APPROVED

Director of LiTRO RSA LLP

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RULES OF THE AUTO CLUB "LiTRO RSA"

GLOSSARY:

- **Auto Club** – a form of providing various types of services of the Owner, listed on the Website and/or in the LiTRO App**,** to any person who applies, under the terms and procedures set forth in these Rules.
- **Agent** – an individual entrepreneur and/or legal entity with whom the Owner has concluded a civil-law agreement for the purpose of further distribution of the Subscription(s) among individuals and/or legal entities in ways not contradicting the legislation of the Republic of Kazakhstan (hereinafter – the Agreement).
- **Counterparty** – an individual entrepreneur and/or legal entity that, in accordance with the terms of a civil-law contract (hereinafter – the Contract), has acquired a Subscription(s) from the Owner for the purpose of servicing its own vehicle fleet and/or for its own employees and/or workers with personal vehicles.
- **Conflict of Interest** – a situation in which the Auto Club, within the framework of services offered and provided to Participants and/or Users of the Auto Club, taking into account the existing relationships of the Owner with Counterparties or Agents under the Contracts or Agreements respectively, faces the risk of simultaneously representing the interests of two or more parties in a disputed situation between them, which may cause harm to the interests of the Auto Club/Owner.
- **Subscription** – a comprehensive solution provided by the Auto Club, assigned exclusively to Participants of the Auto Club, including various vehicle-related services rendered to Participants during the term of the activated Subscription in accordance with these Rules, including the Appendices to the Rules, as per the names of the services specified directly in the Participant's Subscription terms or according to the current list of services provided by the Auto Club at the date of the Participant's request, as well as a software-information environment ensuring access of each Participant to the above services through the functionality and tools of the Owner's mobile application (hereinafter – the LiTRO App**).**
- **Subscription "Extended Warranty"** (hereinafter – Extended Warranty)[1] – a separate digital service developed by the Owner of the Auto Club in agreement with the Partner represented by LLP "LiTRO" (BIN 190840008516) and placed on Auto Club resources. Access to its functionality is provided to Participants through the LiTRO App, ensuring organization, technical interaction and support for performance of obligations of the Partner to the Participant, in accordance with the public offer published at: https://litro.kz/en/oferta-warranty (hereinafter – Offer-1)[2], in the event of occurrences defined in the Extended Warranty.
- **Subscription "Insurance Service"** (hereinafter referred to as the "Insurance Service")[3] means a separate digital service developed by the Owner of the Auto Club in cooperation with the Insurer and made available through the Auto Club resources. Participants of the Auto Club are granted access to its functionality through the LiTRO App, which provides organizational support, technical interaction and assistance in communications between the Participant and the Insurer in accordance with the terms of the public offer available at: https://litro.kz/oferta-guarantee (hereinafter referred to as "Offer-2")[4], upon the occurrence of events specified under the Insurance Service.
- **User of the Auto Club** – a legally capable individual who is not a Participant of the Auto Club but has

[1] According to the text of these Rules, the term "Extended Warranty" is used exclusively in situations where the legal regulation of the Extended Warranty differs from the legal regulation of the Subscription; in all other cases, the term "Subscription" is used.

[2] With respect to the Extended Warranty, the terms of Offer-1 apply in the first instance, while the Rules of the Auto Club serve as an additional and auxiliary source for situations that are not specified in Offer-1 or relate to the legal regulation of the Extended Warranty as one of the types of the Auto Club Subscription.

[3] According to the text of these Rules, the term "Insurance Service" is used exclusively in situations where the legal regulation of the Insurance Service differs from the legal regulation of the Subscription; in all other cases, the term "Subscription" is used.

[4] With respect to the Insurance Service, the terms of Offer-2 apply in the first instance, while the Rules of the Auto Club serve as an additional and auxiliary source for situations that are not specified in Offer-2 or relate to the legal regulation of the Insurance Service as one of the types of the Auto Club Subscription.

applied to the Auto Club to receive paid services, has familiarized themselves with these Rules, expressed unconditional agreement with their content, and undertakes to comply with them in good faith. The fact of providing any paid service of the Auto Club to a User confirms that the User has familiarized themselves with these Rules and expressed unconditional agreement with their content.

- **Registration of a User of the Auto Club** – the process by which a person who agrees with these Rules provides their personal data and other information necessary for receiving paid services of the Auto Club.
- **Registration of a Participant of the Auto Club** – the process by which a person who agrees with these Rules and has expressed interest in joining the Auto Club provides all required and mandatory information for the purpose of subsequent use of Auto Club services.
- **Website** – the Internet website owned by the Owner of the Auto Club located at: litro.kz.
- **Owner of the Auto Club** – LLP "LiTRO RSA"[5], which provides information-technology and organizational infrastructure to Participants, Users, Partners, Agents and Counterparties of the Auto Club, and also supervises the activity of the Auto Club.
- **Coverage Territory** – the distance within which services are provided to Participants and/or Users of the Auto Club without charging additional mileage fees (i.e., free of charge). More detailed conditions on the Coverage Territory are specified in the directly purchased Subscription or in the terms of the Contract and/or Agreement.
- **Partner** – a specialist, individual entrepreneur and/or legal entity engaged in performing services of the Auto Club, possessing the required expertise and experience in the areas of services provided by the Auto Club to Participants and/or Users, who agrees with the content and terms of these Rules, and has signed the corresponding service agreement with the Owner of the Auto Club.
- **Participant of the Auto Club** – a legally capable individual registered in the Auto Club on a paid or free basis in accordance with these Rules, having familiarized themselves with these Rules, expressed unconditional agreement with their content, and undertaken to comply with them in good faith. The fact of obtaining Participant status is confirmed by the Auto Club through assigning and activating the corresponding Subscription and constitutes confirmation that the Participant has familiarized themselves with and unconditionally accepted these Rules.
- **LiTRO App** – the mobile application owned by the Owner, enabling all interested persons to receive services, serving as a universal electronic platform (mobile and web application) intended for vehicle owners, including Participants and/or Users of the Auto Club.

