

Approved by

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LiTRO RSA AUTO CLUB RULES

GLOSSARY:

- **Auto Club** – a form of providing various types of the Owner services as indicated on the Website and (or) in the LiTRO app to any applicant under the conditions and in the manner specified in these Rules.
- **Agent** – is an individual entrepreneur and (or) a legal entity with whom the Owner has concluded a civil contract with the purpose of further distribution of Subscription(s) among individuals and (or) legal entities in the manner consistent with effective legislation of the Republic of Kazakhstan (hereinafter – the Agreement).
- **Counteragent** – is an individual entrepreneur and (or) a legal entity that procured Subscription(s) as per the provisions of the civil contract (hereinafter – the Contract) from the Owner) with the purpose of servicing its own vehicle fleet and (or) for its own employees and (or) officers with personal vehicles. In case of own vehicles fleet being serviced, the Subscription shall be issued to a responsible employee and (or) officer of the Counteragent as an Auto Club Member, but is assigned to a specific vehicle as per VIN-code provided. In case of providing Subscription to employees and (or) officers with personal vehicles, the Subscription shall be issued to an individual as an Auto Club Member and shall remain effective within the Subscription validity period or within the period of provision of services and (or) employment of such employee and (or) officer with the Counteragent (with due notice from the Counteragent).
- **Conflict of interest** – a situation in which the Auto Club, within the framework of the services offered and implemented by it to the Members and (or) Users of the Auto Club, with account to existing interrelations of the Owner with Counteragents or Agents under the Contract or Agreements respectively, has the risk of simultaneously representing the interests of two or more parties in a controversial situation between them, which may result in damage to the interests of the Auto Club/Owner.
- **Subscription** – is a complex solution from the Auto Club, including various services for car owners, provided to the Auto Club Members during the validity period of the activated Subscription according to these Rules, including Annexes to the Rules, according to the names of these services specified directly in the terms and conditions of the Subscription of the Auto Club Member or according to the current and valid list of services provided by the Auto Club as of the date of application of the Auto Club Member.
- **Auto Club User** – is a legally capable individual who is not an Auto Club Member, but who has applied to the Auto Club to receive paid services of the Auto Club, who has read these Rules and expressed his unconditional agreement with contents thereof and has undertaken to follow the Auto Club Rules in all good faith. A fact of providing any paid service by the Auto Club to a User shall represent a confirmation of the User's having read these Rules and expressed its unconditional consent with contents thereof.
- **Auto Club User Registration** – the process of providing a person who agrees with these Rules of his personal data and other information necessary for the Auto Club in accordance with the Rules for the purpose of receiving paid services of the Auto Club.
- **Auto Club Member Registration** – the process of providing by a person who agrees with these Rules and has expressed interest in participating in the Auto Club, all the necessary and mandatory information to the Auto Club in accordance with the Rules for the purpose of subsequent use of the Auto Club services.
- **Website** – an Internet website owned by the Auto Club Owner and located at: litro.kz.
- **Auto Club Owner** – LiTRO RSA LLP.
- **Coverage area** – the distance of provision of services to Members and (or) Users of the Auto Club without charging additional fees for mileage (i.e., free of charge). Detailed conditions for the Coverage area are specified in the provisions of procured Subscription or in the Contract and (or) Agreement provisions.
- **Partner** – is a specialist, individual entrepreneur and (or) a legal entity having competent knowledge, relevant experience in services provided by the Auto Club to Members and (or) Users of the Auto Club who agreed with the contents and conditions of these Rules and signed respective service contract with the Auto Club Owner containing conditions of a Partner's provision of services to the Auto Club Members and (or) Users in the name and on behalf of the Auto Club Owner.
- **Auto Club Member** – is a legally capable individual registered with the Auto Club in accordance with these Rules, who has read these Rules, expressed his unconditional consent with their contents and has undertaken to

follow the Auto Club Rules in all good faith. The fact of a Member procuring and (or) receipt of Subscription and its activation in accordance with the Rules of the Auto Club shall be the proof of the Member's having read these Rules and expressed his unconditional consent with the contents thereof.

