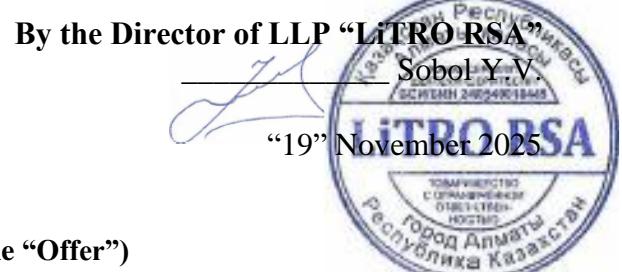




Approved  
By the Director of LLP "LiTRO"  
Sobol Y.V.

and



By the Director of LLP "LiTRO RSA"  
Sobol Y.V.

"19" November 2025

**Public Offer (hereinafter – the "Offer")  
for the provision of the "Extended Warranty" service**

## GLOSSARY

- **Extended Warranty** Service (hereinafter – the "Subscription") – a set of service conditions granting each Client who has purchased this Subscription the possibility to receive warranty coverage from LLP "LiTRO" for the repair of certain vehicle components and assemblies specified in the Subscription (hereinafter – the "Vehicle" or "Client's Vehicle"), within the limit established by the Subscription. Access to the Subscription is provided as a digital service through the "LiTRO" mobile application (hereinafter – the "LiTRO App").
- **Offer** – this document, including all annexes and amendments, published on the Internet and/or in the LiTRO App<sup>1</sup>, intended for the conclusion of an agreement on the provision of services under the Subscription and containing its essential terms (hereinafter – the "Agreement").
- **Client** – an individual who owns a Vehicle, meets the requirements of this Offer, including Annex No. 1 to the Offer, has paid for the Subscription, and thereby has acceded to this Offer. The Client is the recipient of the services under the Subscription.
- **Provider** – LLP "LiTRO" (BIN 190840008516, registered address: Kazakhstan, Almaty city, Medeu district, Khadzhi Mukan street, building 70, postal code 050059), the developer of rules, conditions and regulations governing the Subscription; the entity making decisions on Client requests regarding the provision of warranty coverage in relation to Client Vehicles.
- **Auto Club** – LLP "LiTRO RSA" (BIN 240540018445, registered address: Kazakhstan, Almaty city, Medeu district, Khadzhi Mukan street, building 70, postal code 050059), the operator of the Subscription, responsible for placing the Subscription in the LiTRO App, accepting and accumulating payments from Clients, ensuring the operability of the LiTRO App for the purpose of providing Clients with access to the Subscription services, activating Subscriptions purchased by Clients, and maintaining an electronic database of Clients with activated and valid Subscriptions.
- **Client's Personal Data (hereinafter – the "Personal Data")** – information about the Client provided by the Client to the Provider/Auto Club, required for the implementation of the Subscription conditions, execution of the Certificate, familiarization with this Offer, and including the following details: Client's full name, date and place

---

<sup>1</sup> The terms and definitions used herein in the Offer and not included in the Glossary of the Offer shall be interpreted in accordance with the LiTRO Auto Club Rules, available at: <https://litro.kz/ru/club-rules> (hereinafter – the "Auto Club Rules").

of birth, contact details (phone numbers and email), passport details (including copies of valid identification documents or electronic documents<sup>2</sup>), and information about the Client's Vehicle.

- **Certificate** – a document, including an electronic document placed in the LiTRO App, signed by the Client and confirming the purchase/receipt of the Subscription. The Certificate contains a unique number, the amount and terms of the Provider's obligations to the Client, and the list of events upon the occurrence of which the Client is entitled to request the Provider, through the Auto Club, to fulfill its obligations. The Certificate is an integral part of the Offer.
- **Agent** – a legal entity and/or individual entrepreneur that has entered into an agreement with the Auto Club regarding the distribution of the Subscription to potential Clients.
- **Auto Club Website** – the Internet resource owned by the Auto Club, used to provide information about the Auto Club's activities to Clients and other interested parties, as well as to publish the text of this Offer for open access.
- **Service Station (STO)** – a service and repair facility that meets the requirements of this Offer and is selected by the Client at their discretion for the purpose of repair and/or other service work under the Subscription, with subsequent notification of the Provider and conclusion of a repair services agreement between the Service Station, the Provider, and the Client. At the Client's request, a Service Station may also be recommended directly by the Provider.
- **Service Fee** – a fee established by this Offer, calculated based on the cost of repair services and payable by the Client to the Service Station upon the Client's second and/or third request to the Provider under the Subscription.
- **Maintenance Schedule (TO Schedule)** – a mandatory list of scheduled technical inspections of the Client's Vehicle, established by this Offer and required to be completed by the Client during the term of the Subscription (if assigned by the Provider).