1. These Auto Club Rules determine the conditions of participation in the Auto Club and the provision of services to Participants and/or Users of the Auto Club under the conditions and in the manner specified in these Rules. Services are provided by the Auto Club to Participants and/or Users of the Auto Club, while the fulfilment of an order is carried out directly by the Partner by accepting the order through the LiTRO Mobile Application ("LiTRO App"), the Website (with redirection to the LiTRO App), as well as by telephone call (in cases provided for by the Rules), followed by performing all necessary actions to provide services in accordance with the conditions and requirements of the Auto Club.

Under the terms of the Offer[6], Agreement and/or Contract, other (additional) methods of receiving orders from Participants of the Auto Club may also be provided, which the Counterparty and Agent, respectively, are obliged to communicate to them.

2. The status of participation in the Auto Club as a Participant is confirmed by the Auto Club through assigning and activating the corresponding Subscription for the Participant.

To activate a Subscription, a person interested in its activation and in obtaining the status of a Participant of the Auto Club shall personally submit an Application for connection to the Subscription (hereinafter referred to as the "Connection Application") through the Website and/or by using a QR code provided by the Agent/Counterparty, or in another manner stipulated by the Contract or Agreement with the Agent/Counterparty.

In the Connection Application, the interested person shall complete all mandatory fields, correctly enter the required information and sign it by one of the following methods:

1) using an electronic digital signature (EDS) issued to the interested person by the National Certification Authority of the Republic of Kazakhstan (NCA RK);

2) using a mobile signature (eGov Mobile / QazToken), enabling the use of the interested person's EDS through the eGov Mobile application or the integrated QazToken / NCA RK system;

3) in paper or electronic form in accordance with the procedure independently applied by the Agent/Counterparty of the Auto Club pursuant to the Contract or Agreement.

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[5] According to the text of these Rules, the terms "Owner" and "Auto Club" are used interchangeably.

[6] In this and subsequent instances throughout the text of these Rules, the term "Offer" includes the terms of both Offer-1 and Offer-2.

Signing the Connection Application by any other means is not permitted and shall not be accepted by the Auto Club. Accordingly, the Auto Club shall recognize as duly executed only a paper-form Application or an electronic Application certified by the EDS of the interested person authorized to sign such Application.
The purpose of these requirements is to ensure reliable identification of the interested person as the applicant and, following activation of the Subscription, as a Participant of the Auto Club, and to prevent unlawful or fictitious applications involving connection to a Subscription by unauthorized persons, persons using another person's documents, or other unlawful circumstances.
The Connection Application shall be accepted for review provided that it is signed by the appropriate person, completed correctly, and contains accurate contact details, including a valid email address of the interested person.
Upon receipt of a duly signed Connection Application and the information required under these Rules from the interested person and/or the Counterparty/Agent of the Auto Club, the Auto Club shall independently perform all further actions necessary to activate the Subscription for the person interested in obtaining Participant status and shall send to that person's contact telephone number a notification containing a link to the LiTRO App and other necessary information.

2.1. The Auto Club Subscription used to identify a person as a Participant of the Auto Club is directly associated with the Participant of the Auto Club, and not with their vehicle (unless otherwise provided by the conditions of the Auto Club Subscription, the Contract with the Counterparty or the Agreement with the Agent). In this case, the Participant of the Auto Club shall personally (without the involvement of any intermediaries, except for cases related to a valid Contract involving a Counterparty):

1) monitor the relevance of their own registration data provided to the Auto Club upon activation of the Auto Club Subscription in the manner provided in Clause 9 of the Rules, as well as information regarding their vehicle owned by them on the basis of ownership or other lawful grounds confirming the status of the Participant of the Auto Club as the owner of the vehicle;

2) timely update such information by submitting an application containing updated information to the Auto Club email info@litro.kz (Auto Club Email), with any changes taking effect 30 (thirty) calendar days from the date of submitting the application.

2.2. In case of changes to the identification characteristics of a vehicle owned by the Participant of the Auto Club, such as replacement of the state registration number plate or change of the vehicle itself, the provision/resumption of Auto Club services to the Participant is performed after submitting updated information to the Auto Club and after the expiration of the period provided in Clause 2.1. of the Rules.

2.3. No other methods of changing data about the Participant and related information specified in Clauses 2.1. and 2.2. of the Rules are provided by the Auto Club (unless otherwise specified in the Contract with the Counterparty or Agreement with the Agent).

2.4. Following the review of an application, the Auto Club administrator makes the necessary changes to the Participant's information or sends a substantiated refusal to the Participant's email. When reviewing an application, the Auto Club administrator is entitled to call the Participant (or the Counterparty/Agent) to clarify certain information and obtain additional explanations.

2.5. The provisions of subparagraph 2) of Clause 2.1., as well as Clauses 2.2.–2.4. of the Auto Club Rules, do not apply to information about the vehicle in accordance with the Extended Warranty and/or Insurance Service, since the conditions of the Extended Warranty and/or Insurance Service relate exclusively to the Participant of the Auto Club.

3. Before directly providing a service to a Participant of the Auto Club, the Partner verifies the presence of an active Auto Club Subscription for the Participant or the fact of payment for a paid service by the User of the Auto Club, and also performs identification of the Participant and/or User of the Auto Club.

4. A Participant of the Auto Club is entitled to use the services of the Auto Club in accordance with the conditions of the activated Auto Club Subscription displayed in the LiTRO App from the date of activation of the Subscription until the end of its validity period.