- **LiTRO app** – a mobile application owned by the Owner, which allows all interested parties to receive the Owner's services, which is a universal electronic platform (mobile and web application) designed for vehicles owners including the Auto Club Members and (or) Users.
1. These Auto Club Rules determine the conditions for participation in the Auto Club and the provision of services to the Auto Club Members and (or) Users the Coverage area under conditions and in the manner specified in these Rules. Services are provided by the Auto Club to the Auto Club Members and (or) Users by accepting an order through LiTRO app, the Website (with redirection to the LiTRO app), as well as a telephone call (in cases provided for by the Rules). Under the terms of the Contract and (or) Agreement, the Auto Club may also provide for other (additional) methods for accepting orders from Auto Club Members. Such methods must be communicated to them by the Counteragent and the Agent respectively.
 2. Auto Club Membership is confirmed by the availability of procured and (or) obtained and subsequently properly activated Subscription.
 - 2.1. The Auto Club Subscription used for identifying a person as the Auto Club Member is directly connected with the Auto Club Member, and not his vehicle (unless otherwise provided by conditions of the Auto Club Subscription, Contract with Counteragents or Agreement with the Agent), and the Auto Club Member must personally (without any participation of any intermediaries save for cases associated with the effective Contract with participation of the Counteragent):
 - 1) monitor the relevance of his own registration data provided to the Auto Club upon activation of the Auto Club Subscription in the manner prescribed in clause 9 of the Rules, as well as information regarding his vehicle owned by him by right of ownership or other legal grounds, confirming the status of the Auto Club Member as the owner of that vehicle.
 - 2) promptly update such information by sending an application with up-to-date information to the Auto Club's email info@litro.kz (hereinafter referred to as the Auto Club Email), and any changes come into force upon expiration of thirty (30) calendar days following the date of sending the application.
 - 2.2. In the event of a change in the identification characteristics of a vehicle owned by an Auto Club Member (for example, a change in the state registration plate of a vehicle), or a change in the vehicle itself, the provision of Auto Club services to the Member is carried out/resumed upon expiration of the period provided for in clause 2.1. of the Rules.
 - 2.3. The Auto Club does not provide for any other means of changing the Member's data and related information specified in clause 2.1. and 2.2. of the Rules.
 - 2.4. Based on the results of the Auto Club administrator's consideration of the application, necessary changes are made to the information of the Auto Club Member or a justified refusal is sent to the Auto Club Member e-mail. When examining the application, the Auto Club administrator has the right to make calls to the Auto Club Member (or the Counteragent) to clarify certain information and receive additional clarifications.
 3. Prior to direct provision of the service(s) to the Member, the Partner shall verify whether the Member has an activated Auto Club Subscription or whether the User of the Auto Club has paid for the paid service, and shall identify the Member and (or) the User of the Auto Club.
 4. The Auto Club Member has the right to use the Auto Club services in accordance with the terms of the Auto Club activated Subscription displayed in the LiTRO app from the date of the Subscription activation and until the expiration of its validity period.
 - 4.1. In this case, the service is considered to be used by the Member when it is ordered, the Auto Club appoints a Partner specialist to provide it and notifies the Member about this, regardless of the fact that after appointing a specialist to provide the service, the Auto Club Member refused to provide it. If a Member refused to provide the service before the Auto Club appointed a specialist to provide the service to the Member, in this case the service may be considered unused by the Auto Club Member.
 - 4.2. The Auto Club Subscription shall be considered used by the Auto Club Member following the date of using of any (even a single one) components (constituents) of the Subscription.
 - 4.3. The Auto Club Member shall be entitled to get a refund for the Subscription purchased by the Auto Club Member within 48 (forty-eight) hours from the date of its purchase and (or) its activation only in case of non-use of any of the services included in the Subscription during this time. After the expiration of the specified time interval, the Auto Club Member shall not be entitled to get a refund for the Subscription.
 - 4.4. In order to be refunded the cost of the Subscription, the Auto Club Member shall submit a respective application (request) to the Auto Club e-mail info@litro.kz, specifying his full name, Subscription # and shall provide information about payment made for the Subscription (copy of a receipt, slip or transfer order confirming the payment for the Subscription).

If the information and submitted documents are true and conditions of p. 4.3. of the Rules are met, the Auto Club shall refund the cost of the Subscription within 5 (five) business days following the date of the Auto Club Member

application to the same bank card that was used to pay for the Subscription.