## 1. SUBJECT OF THE OFFER

1.1. This Offer constitutes an official public proposal of the Provider addressed to potential Clients, pursuant to which, upon the occurrence of the events stipulated by the Subscription and in accordance with the information contained in the Certificate, the Provider shall provide the Client with warranty coverage for the purpose of repairing the vehicle units and components specified in the Subscription, within the limit established by the terms of the Subscription, taking into account the service support provided under the Subscription.

1.2. A Subscription acquired on a paid basis provides the Client with additional protection for the Vehicle after the expiration of the manufacturer's (factory) warranty and does not replace, but supplements, the warranty obligations of the manufacturer.

1.3. The Subscription (depending on the type of Subscription) applies to:

- new internal combustion engine (ICE) vehicles and electric vehicles, including vehicles without an official warranty in the Republic of Kazakhstan (grey import), that comply with the technical requirements of the manufacturer;
- used ICE vehicles and electric vehicles that meet the mileage requirements of the Subscription.

Vehicles not covered by the Subscription include:

- vehicles with rotary-piston engines;
- ICE vehicles operating on liquefied or compressed gas, including vehicles modified/ altered by the manufacturer;
- ICE vehicles and electric vehicles with modifications or alterations affecting the powertrain or transmission.

Vehicles that meet the above conditions of the Subscription are deemed technically sound by the Provider; however, the Provider, at its sole discretion, may require any Client to undergo an initial vehicle diagnostic check at an STO within the period specified by the Provider. When such requirement is imposed, the effectiveness of the Subscription purchased by the Client shall depend on the date of completion of the Client's Vehicle initial diagnostics at the STO and the subsequent acceptance/confirmation of the diagnostics results. Until the

---

<sup>2</sup> Herein and thereafter, any electronic documents must comply with the requirements of the legislation of the Republic of Kazakhstan applicable to such types of documents.

diagnostics results are received/confirmed, the Provider is entitled to withhold the provision of services under the Subscription

1.4. The following actions of the Client constitute confirmation of acceptance of the Offer:

- the Client's purchase of the Subscription from the Auto Club via the LiTRO Mobile Application or through the Auto Club's Agents;
- the Client's receipt of the Certificate, accompanied by the Client's provision to the Provider/Auto Club of the necessary information about themselves (including Personal Data).

By performing actions related to the payment of the Subscription and/or confirming their agreement with the terms of this Offer in the LiTRO Mobile Application, the Client confirms their own expression of will and consents to the terms of this Offer in electronic form, which, in accordance with the civil legislation of the Republic of Kazakhstan, is equivalent to entering into a contract in written form.

1.5. After the Client's acceptance has been received, the terms "Offer" and "Agreement" used in the text below shall be deemed equivalent for all interested parties.

1.6. The Offer (Agreement) constitutes an adhesion contract, meaning that the terms of the Offer (Agreement) are determined by the Provider and may be accepted by the Client only by adhering to the Offer (Agreement) in its entirety. The Offer (Agreement) is published on the digital resources of the Auto Club in accordance with the arrangements between the Provider and the Auto Club under the relevant civil-law agreement.

1.7. All parties, in performing the Offer (Agreement), shall be guided by the principles of legality, good faith, and reasonableness, as well as by the provisions and norms of the civil legislation of the Republic of Kazakhstan, and by the proper fulfillment of the obligations assumed by them under the concluded and valid agreements and/or contracts between them.

## **2. RIGHTS AND OBLIGATIONS OF THE PARTIES**

### **2.1. Provider:**

2.1.1. undertakes to develop and maintain the Subscription terms in their up-to-date form, ensure the validity of the Subscriptions purchased by Clients during their term, starting from the date of activation of such Subscriptions, administer its own client database and keep it up to date, ensure the protection of Clients' Personal Data, duly provide Clients with the services under the Subscription based on their proper requests and subject to such requests' compliance with the Subscription terms, and bear liability to Clients under the Subscription;

2.1.2. undertakes to timely review and approve decisions on Clients' requests in connection with the occurrence of events specified in the Subscription, ensure the timely conclusion of agreements with the Service Station (STO) and the Client for the provision of repair services, including by providing Clients with a list of recommended STOs, provide the Client with the opportunity to have his/her Vehicle (TS) delivered free of charge (at the Provider's expense) by a tow truck to the STO selected by the Client in cases where the Client's TS is located within the administrative boundaries of cities of the Republic of Kazakhstan. At the same time, if the Client's TS is located outside the administrative boundaries of cities of the Republic of Kazakhstan, the Provider is entitled to provide a tow truck for delivery of the Client's TS to the STO only if the Client agrees to pay the Auto Club the tariff for additional mileage in accordance with the Auto Club Rules;

2.1.3. is entitled to require the Client to undergo an initial and/or unscheduled diagnostic inspection of the Client's Vehicle, the completion of which may, among other things, affect the further provision of services under the Subscription, whereby the appointed diagnostic inspection may be provided to the Client on a paid basis (depending on the arrangements between the Client and the STO), with the Client being obligated to pay the cost of such inspection to the STO;

2.1.4. is entitled to unilaterally introduce amendments to the terms of the Offer (Agreement) with subsequent coordinated publication of the updated version of the Offer (Agreement) on the digital resources of the Auto Club, provided that such amendments do not unilaterally worsen the position of the Client.

