agreed upon with the Member and/or User at the time of their request to the Auto Club via the LiTRO App.
The characteristics and conditions for the provision of services to Auto Club Members under Subscriptions, as well as to Users in the case of one-time paid services, are specified in the Appendices to the Rules and may also be published on the Website and/or in the LiTRO App.
20. The provision of services to Auto Club Members under a Subscription that involves dispatching the Auto Club's designated service provider beyond the Service Coverage Area shall be carried out exclusively on a paid basis, at the rate of 400 (four hundred) KZT per 1 km, except for Subscriptions that were acquired or received by Members from Counterparties or Agents — in such cases, the provision of services by the Auto Club is governed by the provisions of the respective Contracts or Agreements.
21. When providing services to Auto Club Members under a Subscription that involve dispatching the Auto Club's designated service provider to the service location, the waiting time of the provider at the location shall not exceed 20 (twenty) minutes. Upon expiration of this period, the provider has the right to leave the service location, provided that the responsible representative of the Auto Club is duly notified.
22. The provision of services to Auto Club Members under a Subscription, when involving vehicle towing, is subject to a fixed waiting time limit of up to 15 minutes. If, after this period, the Member is not present at the specified service location, the Auto Club's designated service provider is entitled to unilaterally refuse to fulfill the service request.
In such a case, the Member who submitted the service request but was absent at the indicated location shall be deemed to have made a false call and shall lose the right to request any Auto Club service for the next 15 (fifteen) calendar days, unless they notified the Auto Club in advance of their decision to cancel the request before the arrival of the service provider.
In the event of a repeated false call within 1 (one) calendar month from the date of the previous false call as recorded by the Auto Club, the Auto Club shall have the right to unilaterally terminate the Member's participation in the Auto Club by canceling their Subscription without refund of any payments or amounts otherwise contributed to the Auto Club. The Auto Club also reserves the right to add the Member's information to a list of unreliable clients and refuse to provide any services in the future.

23. The provision of vehicle towing services to Auto Club Members under a Subscription is limited to transportation from the site of the vehicle breakdown and/or the location of a road traffic accident (hereinafter – “RTA”), which must be confirmed by documents issued by traffic police officers based on the fact of the RTA, to a service station (STO) or another location specified by the Member as the place for vehicle repair.

The Auto Club reserves the right to refuse the provision of this type of service if the Member engages in abuse, such as frequent service requests for the evacuation of the same vehicle – more than 1 (one) request within a consecutive 15 (fifteen) calendar day period.

In cases of intentional and repeated abuse by a Member, the Auto Club has the right to apply the provisions of Clause 16 of these Rules.

If a Member requires vehicle towing services more frequently than the above period, such services may only be provided on a paid basis, in accordance with the terms of these Rules.

25. The provision of certain types of services related to the representation of the interests of Auto Club Members and/or Users in legal proceedings is subject to an additional fee calculated as a percentage of the actual amount awarded by a court decision or recovered by the Auto Club from third parties (hereinafter – Auto Club Fee):

25.1. based on a service agreement concluded with a Partner (either by signing a written contract or by the Member and/or User accepting a public offer agreement, the text of which is published in the LiTRO App and/or on the Website);

25.2. upon issuance of a notarized power of attorney by the Member and/or User authorizing the Auto Club Partner to represent their interests in court, including the right to receive on behalf of the Member and/or User any amounts awarded by the court or recovered by the Auto Club from third parties. Such amounts shall be transferred to the account of the Auto Club and then paid to the Member and/or User after deduction of the Auto Club Fee as stipulated in the previously signed service agreement.

The exact amount of the Auto Club Fee shall be determined in accordance with the terms of the applicable service agreement.

26. If a Member and/or User of the Auto Club wishes to use Auto Club services, a service request must be submitted via the LiTRO App (i.e., by selecting the desired Auto Club service), or by calling the Auto Club. When submitting a request via the LiTRO App, the User shall provide the following information:

- make and model of the vehicle;
- vehicle license plate number;
- year of manufacture;
- vehicle VIN code.

The order processing time through the LiTRO App for confirmation of the service request is 10 (ten) minutes from the time the request is submitted.

All disputes arising in connection with the implementation of these Rules shall be resolved by the parties through negotiation. To that end, the party initiating the dispute shall send the other party a written claim indicating the nature of the dispute and the specific demands. The pre-trial settlement period shall be 30 (thirty) calendar days from the date the claim is received. During this period, the parties shall take all reasonable steps to resolve the dispute amicably.