5. The Auto Club User has the right to use the Auto Club services on a payment basis as in accordance with the Auto Club tariffs on the date of ordering a particular service. Updated information about services provided to the Auto Club Users on a payment basis shall be placed on the Website and (or) in LiTRO app, and immediate types of services may be changed by the Owner at his own discretion.
6. In the absence of an activated Auto Club Subscription, a person who contacted the Auto Club for the provision of a particular service, an Auto Club employee and (or) officer, demonstrating concern and customer-oriented approach shall offer to purchase and activate the Subscription thereby becoming the Auto Club Member.
In case of refusal to purchase the Subscription (as an alternative) the necessary service (if it is included into the list of services that is submitted to Auto Club Users on a one-time fee basis) can be provided by the Auto Club on a payment basis to the applying person, and status of such person shall be equaled to the Auto Club User.
6.1. A person who has applied to the Auto Club for the provision of a service and having paid the total amount of such service shall be entitled to be refunded the cost of this service only in the following cases:
1) 100% of the paid amount is refunded if the person cancels his/her order before the Auto Club assigns a specialist to provide the service (i.e. before the first return call of the Auto Club employee and (or) officer and (or) Partner specialist to the address of the person who sent the service order to the Auto Club);
2) 50% of the paid amount is refunded if the person cancels his/her order after the Auto Club has appointed a Partner specialist to provide the service but before the specialist arrives at the call site.
In the event that the specialist has already arrived at the call site, there is no possibility of refunding the cost of this service (in any part thereof).
6.2. To refund the paid service, the person who has applied to the Auto Club, shall submit a corresponding application (request) to the e-mail address of the Auto Club info@litro.kz, indicating his/her full name, the name of the ordered service, description of the situation, and providing information about the payment made (copy of the cheque, receipt or payment order confirming the payment of the service to the Auto Club).
If the information and the documents provided are true, the Auto Club shall refund the payment in the above mentioned amounts within 10 (ten) business days following the date of applying to the same bank card from which the payment for the Auto Club service was made.
7. Membership in the Auto Club can be purchased or received by the Auto Club Member by properly activated Subscription in accordance with these Rules:
7.1. by the Auto Club Member himself;
7.2. by any individual on behalf of the Auto Club Member (as a gift), and a person who registered in LiTRO app and activated the Subscription becomes the Auto Club Member;
7.3. from the Counteragent under a Contract with the Owner with transfer of the Subscription as per provisions of the Contract, to an individual who becomes the Auto Club Member;
7.4. from the Agent within the frameworks of the Agreement with the Owner for distribution of Subscriptions in accordance with procedure determined by such Agreement.
7.5. automatically where a Subscription is received from the Auto Club on a free or promotional (temporary or permanent) basis according to these Rules.
8. The validity period of the Subscription is displayed in LiTRO app and is determined by the terms and conditions of the Subscription, these Rules, and may also be determined by the terms and conditions of the Contract and/or Agreement (depending on how the Member acquired or obtained his/her right to participate in the Auto Club according to clause 7 of the Rules).
Following the date of expiration of the validity of the Auto Club Member Subscription, and also for invalid/inactivated Subscriptions, services can be provided by the Auto Club to persons who applied to it exclusively on conditions stipulated by p. 5 of the Rules.
9. All benefits of the Auto Club membership shall be provided to a Member upon activation of the Subscription by the Auto Club.
Activation of the Auto Club Subscription by the Auto Club administrator is a prerequisite for a person to obtain the status of a valid Auto Club Member.
The Auto Club Subscription shall be activated as follows:
1) independently by an Auto Club Member who purchased the Subscription via LiTRO app (or any other method) from the Owner – and in this case the Subscription is activated immediately upon purchase and due payment of the Subscription fee by the Member;
2) independently by an Auto Club Member who obtained and (or) purchased it from the Counteragent or the Agent who previously obtained and (or) purchased that Subscription from the Owner based on the Contract or Agreement – via LiTRO app with account to clarifications received by the Member from the Counteragent or the Agent. This application for activation shall be confirmed by the Auto Club administrator within 24 (twenty four) hours following the moment of a person application for the Subscription activation unless otherwise provided by the Contract or Agreement;