4.1. In this case, the Subscription is deemed used by the Participant upon performing any of the following actions:

1) interacting with the LiTRO App to view any information about the Subscription, services according to the Subscription's functionality, viewing data of the Participant's personal account in the LiTRO App, etc.;

2) submitting an order to the Auto Club for provision of any of the services according to the functionality of the Subscription;

3) assignment by the Auto Club of a Partner's specialist to provide a service to the Participant and notifying the Participant thereof, regardless of whether the Participant later refused the service after the Auto Club appointed the provider;

4) a Participant's request concerning the occurrence of an event(s) under the Extended Warranty and/or Insurance Service.

If the Participant refused the service before the Auto Club appointed the actual performer of the service, then the service may be recognized by the Auto Club as unused by the Participant.

Thus, the Subscription of the Auto Club is deemed used by the Participant from the date of using any even single component of the Subscription.

4.2. A Participant of the Auto Club shall be entitled to a refund only in respect of a Subscription purchased by the Participant for consideration, provided that all of the following conditions are met:

4.2.1. the Application for cancellation of the Subscription and refund of funds is submitted by the Participant no later than 48 (forty-eight) hours from the time of purchase and/or activation of the Subscription, unless another period is expressly provided for by the Contract or Agreement;

4.2.2. before submission of the Application for cancellation of the Subscription, the Participant has not used any of the services included in the Subscription, including by performing any of the actions specified in Clause 4.1 of these Rules.

The 48 (forty-eight) hour period specified in this Clause shall apply to all types of Subscriptions unless another period is expressly provided for by the applicable Offer, Contract or Agreement.

At the discretion of the Auto Club, the refund may be made after deduction of the actual expenses incurred by the Auto Club and/or the Partner in connection with the execution, activation, processing and administration of the Subscription and the Auto Club services included therein.

After expiration of 48 (forty-eight) hours from the time of purchase and/or activation of the Subscription, or another period expressly provided for by the Contract or Agreement, the Subscription fee shall not be refunded, except in cases expressly provided for by these Rules, the Offer, the Contract, the Agreement or the legislation of the Republic of Kazakhstan.

4.3. To cancel the Subscription and obtain a refund, the Participant of the Auto Club shall personally submit an Application exclusively in electronic form using the link specified in Clause 4.7 of these Rules (hereinafter referred to as the "Subscription Cancellation Application").

In the Subscription Cancellation Application, all mandatory fields shall be completed, the required information shall be entered correctly, and the Application shall be signed by one of the following methods:

1) using an electronic digital signature (EDS) issued to the Participant by the National Certification Authority of the Republic of Kazakhstan (NCA RK);

2) using a mobile signature (eGov Mobile / QazToken), enabling the use of the Participant's EDS through the eGov Mobile application or the integrated QazToken / NCA RK system.

Signing the Application by any other means is not permitted and shall not be accepted by the Auto Club. Accordingly, the Auto Club shall recognize as duly executed only a document certified by the EDS of the Participant authorized to sign it.

The purpose of these requirements is to ensure reliable identification of the Participant as the applicant and to prevent unlawful or fictitious applications relating to cancellation of the Subscription and refund of funds.

The Subscription Cancellation Application shall be accepted for review provided that it is signed by the appropriate person, completed correctly, and contains accurate contact details, including a valid email address of the Participant.

A response following review of the Subscription Cancellation Application shall be provided within 10 (ten) Business Days from the date of its proper receipt, provided that the Participant has complied with the requirements of this Clause.

If the accuracy of the information provided is confirmed and the conditions of Clause 4.2 of these Rules are met, the Auto Club shall refund the Subscription fee within 10 (ten) Business Days from the date on which the lawfulness of the refund is confirmed, using the same bank details from which payment for the Subscription was made.

The Auto Club reserves the right to request additional information and documents confirming payment and non-use by the Participant of the services included in the Subscription.

4.4. If the Subscription is terminated early at the initiative of the Auto Club, the Participant is entitled to demand a full or partial refund depending on the conditions of this section. Refunds are issued minus the actual expenses incurred by the Auto Club and/or Partner related to provision of services within the Subscription, including administrative, organizational and mandatory expenses, as well as costs related to receiving the payment and issuing the refund.

4.5. In the event of force majeure circumstances, including extraordinary and unavoidable events confirmed by authorized state bodies of the Republic of Kazakhstan, as a result of which provision of services under the Subscription becomes impossible, the Auto Club does not refund previously paid funds.

The Auto Club is entitled to extend the Subscription term for a period equal to the duration of the force majeure, but not exceeding 3 (three) months.

Force majeure circumstances are extraordinary and unavoidable events beyond the reasonable control of the Auto Club, Partner and/or Participant, making the fulfilment of Subscription obligations impossible.

4.6. If the Subscription expires, the Auto Club bears no liability for losses and does not refund paid funds, even if

services under the Subscription were not provided. The Participant must use services within the validity period. After expiration, all unused services are cancelled without restoration or compensation.

4.7. The form of the Subscription Cancellation Application and the procedure for considering a refund request shall be approved by the Auto Club and used by Participants when requesting cancellation of a Subscription and refund of funds paid.

Submission of the Application shall be carried out exclusively in electronic form, with mandatory use of an electronic digital signature (EDS) or mobile signature (eGov Mobile / QazToken), ensuring reliable identification of the Participant through the eGov Mobile application or the integrated QazToken / National Certification Authority of the Republic of Kazakhstan (NCA RK) system.

The link for completing and signing the Application Form is placed exclusively in these Rules as an active hyperlink and QR code directing to the same address:

https://business.documentolog.com/remote/create-document-by-qr?jwt=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJxcl9kb2N1bWVudF9pZCI6IjExOSJ9.mSNTn_kb8lP0eR4_2tTyctbQylL-B1GCtysVuO5bzgA

5. A User of the Auto Club is entitled to use the services of the Auto Club on a paid basis in accordance with the Auto Club tariffs effective on the date of ordering a particular service. Current information on services provided to Users of the Auto Club on a paid basis is posted on the Website and/or the LiTRO App, while the specific types of services may be changed by the Owner at their discretion.