If the dispute cannot be resolved within the stated period, it shall be submitted to the competent courts of the Republic of Kazakhstan in accordance with applicable law. The place of dispute resolution shall be the court located at the registered address of the Auto Club, unless otherwise provided by contract.

27. These Rules shall enter into force from the moment of their publication on the official website of the Auto Club and shall remain in effect indefinitely until they are amended or repealed by the Auto Club. All amendments and additions to the Rules shall take effect upon their publication on the official website of the Auto Club.

The Auto Club reserves the right to amend these Rules unilaterally and without prior notice to Members and Users. Members and Users are responsible for independently monitoring the current version of the Rules on the official website of the Auto Club.

Continued use of the Auto Club’s services after any amendments to the Rules shall constitute full and unconditional acceptance by the Member and/or User of the updated version of the Rules.

If any provision of these Rules is deemed invalid or unlawful under the legislation of the Republic of Kazakhstan, such determination shall not affect the validity of the remaining provisions. All other provisions shall remain in full force and effect.

If any provision is declared invalid, the Auto Club shall be entitled to replace it with a new provision that most closely reflects the original intent, taking into account the requirements of the legislation of the Republic of Kazakhstan.

**Separate tariffs for Auto Club services
provided on a one-time basis:**

1. Within the framework of the “Roadside Assistance” Subscription:

No.	Name of services under the Roadside Assistance Subscription Provided on a one-time basis	The cost of providing the service in tenge
1.	Technical advice by phone	5 000
2.	On-site technical advice	10 000
3.	Tow truck	20 000
4.	Starting the engine when the battery is discharged	10 000
5.	Car heating - petrol engine	25 000
6.	Car heating - diesel engine	50 000
7.	Computer diagnostics	15 000
8.	Fuel delivery	10 000
9.	Supply of technical fluids	10 000
10.	Wheels pumping	10 000
11.	Wheel replacement	10 000
12.	Wheel repair	20 000
13.	Repairing a wheel puncture with a harness	10 000
14.	Anti-theft system unlocking	25 000
15.	Fuse replacement	10 000
16.	Diagnostics and adjustment of the ignition system	30 000
17.	Door lock repair and adjustment	15 000
18.	Timing belt replacement	30 000
19.	Valve cover gasket replacement	20 000
20.	Engine mount replacement	30 000
21.	Replacing the windscreen wiper blades	10 000
22.	Wheel arch replacement	15 000
23.	Installation of splash guards	15 000
24.	Replacement of door handles	15 000
25.	Replacement of side windows	20 000
26.	Replacement of the window lift	35 000
27.	Bumper replacement	30 000
28.	Changing HPS fluid	15 000
29.	Replacement of the HPS belt	20 000
30.	Replacement of the HPS pump	35 000
31.	Replacement of the hose of the HPS pump	20 000
32.	Changing antifreeze and fuel oil	15 000
33.	Pump Replacement	30 000
34.	Thermostat replacement	30 000
35.	Replacement of branch pipe	15 000
36.	Replacement of petrol pump	30 000
37.	Engine injector replacement	30 000
38.	Replacement of the gas actuator cable	15 000
39.	Replacement of the brake master cylinder	20 000
40.	Replacement of the brake hose	25 000
41.	Replacement of the brake disk	10 000

42.	Change of the brake fluid	15 000
43.	Replacement of the rear brake cylinder	25 000
44.	Replacement of the brake drum	25 000
45.	Pumping of the brake system	15 000
46.	Clutch cable replacement (manual transmission)	25 000
47.	Replacement of fuel filter (external)	15 000
48.	Change of cabin air filter	15 000
49.	Change of air filter	10 000
50.	Replacement of the CV joint	25 000
51.	Replacement of the steering link	25 000
52.	Replacement of the ball bearing	30 000
53.	Replacement of stabilizer links	15 000
54.	Replacement of CV joint dust cover	25 000
55.	Replacement of tie rods	25 000
56.	Replacement of the hub (assembly)	25 000
57.	Replacement of rear and front suspension shock absorber support	30 000
58.	Replacement of front and rear suspension shock absorber assembly	30 000
59.	Replacement of high voltage wires	15 000
60.	Replacement of the alternator belt	30 000
61.	Generator replacement	30 000
62.	Sensor replacement	15 000
63.	Fuse blows	15 000
64.	Connecting the power supply to wipers	15 000
65.	Connecting the power supply to window lift	30 000
66.	Connecting the power supply to the radiator fan	15 000
67.	Moisture ingress into the underhood space	25 000
68.	Replacement of underhood electronics	70 000
69.	Replacement of sub-panel electronics	85 000
70.	Replacement of the trembler	25 000
71.	Starter Replacement	30 000
72.	Replacement of tail light bulbs	10 000
73.	Replacement of front headlight bulbs	10 000
74.	Replacement of fog light bulbs	10 000
75.	Replacement of the horn	10 000
76.	Replacement of windscreen washer jet nozzles	10 000
77.	Replacement of number plate light bulbs	10 000