### **2.2. Клиент:**

2.2.1. undertakes to properly review the Offer (Agreement) and other documents related to the conclusion and subsequent performance of the Offer (Agreement), and only after consciously agreeing to all terms, to sign the necessary documents and make payment for the Subscription, whereby the Client understands that the paid acquisition of the Subscription is deemed confirmation that the Client has reviewed the text of the Offer (Agreement) and agrees with its terms and with the terms of the Subscription acquired by the Client;

2.2.2. undertakes, within the timeframes provided by the Offer (Agreement) or specified in a request from the Provider/Autoclub, to provide the requested documents and information relating to the Vehicle or to the Subscription, to undergo the technical inspections of the Vehicle required by the Maintenance Regulations according to Appendix No. 3 to the Offer (Agreement), to make Service Payments under the Subscription in a timely manner, to comply with recommendations regarding the Vehicle provided by the Service Station during technical inspections of the Vehicle

throughout the term of the Subscription, and not to perform—personally or through any third parties—any interference with the components, assemblies, structure, electronics, or other parts of the Vehicle (or the Vehicle as a whole);

2.2.3. undertakes, in the event of any malfunction and/or breakdown of the Vehicle that is related (or, in the Client's own opinion, may be related) to the components and assemblies of the Vehicle covered by the Subscription, to contact the Provider through the Autoclub by using the LiTRO Mobile Application, the email address [info@litro.kz](mailto:info@litro.kz), or the Autoclub's Call Center at 5070 (hereinafter – the Autoclub Call Center) within 24 (twenty-four) hours from the moment the malfunction and/or breakdown is discovered, followed by providing the Provider with the necessary information (documents, the Certificate, mileage photos of the Vehicle, etc.), as well as presenting the Vehicle itself for inspection by the Provider and/or the Service Station within 7 (seven) calendar days or another period agreed with the Provider;

2.2.4. undertakes to immediately cease operating the Vehicle in the event of any malfunction and/or breakdown of the Vehicle and to notify the Provider through the Autoclub in accordance with Clause 2.2.3 of the Offer (Agreement);

2.2.5. is entitled to take photographic evidence of the malfunction and/or breakdown of the Vehicle, the replaced part (spare part) in the relevant unit and/or assembly of the Vehicle, as well as any repair services and/or maintenance performed by the Provider and/or the Service Station, and so forth.

### **2.3. Auto Club:**

2.3.1. shall duly ensure the Client's access to the Subscription functionality in the LiTRO Mobile Application throughout the entire term of its validity, performing the necessary operator functions between the Clients and the Provider for the purpose of enabling their effective interaction with each other;

2.3.2. shall ensure the proper functioning of the Auto Club's digital resources and provide technical support to Clients regarding the activation and use of the Subscription functionality via the LiTRO Mobile Application;

2.3.3. shall provide the Client with advisory support via the LiTRO Mobile Application or the Auto Club's Call Center, and shall timely send the Client notifications regarding the status of their submitted requests (inquiries) and other events within the framework of the active Subscription, for which the Provider/Auto Club bears responsibility to the Client;

2.3.4. shall ensure the protection of the Client's Personal Data and the secure interaction of the Client within the LiTRO Mobile Application.

2.3.5. shall be entitled to temporarily suspend access to its own digital resources in the event of technical maintenance, provided that Clients are notified of such maintenance at least 24 (twenty-four) hours prior to its commencement.

## **3. TERMS AND PROCEDURE FOR THE APPLICATION OF THE SUBSCRIPTION**

### **3.1. Activation of the Subscription and Other Preliminary Requirements for the Client**

3.1.1. The Subscription is activated within the timeframes stipulated by the Auto Club Rules after the Client has paid its cost to the Auto Club or an Agent of the Auto Club, upon the Client's receipt of the Certificate, as well as upon the Client's completion of the registration procedure in the LiTRO Mobile Application as a Participant of the Auto Club, with the Client providing Personal Data about themselves and the Vehicle to the Auto Club/Provider.

3.1.2. The moment of activation of the Subscription is recorded in the Auto Club's digital environment in accordance with the Auto Club Rules and is confirmed by sending the Client an appropriate notification in the LiTRO Mobile Application, to the Client's mobile phone number, or to their email address.