6. If a person who has contacted the Auto Club for any of the Auto Club services does not have an active Auto Club Subscription, an employee of the Auto Club, acting with care and client-orientation, shall offer such person to purchase and activate a Subscription and thereby become a Participant of the Auto Club.

If the person refuses to purchase a Subscription, the required service (if included in the list of services available to Users of the Auto Club on a one-time paid basis) may be provided by the Auto Club on a paid basis at the tariffs specified in Appendix No. 1 to the Rules, with such person receiving the status of a User of the Auto Club.

6.1. In the event that a service is provided of inadequate quality, i.e., not corresponding to the declared characteristics or descriptions specified in the Rules, on the Website or in the LiTRO App, a person who has contacted the Auto Club for such service and paid the full cost of such service has the right to request a refund of the cost of the service only subject to payment of the actual expenses incurred by the Auto Club and/or the Partner and provision of a substantiated justification for refund, in the following cases:

6.1.1. a refund of 100% of the amount paid (with the right of the Auto Club to deduct expenses related to document processing, arranging the commencement of the service, as well as expenses incurred by the Auto Club in connection with receipt of the payment and its refund) shall be made only if the person cancels the order before the Auto Club appoints the direct service provider (that is, before the first return call from an employee and/or worker of the Auto Club and/or a specialist of the Partner to the person who submitted the service order to the Auto Club);

6.1.2. a refund of 50% of the amount paid (with the right of the Auto Club to deduct the actual expenses incurred by the Auto Club and/or the Partner in connection with provision of the service, including training expenses, organizational and other mandatory expenses, as well as expenses incurred in connection with receipt of the payment and its refund) shall be made if the person cancels the order after the Auto Club and/or the Partner appoints the Partner’s direct specialist but before that specialist arrives at the service location.

If the direct service provider has arrived at the service location, refund of any part of the service cost is not possible.

6.2. To obtain a refund for a paid service, the User of the Auto Club shall submit an Application of the established form exclusively electronically via the link specified in Clause 6.5 of the Rules.

In the Application Form, all mandatory fields must be completed, required information must be entered correctly, and the Application must be signed using one of the following methods:

1) using an electronic digital signature (EDS) issued to the User of the Auto Club by the National Certification Authority of the Republic of Kazakhstan (NCA RK);

2) using a mobile signature (eGov Mobile / QazToken), enabling the use of the User’s EDS through the eGov Mobile application or the integrated QazToken / NCA RK system.

Signing the Service Cancellation Application by any other means shall not be accepted by the Auto Club. Accordingly, the Auto Club shall recognize as duly executed only a document certified by the EDS of the User of

the Auto Club authorized to sign it.

The Application is accepted for review if signed by the proper person, completed correctly, and containing accurate contact details including the User's valid email address.

A response to the Application is provided within 10 (ten) business days from the date of proper submission, provided that the User complies with all requirements of this clause.

The Auto Club reserves the right to verify the information and documents provided. If the refund request is confirmed as justified, the Auto Club refunds the service cost in the established amounts within 10 (ten) business days from the date of confirmation to the same bank details used for payment.

6.3. If a one-time paid service is cancelled at the initiative of the Auto Club, the User has the right to demand a full or partial refund of the paid funds depending on the conditions of this section of the Rules. Refunds are issued minus actual expenses incurred by the Auto Club and/or Partner related to the provision of the service, including organizational, administrative, mandatory expenses, and payment-processing expenses.

6.4. In the event of force majeure circumstances, including extraordinary and unavoidable events confirmed by the authorized state bodies of the Republic of Kazakhstan, as a result of which provision of a one-time service becomes impossible, the Auto Club shall refund the funds previously paid by the User in accordance with the procedure specified in Clause 6.2 of these Rules. Force majeure circumstances are extraordinary and unavoidable events whose occurrence and consequences are beyond the reasonable control of the Auto Club, the Partner and/or the User and that make performance of obligations under the one-time service impossible.

6.5. The Application Form for cancellation of a service and consideration of a refund request is approved by the Auto Club and must be used by the person requesting service cancellation and refund of paid funds. Submission shall be carried out exclusively electronically with mandatory use of EDS or mobile signature (eGov Mobile / QazToken), ensuring reliable identification of the applicant.

The link for completing and signing the Application Form is placed exclusively in these Rules as an active hyperlink and QR code directing to the same address:
https://business.documentolog.com/remote/create-document-by-qr?jwt=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJxcl9kb2N1bWVudF9pZCI6IjEyMSJ9.oNdT98KoZG87eYU9gp8FR-oToHrtgJK4H7jeD8VLLm0

7. Participation in the Auto Club may be purchased or obtained by a Participant in accordance with these Rules:

7.1. by the Participant personally;

7.2. by any individual on behalf of a Participant (as a gift), with the Participant of the Auto Club being the person who has registered in the LiTRO App and completed the Subscription activation procedure;

7.3. from a Counterparty under a Contract with the Owner, by transferring the Subscription to an individual in accordance with the terms of the Contract, with that individual becoming a Participant of the Auto Club;

7.4. from an Agent under an Agreement with the Owner on distribution of Subscriptions, in accordance with the procedure specified in that Agreement;

7.5. automatically, in cases where the Subscription is granted by the Auto Club free of charge or on a promotional (temporary or permanent) basis in accordance with these Rules.

8. The validity period of the Subscription is displayed in the LiTRO Mobile Application ("LiTRO App") and is determined by the terms of the Subscription, these Rules, and may also be determined by the terms of the Offer, Contract and/or Agreement (depending on how the Participant acquired or received their right to participate in the Auto Club in accordance with Clause 7 of the Rules).