2. Within the framework of the “Auto Lawyer” Subscription:

No.	Name of services under the Auto Lawyer Subscription provided on a one-time basis	Tariff size	
		Fixed tariff*, tenge	Variable tariff, % / tenge
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	Participation in the dispute review by the insurance ombudsman	30,000	10% (not less than 100,000 tenge)
8		20,000	-
9	Analysis of the insurer's damage assessment report	5,000	-
10	Legal advice	50,000	10% of the amount agreed upon by the parties to the dispute
11	Preparation of complaints/statements to challenge actions/inactions of traffic police officers	25,000	-
12	Preparation of a petition/statement for the court regarding disputes arising from an accident	10,000	-
13	Providing standard document forms (according to the list) on road traffic/accident issues	10,000	-
14	Control over enforcement proceedings	70,000	-
15	Control of deadlines for submitting documents to the court	25,000	-
16	Participation in the administrative court of 1st instance after a road traffic accident	88,000	-
17	Participation in the administrative court of 2nd instance after a road traffic accident	120,000	-
18	Participation in the administrative court of 3rd instance after a road traffic accident	240,000	-

** The fixed fee is not payable by the Auto Club Member unless otherwise expressly stated in the terms of the relevant Subscription or promotion under which the Member acquired their status."*

3. Vehicle inspection and damage assessment – one-time services*:

No.	Service Name	Fixed Rate, tenge
1	Pre-insurance vehicle inspection	15 000
2	Vehicle inspection at the scene of an accident	20 000
3	Vehicle inspection after an accident	20 000
4	Independent damage assessment	50 000

** Service provision mode – 24/7 (around the clock)*

Appendix No. 2
to the “LITRO RSA” Auto Club Rules

Description of Auto Club services²

No.	Service Name³	Description / Service Conditions
1	Medical consultation	<p>The service includes the following for Auto Club Members provided by the Auto Club Partner:</p> <ol style="list-style-type: none"> 1. Advisory and information support, including routing based on medical indications to the Partner's medical facilities. 2. Scheduling appointments with doctors and referrals for telemedicine consultations at the Partner's facilities. 3. A 15% discount on the initial doctor's appointment. 4. Access to information on doctors' schedules and available diagnostic and treatment services at the Partner's facilities.
2	Travel consultation	<p>The service includes the following for Auto Club Members:</p> <ol style="list-style-type: none"> 1. Guidance on travel destinations. 2. Detailed information on seasonal trends in different countries. 3. Information on visas, vaccinations, insurance policies, and necessary travel documents. 4. Travel tips and hacks: recommendations for interesting locations, festivals, and concerts by world-famous artists.
3	HR consultation	<p>The service includes the following for Auto Club Members:</p> <ol style="list-style-type: none"> 1. Consultations on resume writing and improvement. 2. Assistance with interview preparation, including review of potential questions and personalized recommendations. 3. Consultations on labor legislation of the Republic of Kazakhstan, including hiring, vacation entitlements, and termination procedures. <p>The service is available on business days from 09:00 to 18:00.</p>
4	Appointment scheduling with a psychologist	<p>The service includes the following for Auto Club Members:</p> <ol style="list-style-type: none"> 1. Preliminary appointment scheduling for an individual consultation with a psychologist. 2. Transfer of the Client's contact information to the psychologist. <p>Appointments are scheduled on business days from 09:00 to 18:00, depending on the psychologist's availability.</p>
5	Replacement car	<p>Terms of service for the Auto Club Member:</p> <ol style="list-style-type: none"> 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.

² In the event that other terms of application/use are established for the services in accordance with the provisions of concluded Agreements, the terms specified in those Agreements shall apply/use instead of the provisions of this Annex to the Auto Club Rules.

³ The names of the services listed in the table must be explicitly included in the Auto Club Member's Subscription; otherwise, the respective service will not be provided to them.