3.1.3. Without the fact of Subscription activation in accordance with the requirements of the Offer (the Agreement), the Provider is entitled not to provide the Client with the services under the terms of the Subscription.

3.1.4. Upon activation of the Subscription, the Client shall independently and within a reasonable timeframe locate a Service Station (STO) that meets the following requirements:

- is registered in the Republic of Kazakhstan as an LLP or an Individual Entrepreneur;
- has a valid BIN and a bank account for non-cash settlements;
- accepts non-cash payments on the basis of an invoice and a certificate of completed repair services;
- undertakes to conclude a contract with the Provider and the Client in the form provided by the Provider (hereinafter – the Repair Services Agreement);
- undertakes to issue a work order, a certificate of completed repair services, provide photo documentation before and after the repair (upon request of the Client and/or the Provider), as well as confirm the provision of repair services for the Client's Vehicle (TS) by means of supporting documents;
- undertakes to provide a warranty for the repair services rendered, ranging from 30 (thirty) calendar days to 12 (twelve) calendar months (depending on the nature of the work performed by the STO);
- undertakes to perform repair services for the Client's Vehicle in accordance with the manufacturer's regulations;

- undertakes to use original fluids and spare parts, or compatible fluids and spare parts provided that a manufacturer's warranty is available;
- undertakes to comply with other obligations under the Repair Services Agreement.

Upon locating an STO that meets the above requirements, the Client shall notify the Provider, including via the Auto Club, and the Provider shall contact the STO and ensure conclusion of the Repair Services Agreement within a reasonable timeframe.

Until the Repair Services Agreement is signed, the Provider may render Subscription services that do not require participation of the STO; all other Subscription services shall be provided only after the Repair Services Agreement has been duly executed.

3.1.5. In the event the Provider assigns a requirement for the Client's Vehicle (TS) to undergo an initial diagnostics in accordance with the requirements specified in Appendix No. 3 to the Offer (Agreement), the Provider shall be entitled to require the Client to undergo such diagnostics, including on a paid basis, within the period specified by the Provider and in accordance with the requirements of the STO selected by the Client under the concluded Repair Services Agreement.

If the Client fails to complete the initial diagnostics of the Vehicle within the designated timeframe due to the Client's fault, the Provider shall be entitled to assign a new diagnostics date for the Client's Vehicle.

Without the Client completing the initial diagnostics assigned by the Provider in the manner set forth above, the Provider shall be entitled to withhold the provision of services to the Client under the terms of the Subscription.

3.1.6. In the event that hidden defects of the Client's Vehicle (TS) are identified based on the results of the initial diagnostics, or if the TS fails to comply with the manufacturer's technical requirements, as confirmed by the corresponding diagnostics report issued by the STO, the Provider shall be entitled to annul the Client's activated Subscription by sending the Client an appropriate notification via the Auto Club. In such case, the Client shall have the right to request a refund of the paid Subscription cost (in full or in part) in accordance with the Auto Club Rules, effective from the date the Client receives said notification from the Provider.

### **3.2. Subscription Term**

3.2.1. The Subscription Term is 12 (twelve) months or 15,000 (fifteen thousand) kilometers of the Client's Vehicle mileage (hereinafter – the **Annual Mileage**) from the Subscription activation date, unless otherwise specified in the Certificate.

3.2.2. Upon expiration of the Subscription Term, the Subscription automatically terminates without any separate notice to the Client from the Auto Club/Provider.

### **3.3. Number of requests and coverage limits**

3.3.1. During the Subscription Term, the Client is entitled to request warranty coverage from the Provider no more than two/three times (depending on the type of Subscription) within each twelve-month period counted from the Subscription activation date.

3.3.2. The total coverage limit for expenses under the Subscription with a validity period of 12 (twelve) months shall not exceed 5,000,000 (five million) tenge, with the following allocation of this limit across the Client's vehicle components and assemblies:

<b>Units and/or Assemblies of the Vehicle Covered under the 150 and 300 Subscriptions</b>	<b>Allocation of coverage limit, KZT</b>
Engine (Cylinder block, cylinder head — excluding auxiliary equipment)	400 000
Transmission (AT/AMT/CVT/MT)	400 000
Air conditioning compressor	200 000
Air suspension compressor	200 000
Steering rack	300 000
Hydraulic/Electric power steering (HPS/EPS)	300 000
Alternator	200 000
Clutch	300 000

Fuel pump	200 000
-----------	---------

Units and/or Assemblies of the Vehicle Covered under the EV Subscriptions	Allocation of coverage limit, KZT
Electric motor and power electronics	800 000
Traction battery and related HV components	600 000
Charging system	600 000
Drivetrain	400 000
Electronic control units	400 000

3.3.3. In the event of Client requests under the Subscription, the Client, prior to the release of the Vehicle after repair, is also obliged to separately pay the Service Payments specified for them in the Certificate to the Service Station, based on the invoice issued by the Service Station and agreed with the Provider.