From the date of expiration of the Subscription of a Participant of the Auto Club, as well as for invalid/inactive Subscriptions, services may be provided by the Auto Club to persons who contact it exclusively under the conditions specified in Clause 5 of the Rules.

9. All benefits of participation in the Auto Club are provided to the Participant after activation of the Auto Club Subscription.
Activation of the Auto Club Subscription by the administrator of the Auto Club is a mandatory condition for a person to obtain the status of an active Participant of the Auto Club.
Activation of the Auto Club Subscription is carried out as follows:

1) by the Participant of the Auto Club personally, if the Subscription was purchased through the LiTRO Mobile Application ("LiTRO App") (or by another method) from the Owner. In this case, activation of the Subscription is performed immediately after the purchase and proper payment of the Subscription cost by the Participant;
2) by the Participant of the Auto Club personally, if the Subscription was received and/or purchased from a Counterparty or an Agent who previously received and/or purchased this Subscription from the Owner under a Contract or Agreement. Activation is carried out through the LiTRO App, taking into account the explanations provided to the Participant by the Counterparty or Agent. This activation request is confirmed by the Auto Club administrator within 24 (twenty-four) hours from the moment the person submits the activation request, unless otherwise provided by the Contract or Agreement;
3) by transmitting the necessary Participant data from the Counterparty or Agent to the Auto Club (to the Auto Club administrator) in accordance with the terms of the Offer, Contract or Agreement. The Subscription is activated by the Auto Club within 24 (twenty-four) hours from the moment the Auto Club (administrator) receives the data, unless otherwise provided by the Offer, Contract or Agreement;
4) automatically, in cases where the Subscription is received from the Auto Club on a gratuitous or promotional (temporary or permanent) basis in accordance with these Rules;
5) by another method provided under the Offer, Contract or Agreement;
6) by another method specified directly in the terms of the acquired or received Subscription.

10. The conditions for the paid acquisition of the status of a Participant of the Auto Club cannot be and are not recognized as payment for the Auto Club Subscription, as well as for the privileges and benefits of the Auto Club that may be provided to Participants of the Auto Club. Payments made for obtaining the status of a Participant of the Auto Club are not subject to refund and/or exchange, except in cases expressly provided for in the Rules or in the terms of the Offer, Contracts or Agreements, which explicitly specify the possible conditions and procedure for the refund of such payments.

11. A Participant of the Auto Club may obtain full information regarding the status and current terms of the Auto Club Subscriptions through the LiTRO Mobile Application ("LiTRO App"). As of the date of activation of the Subscription, the activated Subscription of the Auto Club automatically includes the obligations of the Auto Club related to providing each Participant with access to their personal account in the LiTRO App, as well as sending notifications to the mobile phone number of the Participant specified in the contact details during registration, through the following communication channels:
1) primary communication channel: WhatsApp messenger;
2) additional communication channel: SMS messages.
These obligations constitute inherent services of the Auto Club Subscription and are aimed at increasing the awareness of each Participant regarding the composition and content of the activated Subscription, the current status of the Subscription, and at improving the interaction environment between the Auto Club and each Participant.
Users of the Auto Club may, through the LiTRO App, familiarize themselves with the terms of the Auto Club's offers regarding current types of Auto Club Subscriptions, as well as with the list and content of the services included in such Subscriptions, and with the services provided on a one-time paid basis according to the tariffs specified in Appendix No. 1 to the Rules.
This information is provided by the Auto Club for the purpose of ensuring that Users have a complete understanding of each type of Subscription, as well as of individual services, prior to their purchase (receipt) and/or use by the User.

12. The services of the Owner, provided by the Auto Club and/or the Partner to Participants of the Auto Club, have no cash expression or monetary value (with the exception of 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 the Rules). Such services are provided within the Coverage Territory established for these services, and outside such territory under the conditions specified in these Rules (or under special conditions established by the Offer, Contracts or Agreements), and do not include the cost of consumable materials that may be required for the provision of such services. Such consumable materials shall also be paid for by the Participants or Users of the Auto Club, provided that they have been notified of this in advance by the Auto Club (prior to the provision of the service).

In the event of any disputes with Participants of the Auto Club regarding the cost of services provided under the functionality of the Subscription, the Auto Club shall be entitled to rely on the tariffs applied to Users of the Auto Club for similar or comparable services provided on a one-time basis in accordance with the Appendices to the Rules, which are also available for review by the Participants of the Auto Club.

13. Participants of the Auto Club, acting in accordance with the terms of the Auto Club Subscription, shall:

13.1. comply with the conditions and requirements of the Auto Club in accordance with these Rules and with the

information provided by the Auto Club on the Website, through the LiTRO Mobile Application ("LiTRO App"), by the Counterparty and the Agent, in accordance with the Offer, Contract or Agreement, or in any other manner not contradicting the legislation of the Republic of Kazakhstan;
13.2. provide the Auto Club (upon the corresponding request of the Auto Club), when registering through the LiTRO App and/or in simple written form, with accurate and up-to-date information required by the Auto Club, including information about the vehicle, personal data and/or other data necessary for the provision of the service;
13.3. immediately notify the Auto Club of any changes to their personal information, vehicle information and/or contact information provided to the Auto Club during Subscription registration.
In the event of failure to provide or untimely provision of updated information, the Auto Club shall be entitled to suspend the provision of services until the data is updated or to refuse the provision of its services due to the impossibility of verifying the Subscription holder as a registered Participant of the Auto Club.