- 3) by transferring the necessary data of the Auto Club Member from the Counteragent or the Agent to the Auto Club (Auto Club administrator) as per provisions of the Contract or Agreement for subsequent activation of the Subscription by the Auto Club, which shall be carried out in 24 (twenty four) hours following the moment of receipt of data by the Auto Club (the Auto Club administrator), unless otherwise provided by the Contract or Agreement;
 - 4) automatically where a Subscription is received from the Auto Club on a free or promotional (temporary or permanent) basis according to these Rules;
 - 5) by any other method provided for under the Contract or Agreement;
 - 6) by any other method specified directly in the provisions of purchased or received Subscription.
10. The conditions of acquiring the status of an Auto Club Member can't be and are not recognized as payment for the Auto Club Subscription, and also for benefits and privileges of the Auto Club that can be provided to the Auto Club Members, and such payments shall not be subject to refund and (or) exchange, save for cases directly provided by the Rules or by the Contract or Agreements that directly specify possible conditions and procedure of such payments refunding.
 11. Full information on the status and current terms and conditions of the Auto Club Subscriptions can be obtained by the Auto Club Member through the LiTRO app. The activated Subscription of the Auto Club automatically (from the date of activation of the Subscription) includes the obligations of the Auto Club related to providing access to each Auto Club Member to the personal account of the LiTRO app., as well as SMS-informing to the phone number of the Auto Club Member specified by him/her in the contact information when registering. These obligations are integral services of the Auto Club Subscription, aimed at increasing the awareness of each Auto Club Member with the composition and content of the activated Subscription, the current status of the Subscription, improving the environment of interaction between the Auto Club and each Auto Club Member.

The Auto Club Users can familiarize themselves with the terms and conditions of the Auto Club's offers in respect of the current types of Subscriptions of the Auto Club, as well as with the list and content of the services included in these types of Subscriptions and services provided on a one-time compensated basis through the LiTRO app.
 12. The Owner's services provided by the Auto Club for Auto Club Members do not have a cash expression or monetary value (with the exception of services provided by the Auto Club to Users on payment basis by individual tariffs and on a one-time basis), are provided within the boundaries of the Coverage Area specified for these services, and beyond such boundaries on conditions specified in these Rules (or stipulated by special conditions as per Contracts or Agreements), and shall not include the cost of consumables that may be needed to provide these services, which shall also be paid by the Auto Club Members or Users under condition of prior notice thereof by the Auto Club (prior to service provision).
 13. The Auto Club Members, being guided by provisions of the Auto Club Subscription must:
 - 13.1. comply with the terms and requirements of the Auto Club in accordance with these Rules and the information provided by the Auto Club on the Website and (or) through LiTRO app or any other method not in conflict with legislation of the Republic of Kazakhstan;
 - 13.2. transfer to the Auto Club (in case of a corresponding request from the Auto Club) when registering through LiTRO app and (or) in a simple written way, the information necessary for the Auto Club, including personal and (or) other data;
 - 13.3. notify the Auto Club about changes in their personal information, vehicle information and (or) contact information provided to the Auto Club when registering the Subscription, otherwise the Auto Club has the right to refuse to provide its services due to the impossibility of verifying the owner of the Subscription as a registered Auto Club Member.
 14. Being guided by the Auto Club Subscription conditions, Members shall be entitled:
 - 14.1. receive Auto Club privileges during the validity period of the Subscription (if they are provided by the Auto Club);
 - 14.2. terminate their membership in the Auto Club without the right to be refunded the previously made payments, unless otherwise provided by the Auto Club Rules as of the date of termination of the Auto Club membership.
 - 14.3. Upon termination of the Auto Club membership, turn to the Auto Club with a written request to the Auto Club e-mail info@litro.kz, not to use information previously submitted by him and (or) his data including personal data, in the Auto Club immediate activity.
 - 14.4. refuse SMS-informing provided by the Auto Club within the framework of realization of integral services of the Subscription to the phone number specified in the contact data during registration, by written application to the e-mail address of the Auto Club: info@litro.kz.
 15. The rights granted to Auto Club Members on the basis of the Auto Club Subscription cannot be sold, transferred,

assigned to another person or used otherwise except as per these Rules.