3.3.4. The Client's first request to the Provider regarding the provision of warranty coverage for the Vehicle may be submitted by the Client only after the expiration of a waiting period equal to 14 (fourteen) calendar days or 1,000 (one thousand) kilometers of the Client's Vehicle mileage from the date of activation of the Subscription (hereinafter – the Waiting Period).

The Waiting Period between the first and subsequent Client requests is also equal to 14 (fourteen) calendar days or 1,000 (one thousand) kilometers of the Client's Vehicle mileage from the date of the previous Vehicle repair.

Before the expiration/reaching of the Waiting Period, Client requests to the Provider regarding the provision of warranty coverage for the Client's Vehicle under the functionality of the Subscription shall not be accepted.

3.3.5. In the event that the Annual Mileage for the Client's Vehicle specified in the Client's active Subscription is exceeded (except for the case specified in Clause 3.3.6 of the Offer (Agreement)), the Subscription does not terminate but is temporarily suspended, as it requires the Client to undergo an unscheduled Vehicle diagnostic inspection at an STO in accordance with Appendix No. 3 to the Offer (Agreement).

3.3.6. In the event that the maximum mileage for the Client's Vehicle specified in the active Subscription and/or in the Client's Certificate is exceeded, the Subscription shall terminate at that moment. In such case, the Provider is entitled to refuse the Client the provision of warranty coverage under the Subscription, relying on the Vehicle mileage information stated in the corresponding diagnostic report issued by the STO, and is also entitled to refuse the Client a refund of the Subscription cost, either in full or in part.

#### **3.4. Territory of the Subscription**

3.4.1. Subscription is valid within the territory of the Republic of Kazakhstan, within the administrative boundaries of the cities where the Provider has the technical capability to deliver warranty coverage for the Client's Vehicle in accordance with the functionality of the Subscription.

3.4.2. Towing of the Vehicle to the Service Station is carried out by the Provider free of charge under the functionality of the Subscription within the administrative boundaries of the cities of the Republic of Kazakhstan, provided that a repair services agreement has been signed.

3.4.3. When towing the Vehicle from outside the administrative boundaries of the cities, the Client is also required to pay for the additional mileage from the location of the Vehicle's breakdown to the administrative boundary of the city, in accordance with the Auto Club Rules.

#### **3.5. Procedure for the Client's request in the event of a vehicle malfunction**

3.5.1. Client contacts the Auto Club in accordance with clause 2.2.3 of the Offer (Agreement);

3.5.2. The Auto Club registers the request and sends the Client the response notification received from the Provider confirming acceptance of the Client's request and the assignment of a tow truck to transport the Client's Vehicle to the Service Station (STO) in accordance with the repair services agreement (if necessary or upon the Client's request). At the same time, after accepting the Client's request, the Provider is also entitled, prior to transporting the Client's Vehicle to the STO, to assign (at no cost to the Client) a technical consultation

(including on-site consultation) in accordance with the Subscription functionality, to be carried out by the Provider's own specialists for the purpose of identifying and documenting the Vehicle's malfunction. If, based on the results of the technical consultation, it is confirmed that the malfunction can only be remedied at an STO, the Provider shall inform the Client accordingly and provide Vehicle towing (if necessary or upon the Client's request);

3.5.3. The Provider reviews the diagnostic results and, if necessary, is entitled to request additional materials and other supporting documents both from the Service Station (STO) and from the Client. Based on the STO diagnostic report and other documents, the Provider makes a decision on whether the event related to the Client's Vehicle malfunction, for which the Client has contacted the Provider, qualifies for the provision of warranty coverage by the Provider in accordance with the Subscription functionality, or whether such warranty coverage should be denied. This decision shall be made by the Provider within a reasonable period, but no later than 3 (three) business days from the date of receiving the complete set of documents based on the results of the Client's Vehicle diagnostics. The Provider's decision is sent to the Client through the Auto Club, including a statement of reasons and the final conclusion.

3.5.4. In the event the Provider renders a positive decision regarding the Client's request, the Provider, the Service Station (STO), and the Client (within the framework of the repair services agreement) shall execute the corresponding work order (estimate) for approval of the specific services to be provided in relation to the Client's Vehicle. This includes the specific parts (spare parts for the Vehicle) that are subject to replacement as part of the repair services performed by the STO in accordance with the Subscription, or those not included in the Subscription and therefore payable by the Client directly to the STO.