14. Participants of the Auto Club, acting in accordance with the terms of the Auto Club Subscription, shall have the right to:
14.1. receive the privileges of the Auto Club 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 by the Auto Club Rules in effect on the date of termination of participation in the Auto Club;
14.3. after termination of their participation in the Auto Club, submit a written request to the Auto Club at the Auto Club's email address info@litro.kz requesting that the Auto Club cease using any previously provided information and/or data about the Participant, including personal data, in the direct activities of the Auto Club;
14.4. refuse to receive notifications through one or all of the communication channels specified in Clause 11 of the Rules, provided by the Auto Club as part of the inherent services of the Subscription to the mobile phone number indicated in the contact details during registration, by submitting a written request to the Auto Club's email address info@litro.kz. At the same time, refusal to receive notifications does not release the Participant from the obligation to independently monitor current information regarding the status of the Subscription through the LiTRO Mobile Application or the Auto Club Website.

15. The rights granted to Participants of the Auto Club on the basis of the Auto Club Subscription may not be sold, transferred, assigned to another person, or otherwise used without the written consent of the Auto Club, except as provided for in these Rules.

16. The Auto Club shall have the right to:
16.1. unilaterally terminate the participation of any Participant in the Auto Club at any time (from the date of joining the Auto Club and during the validity of the Subscription) without notice and for any reason, including but not limited to cases where the Participant of the Auto Club does not 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 Participants of the Auto Club. The Auto Club shall also have the right, without explanation of reasons and unilaterally, to refuse to extend the rights and obligations of any current Participant of the Auto Club for the next term after the expiration of the current Subscription until such Participant makes payment to the Auto Club for the extension of that Subscription;
16.2. without explanation of reasons and unilaterally refuse to provide any of its services to any User of the Auto Club until such User makes the required payment to the Auto Club;
16.3. at its discretion, grant privileges and benefits to any Participant and/or User of the Auto Club, including by providing an automatically activated Subscription from the moment a notification is sent to the Participant and/or User of the Auto Club in any available manner in accordance with these Rules. Upon the provision of such Subscription, any User of the Auto Club becomes a Participant of the Auto Club for the duration of such Subscription and shall have the right, during this period, to use the services included in the Subscription provided by the Auto Club, in accordance with the applicable terms specified in the LiTRO Mobile Application ("LiTRO App");
16.4. at its discretion make any amendments to these Rules and to the list of privileges of the Auto Club at any time. Information regarding such amendments shall be published on the Website;
16.5. reserve the unconditional right to make any changes at any time (without prior notice and solely at its own discretion) to the list and availability of privileges and benefits for each Participant and/or User of the Auto Club;
16.6. establish and modify the cost of specific tariffs within the services provided to Users of the Auto Club, as well as modify the composition and types of services provided to Participants of the Auto Club under Subscriptions;
16.7. without explanation of reasons and unilaterally refuse to provide any of its services to any Participant and/or User of the Auto Club in cases of a Conflict of Interest;
16.8. without explanation of reasons and unilaterally refuse to provide any of its services to any Participant under the Subscription in cases where the basis for providing the service occurred prior to the date of activation of the Auto

Club Subscription. In such a situation, the Participant shall have the right to receive services of the Auto Club exclusively on a paid basis in accordance with the version of the Auto Club Rules effective on the date of contacting the Auto Club;

16.9. unilaterally refuse to provide any of its services to any Participant and/or User of the Auto Club where an employee and/or worker of the Auto Club determines that the Participant and/or User is in a state of alcoholic and/or other intoxication at the time of ordering the service or at the time the service is directly provided, except where the Participant requests the "Sober Driver" service and the Participant's condition does not prevent the safe and lawful provision of that service;

16.10. include in any Subscription of the Auto Club the inherent services specified in Clause 11 of the Rules, as well as any other services, without which there may be: a decrease in the level of support for the Participant, risks associated with insufficient awareness of the Participant regarding the current and actual status of the active Subscription, as well as regarding other possibilities of the Auto Club and other types of Subscriptions offered by the Auto Club as of the current date of interaction between the Participant and the LiTRO App;

16.11. carry out notification of each Participant and/or User of the Auto Club through the following communication channels:

1) primary communication channel: WhatsApp messenger;

2) additional communication channel: SMS messages.

If it is not possible to deliver notifications through the primary communication channel (including lack or failure of internet connection or other reasons), the notification shall be carried out through the additional communication channel. Notifications are delivered to the contact phone numbers provided by Participants and/or Users during registration in the LiTRO App, except in cases where the Participant and/or User has directly refused to receive notifications of the Auto Club in accordance with these Rules. Refusal to receive notifications does not release the Participant and/or User from the obligation to independently monitor current information regarding the status of the Subscription through the LiTRO App or the Auto Club Website.

17. A notification regarding the termination or suspension of any privileges and benefits of the Auto Club shall be deemed delivered on behalf of the Auto Club to any Participant and/or User of the Auto Club if it has been transmitted through the following communication channels of the Auto Club: the Website and/or the LiTRO Mobile Application ("LiTRO App"), by sending SMS messages, messages via the WhatsApp messenger, and/or by email, and/or by a phone call to the telephone number of the Participant of the Auto Club specified by them in the contact details.

A notification regarding the termination of a Subscription provided by the Auto Club in accordance with Clause 16.3 of the Rules shall not be sent to the Participant and/or User of the Auto Club. Such Subscription automatically ceases to be displayed in the LiTRO App upon the expiration of its validity period.

18. Any Participant and/or User of the Auto Club, in accordance with this provision of the Rules, provides their voluntary consent to the Auto Club for the use, in its activities, of any data and information voluntarily provided by them to the Auto Club, including outside the Republic of Kazakhstan, except in cases where the Participant and/or User of the Auto Club requests, by submitting a written notice to the Auto Club's email address info@litro.kz, to withdraw (terminate) such consent with respect to specific data and/or information provided to the Auto Club.

    This Clause of the Rules also applies to matters related to notifications sent through the communication channels provided for Users of the Auto Club.