16. The Auto Club shall have the right:

16.1. unilaterally terminate the Auto Club membership of any of its Members at any time (from the date of joining the Auto Club and during the validity of the Subscription) without warning and for any reason, including, but not limited to, in cases where the Auto Club Member does not properly comply with the Auto Club Rules, abuses any privileges or rights granted to him by the Auto Club, or harms the rights and interests of other Auto Club Members, and the Auto Club, without giving reasons and unilaterally, has the right to refuse to any current Auto Club Member to extend his rights and obligations as an Auto Club Member for the next period upon the expiration of the existing Subscription before such Member making payment to the Auto Club for the extension of this Subscription;

16.2. unilaterally refuse to provide/render its services to any Auto Club User without giving reasons, until such User has made payment to the Auto Club.

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16.3. to provide at its discretion privileges and benefits to any of the Members and (or) Users of the Auto Club, including by providing an automatically activated Subscription from the moment of sending a notice to the Member and (or) User of the Auto Club by any available means according to these Rules, and upon provision of this Subscription, any Auto Club User shall become a Member of the Auto Club for the validity period of this Subscription and shall be entitled during this period to use the services included in the Subscription provided by the Auto Club, according to the terms and conditions of their provision specified in LiTRO app.

16.4. at its own discretion, make any changes to these Rules and the list of Auto Club privileges at any time. Information about these changes is posted on the Website;

16.5. reserve the unconditional right to make any changes at any time (without prior notice and solely at its sole discretion) to the list and availability of privileges and benefits for each Auto Club Member;

16.6. establish and change the cost of individual tariffs within the framework of the services sold for Auto Club Users, as well as change the composition and types of services included in the list of services for Auto Club Members on the basis of Subscriptions;

16.7. unilaterally refuse to provide any Member and/or User of the Auto Club with any of its own services in the event(s) of a Conflict of Interest, without giving any reason.

16.8. unilaterally and without giving any reason, refuse to provide any Member with any of its own services on the basis of the Auto Club Subscription in case(s) where the grounds for providing the service predates the date of activation of the Auto Club Member's Subscription. In such a situation, the Member is entitled to receive the services of the Auto Club only on a reimbursable basis in accordance with the version of the Auto Club Rules as of the date of requesting the services the Auto Club;

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16.9. unilaterally refuse to provide any Member and/or User of the Auto Club with any of its own services in case(s) where an officer and/or employee of the Auto Club determines that the Member and/or User of the Auto Club is under the influence of alcohol and/or other intoxicants at the time the service is ordered or at the time the service is directly provided to him/her;

16.10. include in any Subscription of the Auto Club the integral services specified in clause 11 of the Rules, as well as any other services, without the availability and provision of which the following are possible: reduction of the support level of the Auto Club Member, risks associated with insufficient awareness of the Auto Club Member with the current and actual status of the current Subscription, as well as other opportunities of the Auto Club and other types of Subscriptions offered by the Auto Club on the current date of interaction of the Auto Club Member with the LiTRO app.

16.11. inform each of the Members and/or Users of the Auto Club by SMS to their phone numbers, specified by them in their contact data when registering in the LiTRO app., unless the Member and/or User does not directly refuse to receive SMS from the Auto Club in accordance with these Rules.

17. A notice of the termination or suspension of any privileges and benefits of the Auto Club shall be deemed to have been made on behalf of the Auto Club to any of the Members and (or) Users of the Auto Club if it was transmitted through the following communication channels of the Auto Club: the Website and (or) LiTRO app, by sending an SMS, e-mail message and (or) a call to the telephone number of the Auto Club Member indicated in the contact information.

Notice of the termination of the Subscription provided by the Auto Club according to clause 16.3. of the Rules shall not be sent to the Member and (or) User of the Auto Club, this Subscription shall automatically cease to be displayed in LiTRO app upon expiration of its validity period.

18. Any Member and/or User of the Auto Club in accordance with this provision of the Rules grants their voluntary consent to the use by the Auto Club in its activities of any data and information voluntarily

provided by them to the Auto Club, including beyond the Republic of Kazakhstan, unless the Member and/or User of the Auto Club requests to withdraw (terminate) this consent in respect of specific data and/or information provided to the Auto Club by written request to the e-mail address of the Auto Club: info@litro.kz. This paragraph of the Rules shall also be applied to the issues related to SMS-informing of the Auto Club Users.