If the approved work order (estimate) includes only the STO services and the parts (spare parts) for the Vehicle that are fully covered by the terms of the active Subscription, the Client shall not incur any expenses for the repair services or for such parts (spare parts), except for costs related to the Client's choice of parts (spare parts) that are not included in the Subscription.

If, under the active Subscription, only the STO services are covered but not the parts (spare parts) for the Vehicle, the Client shall not incur any expenses for the repair services only.

In both cases, the Client shall pay the Service Payments under the Subscription as provided in Clause 3.3.3. of the Offer (Agreement).

3.5.5. For each instance in which the Provider delivers warranty coverage to the Client in accordance with the terms of the Subscription, the Auto Club shall generate a corresponding report in the Client's personal account in the LiTRO Mobile Application, indicating the name of the Service Station (CTO) that performed the repair services, the scope of the repair services provided, the parts (spare parts for the Vehicle) used, the amount charged against the Subscription limit, and the remaining limit.

Copies of documents relating to the warranty repair may be provided by the Auto Club in electronic form upon receipt of an appropriate request from the Client to the email address [info@litro.kz](mailto:info@litro.kz), and may also be available in the Client's personal account (if such functionality is available in the LiTRO Mobile Application at the time of the Client's request).

3.5.6. In the event that replacement of parts (spare parts) in the Client's Vehicle units and/or assemblies is required during the term of the Subscription, the replacement of a specific part (spare part) shall be carried out under the warranty coverage only **once**, if the cause of the repeated malfunction of the unit and/or assembly of the Vehicle is identical to the cause that served as the basis for the initial replacement of such part (spare part). Subsequent replacements of that specific part (spare part), arising for the same reason, shall be performed by the Client independently at the Client's own expense and shall not be included in the warranty coverage under the Subscription.

However, if a repeated replacement of the specific part (spare part) in the units and/or assemblies of the Vehicle is required due to another cause that is not related to and/or not associated with the initial cause that served as the basis for the first (previously performed under the Subscription) replacement, such a situation may be covered under the warranty coverage of the Subscription.

### **3.6. Основания для отказа Клиенту и порядок повторного рассмотрения**

3.6.1. The grounds for the Provider's refusal to provide warranty coverage under the Subscription include:

1. the absence of an event and/or malfunction of the Vehicle that falls under the coverage of the Certificate and the terms of the Subscription;
2. the absence of a valid Subscription and/or a proper Certificate held by the Client on the date of the event and/or malfunction of the Vehicle, the Client's failure to comply with the Waiting Period in accordance with Clause 3.3.4 of the Offer (Agreement), or the suspension of the Subscription in accordance with the terms of the Offer (Agreement) as of the date of the Client's request to the Provider;

3. the Client's failure to notify the Provider of the detected malfunction and/or breakdown of the Vehicle followed by failure to present the Vehicle — in the manner and within the timeframes specified in Clause 2.2.3 of the Offer (Agreement);
4. failure by the Service Station (STO) and/or the Client to provide a complete set of documents and materials required for the Provider to make a decision in accordance with Clause 3.5.3 of the Offer (Agreement);
5. the identification of a causal relationship between the event and/or malfunction of the Vehicle and the Client's violation of the rules of Vehicle operation, non-compliance with the Subscription conditions under the Maintenance Regulations, or the Client's independent use of low-quality/non-compliant spare parts and fluids;
6. the detection of signs of interference with the design and/or software of the Client's Vehicle (by the Client and/or third parties, without the Provider's approval), which resulted in the event and/or malfunction and served as the basis for the Client's request to the Provider under the Subscription;
7. other grounds explicitly provided for by the terms of the Offer (Agreement) and/or the Certificate.

3.6.2. In the event of a refusal, the Provider's reasoned decision shall be communicated to the Client through the Auto Club, whereby the Client is entitled to remedy the reasons indicated in the Provider's decision (for example, by providing missing documents) and resubmit the request, or submit an objection to the Provider in accordance with Clause 3.6.3 of the Offer (Agreement).

3.6.3. The Client is entitled to submit a reasoned objection to the Provider's decision via the LiTRO Mobile Application within a period of up to ten (10) calendar days. The Provider shall re-examine the Client's objection and the materials and/or documents submitted by the Client within a period of up to five (5) business days, and shall be entitled to appoint a technical consultation in accordance with the terms of the Subscription, to refer the Client to additional diagnostics at the Service Station, and/or to request other information and/or documents. The final decision shall be communicated to the Client through the Auto Club.

### **3.7. Exclusions and limitations of coverage**

3.7.1. Exclusions and limitations of coverage under the Subscription are determined by the Client's Certificate and Annex No. 2 to the Offer (Agreement).