		<p>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.</p> <p>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.</p> <p>6. To receive service, the Auto Club Member must contact the dealership where the Auto Club Member repairs his own car.</p> <p>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.</p>
6	Sober driver	<p>Terms of service for the Auto Club Member:</p> <p>1. When an Auto Club Member applies through LiTRO app, the Auto Club verifies the data about the Auto Club Member.</p> <p>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.</p> <p>3. The order is submitted through LiTRO app or by phone call.</p> <p>4. The service coverage area is exclusively the boundaries of administrative cities.</p> <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>
7	Independent examination of the car	<p>Terms of service for the Auto Club Member:</p> <p>1. When an Auto Club Member applies through LiTRO app, the Auto Club verifies the data about the Auto Club Member.</p> <p>2. 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.</p>
8	Back Home Taxi	<p>Terms of service for the Auto Club Member:</p> <p>1. When an Auto Club Member applies in the following manner, the Auto Club verifies the information about the Auto Club Member.</p> <p>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.</p> <p>3. The service coverage area is exclusively the boundaries of administrative cities.</p> <p>4. The order is submitted through LiTRO app 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.</p> <p>5. The service itself is provided by calling a taxi at the minimum rate in the Yandex Go mobile application.</p>

9	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.
10	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. 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.
11	Pre-insurance vehicle inspection	<p>The service includes the following:</p> <ol style="list-style-type: none"> 1. On-site pre-insurance visual inspection of the vehicle for external damages. 2. Identification of the vehicle and its owner. 3. Determination of the vehicle's configuration. 4. Photo and video documentation of damages using a scale ruler from various angles. 5. Completion of the vehicle inspection report. <p>Conditions for providing the service to the Auto Club Member:</p> <ol style="list-style-type: none"> 1. The collected data is transferred to the insurance company. 2. The service is provided on weekdays from 9:00 AM to 6:00 PM. 3. The service must be requested via the "LiTRO" mobile application.
12	Vehicle inspection at the scene of an accident	<p>The service includes the following:</p> <ol style="list-style-type: none"> 1. On-site thorough visual inspection of the vehicle involved in a traffic accident to identify external damage. 2. Vehicle and owner identification. 3. Determination of the vehicle's configuration. 4. Photo and video documentation of the damage using a measuring scale from various angles. 5. Completion of a vehicle inspection report and accident diagram. <p>Service conditions for the Auto Club Member:</p> <ul style="list-style-type: none"> • The collected data is submitted to the insurance company. • Service requests are made through the "LiTRO" mobile application.
13	Vehicle inspection after an accident	<p>The service includes the following:</p> <ol style="list-style-type: none"> 1. On-site thorough visual inspection of the vehicle after an accident to detect both visible and hidden damage, and to document the vehicle's current condition. 2. Identification of the vehicle and its owner. 3. Photo and video documentation of the damage using a measuring scale from various angles. 4. Completion of a vehicle inspection report. <p>Service conditions for the Auto Club Member:</p> <ol style="list-style-type: none"> 1. The collected data is submitted to the insurance company. 2. The service is available on business days from 09:00 to 18:00. 3. Service requests are made through the "LiTRO" mobile application.

14	Independent damage assessment	<p>The service provides an independent, professional evaluation of a vehicle's condition after an accident and the extent of the damage. It includes:</p> <ol style="list-style-type: none"> 1. On-site visual inspection of the vehicle. 2. Comprehensive visual assessment of damages. 3. Photo and video documentation. 4. Damage scale analysis. 5. Preparation of an objective Damage Assessment Report, which can be used for insurance claims and repair arrangements. <p>Service conditions for Auto Club Members:</p> <ol style="list-style-type: none"> 1. The service is available on business days from 09:00 to 18:00. 2. Requests are submitted via the "LiTRO" mobile application.
15	Taxi service during vehicle repairs	<p>Service conditions for Auto Club Members:</p> <ol style="list-style-type: none"> 1. Upon the Member's request through the specified channels, the Auto Club verifies the Member's information. 2. The service is provided within 1 hour from the moment of the request. It is available once per year. The trip limit is up to 5,000 KZT. If this amount is exceeded, the Member must pay the difference. 3. The request can be made via the "LiTRO" mobile app or by phone. The service covers a direct trip from point A (the service station where the Member's vehicle is being repaired) to point B (drop-off location), with no additional stops or route deviations. 4. Service coverage is limited to administrative city boundaries. 5. The service is fulfilled through a taxi ordered at the minimum fare via the Yandex Go mobile application.
16	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.
17	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 app, the Auto Club verifies the data about the Auto Club Member. 2. An Auto Club employee and (or) a Partner specialist specifies the name of the hotel, length of stay, arrival and departure dates. The Auto Club employee and (or) the Partner specialist 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 and (or) the Partner specialist 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.
18	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 app, 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 and (or) a Partner specialist 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 Yandex Go mobile application, indicating payment in cash.
19	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 app, 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.
20	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.