19. By agreeing to these Rules, any Member and (or) User of the Auto Club also provides their consent to receive various types of notifications and offers from the Auto Club. All personal information of any Auto Club Member can be processed and used by the Auto Club in its activities, including after the expiration of the Auto Club Subscription for sending information through any non-prohibited and open communication channels specified in clause 17 of the Rules.
20. The implementation of the Owner's services can be carried out Partners engaged by the Auto Club possessing necessary skills and equipment for the qualified provision of services within the framework of services in accordance with the internal regulations and requirements of the Auto Club.
The term for the provision of each of the services for various services of the Owner is agreed upon with the Member and (or) User of the Auto Club when they contact the Auto Club through LiTRO app.
The characteristics and conditions for the provision of services to Auto Club Members under the Auto Club Subscriptions, as well as for Auto Club Users, in part of one-off services are indicated directly on the Website and (or) LiTRO app.
21. The provision of services to Auto Club Members under Subscription and involving a visit of immediate specialist of the Auto Club to the call site – outside the Coverage Area is carried out on a reimbursable basis at the rate of four hundred (400) tenge per 1 km, save for Subscriptions purchased or obtained by Members from Counteragents or Agents – under such Subscriptions, the provision of services by the Auto Club shall be governed by provisions of Contracts or Agreements.
22. When providing services to the Auto Club Members under Subscription and involving a visit of immediate specialist of the Auto Club to the call site, waiting time for a specialist at the call site of the Auto Club Member is no more than twenty (20) minutes, and after this time the specialist has the right to leave the call site with notification to the responsible person of the Auto Club.
23. The provision of services to the Members of the Auto Club under the Subscription of services related to the need of the Member's car recovery is fixed by a limited waiting time (up to 15 minutes), after which the direct executor of the Auto Club, in case of absence of the Member of the Auto Club at the place of call for the provision of the service, may unilaterally refuse to fulfill this order.
The Auto Club Member who sent an order of necessity to be provided services not in good faith with indication of call site and who was absent at such call site shall be deprived of the right to repeated order of any service of the Auto Club within fifteen (15) calendar days for the false call, if prior to arrival of the Auto Club specialist the Member failed to notify the Auto Club about his refusal to be provided services.
In case of repeated false call within 1 (one) calendar month following the date of the previous false call recorded by the Auto Club, the Auto Club shall be entitled to unilaterally terminate the membership of the Member in the Auto Club by termination of his Subscription and without refunding of amount paid or otherwise transferred by him to the Auto Club, and also include his data into the list of unreliable customers and not to provide any services in the future.
24. The provision of services related to the need of the Member's car recovery to the Auto Club Members under the Subscription shall be provided only from the place of breakdown of the car and/or the place of the road traffic accident (hereinafter referred to as the Road Traffic Accident), confirmed by documents received from traffic police officers on the fact of the Road Traffic Accident, till the service station or other point indicated by the Auto Club Member as the place where the car will be repaired.
At the same time, when providing this type of service, the Auto Club may refuse to render it to the Auto Club Member in case of abuse on the part of the Auto Club Member, which may be manifested in the frequency of calls to recover the same car – more than 1 (one) call within 15 (fifteen) consecutive calendar days.
In case of deliberate and repeated abuse by the Auto Club Member, the Auto Club has the right to apply the provisions of clause 16 of these Rules/
In cases where the Member requires the services of the Auto Club related to the evacuation of a vehicle, more often than the above period, the Member has the right to use these services of the Auto Club on a reimbursable basis as per the Rules.
25. The provision of certain types of services related to representation of interests of the Auto Club Members and (or) Users in legal proceedings is carried out with the collection of an additional fee from the amount of the actual payment satisfied by the court decision or collected by the Auto Club from third parties (hereinafter referred to as the Auto Club Remuneration):

25.1. on the basis of the service agreement concluded with the Auto Club (by written signing of such an agreement or acceptance by the Member and (or) User of the Auto Club of a public agreement, the text of which is posted in the LiTRO app and (or) on the Website);

25.2. with provision to the Auto Club on behalf of the Member and (or) User of the Auto Club with a notarized certified power of attorney to represent interests in courts with the right to receive amounts satisfied by such courts or collected by the Auto Club from third parties to the account of the Auto Club with their subsequent transfer to the Member and (or) User of the Auto Club for deducting the Auto Club Remuneration provided for by the previously signed service agreement.