3.7.2. In the event of any discrepancy between the information contained in the documents specified in Clause 3.7.1 of the Offer (Agreement), the following priority shall apply:

1. The Client's Certificate (as the specific document relating to the Subscription of a particular Client);
2. Annex No. 2 to the Offer (Agreement) (detailed exclusions and coverage conditions);
3. the main text of this Offer (Agreement);
4. the User Agreement of the Auto Club — to the extent it does not conflict with the documents listed in subparagraphs 1)–3) of this Clause of the Offer (Agreement).

## **4. PERSONAL DATA**

4.1. Familiarization by the Client with the text of this Offer (Agreement), which is confirmed by the Client's payment of the Subscription cost, its activation in the LiTRO Mobile Application, and receipt of the Certificate, also constitutes the Client's consent to provide their Personal Data to the Provider and/or the Auto Club (hereinafter – the “Data Operators”), as well as the Client's consent to the collection, systematization, accumulation, processing, storage, clarification, use, anonymization, and destruction of such Personal Data within the limits established by the legislation of the Republic of Kazakhstan.

4.2. Personal Data are processed by the Data Operators exclusively for the purposes of registration, activation, and maintenance of the Subscription; making decisions on Client requests regarding events and/or malfunctions of the Client's Vehicle in accordance with the functionality of the Subscription; fulfilling the parties' obligations under this Offer (Agreement); providing the Client with reports and notifications; conducting diagnostics and service maintenance of the Client's Vehicle; analyzing requests; improving the quality of services provided to Clients in accordance with the functionality of the Subscription; as well as informing the Client about changes to the Subscription terms, promotions, and new offers of the Provider and/or the Auto Club.

4.3. Processing of Personal Data is carried out by the Data Operators using automated systems, specialized software tools, and secure digital communication channels. When necessary for the performance of obligations under this Offer (Agreement), the Client, as of the date of familiarization with the text of this Offer (Agreement), also consents to the transfer of his/her Personal Data by the Data Operators to third parties (including service partners, banks, IT providers, and organizations involved in the technical and other support of the Data Operators' digital resources, including the LiTRO Mobile Application), provided that the Data Operators ensure confidentiality and data protection in accordance with the legislation of the Republic of Kazakhstan.

4.4. The Data Operators ensure the confidentiality of the Clients' Personal Data and take all necessary organizational and technical measures to protect such data from unauthorized access, alteration, destruction, or dissemination. The transfer of Personal Data to third parties for purposes not related to the performance of this Offer (Agreement) is not permitted, except in cases expressly provided for by the legislation of the Republic of Kazakhstan.

4.5. The Client's consent to the processing of Personal Data remains valid for the duration of the Subscription and for 3 (three) years after its expiration, but not more than 10 (ten) years from the date the Client purchased the Subscription (hereinafter – the "Retention Period"), unless it is withdrawn earlier by the Client in accordance with the Rules of the Auto Club.

4.6. Upon the expiration of the Retention Period established in Clause 4.5 of this Offer (Agreement), the Personal Data shall be subject to destruction or anonymization, unless otherwise required by the legislation of the Republic of Kazakhstan. The Client, in accordance with the Rules of the Auto Club, is entitled to request from the Data Operators information regarding the scope of their Personal Data, the procedure for its processing, as well as to request its clarification, blocking, or deletion in the manner prescribed by law.

## **5. LIABILITY OF THE PARTIES**

5.1. For non-performance or improper performance of obligations under the Offer (Agreement), the Parties shall bear liability in accordance with the applicable laws of the Republic of Kazakhstan and the terms of the Offer (Agreement).

5.2. The Provider shall be liable to the Client for the quality and timeliness of the services provided under the Subscription, and the Auto Club shall be liable for the correct calculation and acceptance of Subscription payments, the functioning of the LiTRO Mobile Application, and the informational support of the Client.

5.3. The Parties shall settle all disputes under the Offer (Agreement) by means of negotiations during a mandatory pre-trial period of 20 (twenty) business days, based on the submission of a corresponding written claim.

5.4. Disputes that have not been resolved by the Parties in the pre-trial procedure shall be subject to judicial consideration in the competent court of Almaty in accordance with the legislation of the Republic of Kazakhstan.

## **6. FORCE MAJEURE**

6.1. Party shall be released from liability for full or partial non-performance of its obligations under the Offer (Agreement) if it proves that such non-performance was caused by force majeure (circumstances of irresistible force) that arose after the conclusion of the Offer (Agreement) and are extraordinary and unavoidable in nature.

The existence and duration of such force majeure (circumstances of irresistible force) shall be confirmed by documents issued by the competent authorities and/or organizations of the Republic of Kazakhstan.