19. By agreeing to these Rules, any Participant and/or User of the Auto Club also gives their consent to receiving various types of notifications and offers from the Auto Club. All personal information of any Participant of the Auto Club may be processed and used by the Auto Club in its direct activities, including after the expiration of the Auto Club Subscription, for the purpose of sending information through any lawful and open communication channels specified in Clause 17 of the Rules.
20. 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 provision of Auto Club services in accordance with the internal regulations and requirements of the Auto Club.

The specific timeframe for the provision of the required Auto Club services is agreed with the Participant and/or User of the Auto Club when they contact the Auto Club through the LiTRO Mobile Application ("LiTRO App").

The characteristics and conditions for the provision of services to Participants of the Auto Club under Auto Club Subscriptions, as well as for Users of the Auto Club with respect to 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.

21. The provision of services to Participants of the Auto Club under the Subscription, which require the dispatch of a direct service provider of the Auto Club to the location where such services are to be rendered, outside the Coverage Territory, shall be carried out exclusively on a paid basis at the rate of 400 (four hundred) tenge per 1 km, except for Subscriptions acquired or received by Participants from Counterparties or Agents — for such Subscriptions, the provision of services by the Auto Club shall be governed by the provisions of the applicable Contracts or Agreements.
22. When providing services to Participants of the Auto Club under the Subscription that require the dispatch of a direct service provider of the Auto Club to the location where such services are to be rendered, the waiting time of such service provider at the service location of the Participant of the Auto Club shall not exceed 20 (twenty) minutes. Upon the expiration of this period, the service provider shall have the right to leave the service location, with the corresponding notification made to the responsible representative of the Auto Club.
23. The provision of services to Participants of the Auto Club under the Subscription that involve the necessity of evacuating the Participant's vehicle is subject to a fixed limited waiting time (up to 15 minutes), upon the expiration of which the direct service provider of the Auto Club, in the event that the Participant of the Auto Club is absent at the service location specified for the provision of the service, shall have the right unilaterally to refuse to fulfill the given order.

At the same time, a bad-faith Participant of the Auto Club, who has submitted an order for the provision of a service indicating the location where the service is to be provided and who is absent at the specified location, shall lose the right to place any repeat order for any Auto Club service for the following 15 (fifteen) calendar days due to a false call, unless the Participant informed the Auto Club in advance of their refusal to receive the service before the arrival of the direct service provider of the Auto Club.

In the event of a repeated false call within 1 (one) calendar month from the date of the previous false call recorded by the Auto Club, the Auto Club shall have the right unilaterally to terminate the Participant's membership in the Auto Club by annulling their Subscription, without refund of any amounts paid or otherwise contributed by the Participant to the Auto Club, and to enter their data into the list of unreliable clients and not provide any services in the future.

24. The provision of services to Participants of the Auto Club under the Subscription that involve the necessity of evacuating the Participant's vehicle shall be carried out only from the place of the vehicle's breakdown and/or the place of a road traffic accident (hereinafter – "RTA"), confirmed by documents issued by road police officers based on the fact of the RTA, to a service station (STO) or another location specified by the Participant of the Auto Club as the place where the vehicle repair will be carried out.

At the same time, when providing this type of service, the Auto Club shall have the right to refuse to provide such services to the Participant of the Auto Club in cases of abuse on the part of the Participant, which may manifest in the frequency of evacuation requests for the same vehicle — more than 1 (one) request within 15 (fifteen) consecutive calendar days.

In the event of deliberate and repeated abuse by the Participant of the Auto Club, the Auto Club shall have the right to apply the provisions of Clause 16 of these Rules.

In cases where the Participant requires Auto Club services related to vehicle evacuation more frequently than the above-mentioned period, the Participant shall have the right to use such Auto Club services exclusively on a paid basis in accordance with the Rules.

25. The provision of certain types of services related to the representation of the interests of Participants and/or Users of the Auto Club in judicial proceedings shall be carried out with the collection of an additional fee calculated from the amount of the actual payment awarded by a court decision or recovered by the Auto Club from third parties (hereinafter – the Auto Club's Remuneration):

25.1. on the basis of a service agreement concluded with the Partner (by means of written signing of such agreement or by the Participant and/or User of the Auto Club accepting a public agreement, the text of which is published in the LiTRO Mobile Application ("LiTRO App") and/or on the Website);
25.2. by granting to the Partner of the Auto Club, on behalf of the Participant and/or User of the Auto Club, a notarized power of attorney for the representation of interests in courts, with the right to receive amounts awarded by such courts or recovered by the Auto Club from third parties into the Auto Club's account, with their subsequent transfer

to the Participant and/or User of the Auto Club, less the Auto Club's Remuneration specified in the previously signed service agreement.
The exact amount of the Auto Club's Remuneration shall be determined by the terms of the service agreement to be concluded.

26. In the event that a Participant and/or User of the Auto Club wishes to use the services of the Auto Club, an order shall be placed through the LiTRO Mobile Application ("LiTRO App") (i.e., the necessary Auto Club service is selected) or a phone call shall be made to the Auto Club. In doing so, the User of the Auto Club places an order in the LiTRO App by providing the following information:
1) make and model of the vehicle;
2) state registration license plate number of the vehicle;
3) year of manufacture of the vehicle;
4) VIN code of the vehicle.
The processing time for an order placed through the LiTRO App for the confirmation of the order is 10 (ten) minutes from the moment the service order is submitted.

All disputes arising in connection with the execution of these Rules shall be resolved by the parties through negotiations. For this purpose, the party initiating the dispute shall send the other party a written claim indicating the essence of the dispute and the demands. The period for pre-trial settlement of the dispute shall be 30 (thirty) calendar days from the date of receipt of the claim. During this period, the parties shall take all possible measures to settle the dispute. If the dispute cannot be settled within the specified period, it shall be subject to consideration in the judicial authorities of the Republic of Kazakhstan in accordance with the applicable legislation.
The place of dispute resolution shall be the court at the location of the Auto Club, unless otherwise provided by contract.