The exact amount of the Auto Club Remuneration is determined by the terms of the concluded service agreement.

26. If the Member and (or) User of the Auto Club wishes to use the services of the Auto Club within the framework of one or another service of the Owner, then an order is placed through LiTRO app (i.e., the necessary Auto Club service is selected according to the Auto Club Subscription) or a call is made to the Auto Club, while the Auto Club User places an order at LiTRO app providing the following information:

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

The order processing time through LiTRO app to confirm the order is ten (10) minutes from the moment of placing an order for the provision of services.

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

1. Within the framework of the Roadside Assistance Subscription:

##	Name of services under the Roadside Assistance Subscription provided on a one-time basis	Vehicle category, cost of service provision in tenge		
		Sedan, tenge	Crossover, tenge	SUV, tenge
1.	Technical advice	5,000	5,000	5,000
2.	On-site technical advice	10,000	10,000	10,000
3.	Tow truck	15,000	18,000	23,000
4.	Starting the engine when the battery is discharged	10,000	10,000	10,000
5.	Car heating - petrol engine	25,000	25,000	25,000
6.	Car heating - diesel engine	50,000	50,000	50,000
7.	Computer diagnostics	15,000	15,000	15,000
8.	Fuel delivery	10,000	10,000	10,000
9.	Supply of technical fluids	10,000	10,000	10,000
10.	Wheels pumping	10,000	10,000	10,000
11.	Wheel replacement	10,000	10,000	10,000
12.	Wheel repair	15,000	20,000	20,000
13.	Repairing a wheel puncture with a harness	10,000	10,000	10,000
14.	Anti-theft system unlocking	25,000	25,000	25,000
15.	Fuse replacement	10,000	10,000	10,000
16.	Diagnostics and adjustment of the ignition system	30,000	30,000	30,000
17.	Door lock repair and adjustment	15,000	15,000	15,000
18.	Timing belt replacement	25,000	30,000	-
19.	Valve cover gasket replacement	15,000	-	-
20.	Engine mount replacement	15,000	20,000	30,000
21.	Replacing the windscreen wiper blades	10,000	10,000	10,000
22.	Wheel arch replacement	15,000	15,000	15,000
23.	Installation of splash guards	15,000	15,000	15,000
24.	Replacement of door handles	15,000	15,000	15,000
25.	Replacement of side windows	20,000	20,000	20,000
26.	Replacement of the window lift	30,000	30,000	35,000
27.	Bumper replacement	20,000	25,000	30,000
28.	Changing HPS fluid	15,000	15,000	15,000
29.	Replacement of the HPS belt	20,000	20,000	20,000
30.	Replacement of the HPS pump	25,000	30,000	35,000
31.	Replacement of the hose of the HPS pump	15,000	20,000	20,000
32.	Changing antifreeze and fuel oil	15,000	15,000	15,000
33.	Pump Replacement	20,000	25,000	30,000
34.	Thermostat replacement	15,000	25,000	30,000
35.	Replacement of branch pipe	15,000	15,000	15,000
36.	Replacement of petrol pump	20,000	25,000	30,000
37.	Engine injector replacement	20,000	25,000	30,000
38.	Replacement of the gas actuator cable	15,000	15,000	15,000

39.	Replacement of the brake master cylinder	20,000	20,000	20,000
40.	Replacement of the brake hose	15,000	20,000	25,000
41.	Replacement of the brake disk	10,000	10,000	10,000
42.	Change of the brake fluid	15,000	15,000	15,000
43.	Replacement of the rear brake cylinder	15,000	20,000	25,000
44.	Replacement of the brake drum	15,000	20,000	25,000
45.	Pumping of the brake system	15,000	15,000	15,000
46.	Clutch cable replacement (manual transmission)	15,000	20,000	25,000
47.	Replacement of fuel filter (external)	10,000	15,000	15,000
48.	Change of cabin air filter	10,000	10,000	15,000
49.	Change of air filter	10,000	10,000	10,000
50.	Replacement of the CV joint	25,000	25,000	25,000
51.	Replacement of the steering link	15,000	20,000	25,000
52.	Replacement of the ball bearing	25,000	25,000	30,000
53.	Replacement of stabilizer links	15,000	15,000	15,000
54.	Replacement of CV joint dust cover	25,000	25,000	25,000
55.	Replacement of tie rods	15,000	20,000	25,000
56.	Replacement of the hub (assembly)	25,000	25,000	25,000
57.	Replacement of rear and front suspension shock absorber support	25,000	25,000	30,000
58.	Replacement of front and rear suspension shock absorber assembly	25,000	25,000	30,000
59.	Replacement of high voltage wires	10,000	15,000	15,000
60.	Replacement of the alternator belt	25,000	25,000	30,000
61.	Generator replacement	25,000	30,000	30,000
62.	Sensor replacement	15,000	15,000	15,000
63.	Fuse blows	15,000	15,000	15,000
64.	Connecting the power supply to wipers	15,000	15,000	15,000
65.	Connecting the power supply to window lift	30,000	30,000	30,000
66.	Connecting the power supply to the radiator fan	15,000	15,000	15,000
67.	Moisture ingress into the underhood space	25,000	25,000	25,000
68.	Replacement of underhood electronics	55,000	65,000	70,000
69.	Replacement of sub-panel electronics	85,000	85,000	85,000
70.	Replacement of the trembler	15,000	25,000	25,000
71.	Starter Replacement	25,000	30,000	30,000
72.	Replacement of tail light bulbs	10,000	10,000	10,000
73.	Replacement of front headlight bulbs	10,000	10,000	10,000
74.	Replacement of fog light bulbs	10,000	10,000	10,000
75.	Replacement of the horn	10,000	10,000	10,000
76.	Replacement of windscreen washer jet nozzles	10,000	10,000	10,000
77.	Replacement of number plate light bulbs	10,000	10,000	10,000

2. Within the framework of the Auto Lawyer Subscription²:

S 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	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	Support in the administrative court of 1st instance after a road traffic accident	88,000	-
17	Support in the administrative court of 2nd instance after a road traffic accident	120,000	-
18	Support in the administrative court of 3rd instance after a road traffic accident	240,000	-

² Subject to the disclaimer provided in the Glossary of the Rules as to the effect of the Appendices to the Rules.

Description of Auto Club services ³

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

³ If other conditions for the application/use are established in relation to services in accordance with the terms of the concluded Agreements, the conditions that are provided for in these Agreements will be applied/used, and not the provisions of this Appendix to the Auto Club Rules.

⁴ The name of the services specified in the given table must be directly provided in the Auto Club Member Subscription, otherwise this service is not provided to him.

		<p>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>	
5	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>3. The Auto Club provides the Auto Club Member with independent appraisal company (IACs) within the period agreed with the Member, which has the right to evaluate cars in accordance with the requirements of the legislation of the Republic of Kazakhstan. The Auto Club shall also be responsible for control over the timely submission of the IAC report.</p>	Roadside Assistance
6	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>	Roadside Assistance
7	Delivery of auto parts	<p>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.</p>	Roadside Assistance
8	Accident commissioner	<p>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.</p>	Roadside Assistance
9	Taxi during car repairs	<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 1 time during the year. The travel limit is up to five thousand (5,000) tenge; if this amount is exceeded, the difference is paid by the Auto Club Member independently.</p> <p>3. The order is submitted through LiTRO app or by phone call, while the Auto Club Member can order service only from point A (the service station where the Auto Club Member's car is repaired) to point B (drop-off point) without additional stops and deviations from the route.</p> <p>4. The service coverage area is exclusively the boundaries of administrative cities.</p>	Roadside Assistance

		5. The service itself is provided by calling a taxi at the minimum rate in the Yandex Go mobile application.	
10	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.	Roadside Assistance
11	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.	Roadside Assistance
12	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.	Roadside Assistance
13	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.	Roadside Assistance
14	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	Roadside Assistance and Auto Lawyer

		<p>car got into an accident within the amount of the Service Limit, and also for no more than 3 days.</p> <p>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.</p> <p>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.</p>	
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