27. These Rules enter into force from the moment of their publication on the official website of the Auto Club and remain valid indefinitely until they are revoked or amended by the Auto Club. All amendments and additions to the Rules enter into force from the moment of their publication on the official website of the Auto Club.

The Auto Club reserves the right to amend these Rules unilaterally without prior notice to Participants and/or Users. Participants and/or Users are obliged to independently monitor the current version of the Rules on the official website of the Auto Club.

Continued use of the services of the Auto Club after amendments are made to the Rules shall constitute full and unconditional acceptance by the Participant and/or User of the new version of the Rules.

If any provision of these Rules is found to be invalid or illegal in accordance with the legislation of the Republic of Kazakhstan, this shall not affect the validity of the remaining provisions. The remaining provisions of the Rules shall continue to remain in full force.

In the event that any provision is deemed invalid, the Auto Club shall have the right to replace it with a new provision that is as close in meaning as possible to the original, taking into account the requirements of the legislation of the Republic of Kazakhstan.

Appendix 1
to the LiTRO RSA Auto Club Rules

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

1. Within the framework of the "Roadside Assistance" Subscription:

№ п/п	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	3 000
2.	On-site technical advice	5 000
3.	Tow truck	15 000
4.	Starting the engine when the battery is discharged	7 000
5.	Car heating - petrol engine	25 000
6.	Car heating - diesel engine	50 000
7.	Computer diagnostics	10 000
8.	Fuel delivery	6 000
9.	Supply of technical fluids	5 000
10.	Tire inflation	5 000
11.	Wheel replacement	7 000
12.	Wheel repair	10 000
13.	Repair of a tire puncture using a plug	5 000
14.	Anti-theft system unlocking	25 000
15.	Fuse replacement	5 000
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 liner 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/coolant	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.	Accelerator cable replacement	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.	Ball joint replacement	30 000
53.	Replacement of stabilizer links	15 000
54.	Replacement of CV joint dust cover	25 000
55.	Tie rod end replacement	25 000
56.	Replacement of the hub (assembly)	25 000
57.	Replacement of front and rear suspension shock absorber springs	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.	Ignition distributor replacement	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
78.	Towing truck or service vehicle dispatch outside the city (service zone) — per 1 kilometer	400

2. Within the framework of the "Auto Attorney" Subscription:

№ п/п	Name of services under the Auto Attorney 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	Analysis of the insurer's damage assessment report	20 000	-
9	Legal advice	5 000	-
10	Pre-trial dispute resolution	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*:

№ п/п	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 services [7]

№ п/п	Service Name [8]	Description / Service Conditions
1	Medical consultation	The service includes the following for Auto Club Members provided by the Auto Club Partner: 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	The service includes the following for Auto Club Members: 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	The service includes the following for Auto Club Members: 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. The service is available on business days from 09:00 to 18:00.
4	Appointment scheduling with a psychologist	The service includes the following for Auto Club Members: 1. Preliminary appointment scheduling for an individual consultation with a psychologist. 2. Transfer of the Client's contact information to the psychologist. Appointments are scheduled on business days from 09:00 to 18:00, depending on the psychologist's availability.
5	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

[7] If other terms governing the application/use of the services are established under the conditions of the concluded Agreements, the terms provided in such Agreements shall apply and prevail, rather than the provisions of this Annex to the Auto Club Rules.
[8] The names of the services listed in the table must be expressly included in the Participant's Subscription; otherwise, such service shall not be provided to the Auto Club Participant.

		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. 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.
6	Sober driver	Terms of service for the Auto Club Member: 1. When an Auto Club Member applies through LiTRO app, 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 app or by phone call. 4. The service coverage area is exclusively the boundaries of administrative cities. 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.
7	Independent examination of the car	Terms of service for the Auto Club Member: 1. When an Auto Club Member applies through LiTRO app, the Auto Club verifies the data about the Auto Club Member. 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.
8	Back Home Taxi	Terms of service for the Auto Club Member: 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 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. 5. The service itself is provided by calling a taxi at the minimum rate in the Yandex Go mobile application.
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	Emergency Commissioner	The service includes the following: 1. Identification of the vehicle and its owner. 2. Inspection of the vehicle for damage. 3. Preparation and compilation of a photographic report. 4. Completion of the vehicle inspection report. 5. Consultation regarding completion of an application to the insurance company.

11	Pre-insurance vehicle inspection	The service includes the following: 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. Conditions for providing the service to the Auto Club Member: - The collected data is transferred to the insurance company. - The service is provided on weekdays from 9:00 AM to 6:00 PM. - The service must be requested via the "LiTRO" mobile application.
12	Vehicle inspection at the scene of an accident	The service includes the following: 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. Service conditions for the Auto Club Member: - The collected data is submitted to the insurance company. - Service requests are made through the "LiTRO" mobile application.
13	Vehicle inspection after an accident	The service includes the following: 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. Service conditions for the Auto Club Member: - The collected data is submitted to the insurance company. - The service is available on business days from 09:00 to 18:00. - Service requests are made through the "LiTRO" mobile application.
14	Independent damage assessment	The service provides an independent, professional evaluation of a vehicle’s condition after an accident and the extent of the damage. It includes: 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. Service conditions for Auto Club Members: - The service is available on business days from 09:00 to 18:00. - Requests are submitted via the "LiTRO" mobile application.
15	Taxi service during vehicle repairs	Service conditions for Auto Club Members: 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	The service includes the following services for Auto Club Members: 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	Terms of service for the Auto Club Member: 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	Terms of service for the Auto Club Member: 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	Terms of service for the Auto Club Member: 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	Services are provided to the Auto Club Member on a one-time basis: 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.