6.2. Such circumstances include, in particular: natural disasters, fires, floods, earthquakes, epidemics, acts of war, acts of terrorism, mass riots, acts and decisions of state authorities, power and communication outages, payment blocks on legal grounds, as well as other events that meet the requirements of Clause 6.1 of the Offer (Agreement).

6.3. The Party for whom such circumstances have arisen must, within a reasonable time but no later than five (5) calendar days, notify the other Party through the LiTRO Mobile Application, attaching any available documentary evidence.

6.4. During the period in which the force majeure circumstances are in effect, the performance of obligations by the Parties shall be suspended for the duration of such circumstances and their consequences. At the same time, the Parties shall take reasonable measures to minimize the consequences of the force majeure circumstances and to restore the performance of obligations under the terms of the Offer (Agreement).

6.5. If the force majeure circumstances continue for more than sixty (60) consecutive calendar days and prevent the essential performance of obligations under the terms of the Offer (Agreement), either Party shall have the right to terminate the Offer (Agreement) in the unperformed part without penalties or fines by notifying the other Parties through the "LiTRO" Mobile Application, followed by mutual settlements for the obligations actually performed during the term of the Subscription, within timeframes mutually agreed upon by the Parties.

## **7. FINAL PROVISIONS**

7.1. The Offer (the Agreement), as well as all legal relations arising in connection with its performance, shall be governed by and interpreted in accordance with the legislation of the Republic of Kazakhstan. In all matters not expressly provided for in this Offer (the Agreement), the Parties shall be guided by the provisions of the applicable legislation of the Republic of Kazakhstan.

7.2. The Provider is entitled to make amendments to the content of this Offer (the Agreement), provided that such amendments do not worsen the position of the Client and do not reduce the scope of services provided

under the Subscription. The amendments enter into force from the moment they are published on the digital resources of the Auto Club or the Provider.

7.3. The Parties recognize the legal force of notifications, letters, acts, reports, and other correspondence sent via the email addresses of the Auto Club or the Provider indicated in Section 8 of the Offer (the Agreement), through the LiTRO Mobile Application, as well as those executed in writing and sent by registered mail with acknowledgment of receipt.

7.4. The temporary unavailability of the Auto Club's or the Provider's digital resources, including the LiTRO Mobile Application, due to technical or maintenance works shall not constitute a breach of obligations under this Offer (the Agreement). The Auto Club or the Provider is entitled to carry out such works with prior notification to the Clients by publishing information on their digital resources, including the LiTRO Mobile Application and/or official websites.

7.5. If any provision of this Offer (the Agreement) is found to be invalid or unenforceable, such circumstance shall not affect the validity of the remaining provisions, which shall continue to remain in full force and effect.

7.6. This Offer (the Agreement) enters into force from the moment it is published on the digital resources of the Auto Club or the Provider and remains in effect until it is revoked or replaced by a new version. The date of publication of this Offer is indicated on the digital resources of the Auto Club. The revocation or replacement of the Offer is carried out by publishing a new version.

## **8. DETAILS OF THE PROVIDER AND THE AUTO CLUB**

### **Provider:**

#### **LLP “LiTRO”**

Legal address: Kazakhstan, Almaty city, Medeu District, Khadzhi Mukan Street, building 70, postal code 050059

BIN 190840008516

IBAN KZ3796502F0014140520

AO “ForteBank” Branch in Almaty

BIC IRTYKZKA

Kbe 17

### **Auto Club:**

#### **LLP “LiTRO RSA”**

Legal address: Kazakhstan, Almaty city, Medeu District, Khadzhi Mukan Street, building 70, postal code 050059

BIN 240540018445

IBAN KZ8896502F0017745480

AO “ForteBank” Branch in Almaty

BIC IRTYKZKA

Kbe 17

E-mail:

- Finance Department and Accounting: [finance@litro.kz](mailto:finance@litro.kz)
- Marketing Department: [marketing@litro.kz](mailto:marketing@litro.kz)
- Legal Department: [legal@litro.kz](mailto:legal@litro.kz)
- Quality Control Service: [info@litro.kz](mailto:info@litro.kz)

Appendix No. 1 to the Offer (Contract)

**REQUIREMENTS FOR CLIENTS<sup>3</sup>**

1. The Client may be an individual who has reached the age of 18 and is the owner or lawful possessor of a Vehicle registered in the territory of the Republic of Kazakhstan.

2. The Client's Vehicle must comply with the manufacturer's technical requirements, including having no latent defects based on the results of the initial diagnostics assigned by the Provider, and must not be used for commercial purposes (such as taxi services, rental, driver training, participation in competitions, etc.).

3. Maximum age of the Client's Vehicle as of the date of Subscription purchase:

<b>Subscription 150</b>	<b>Subscription 300</b>	<b>Subscription EV</b>
up to 10 years	from 10 to 20 years	up to 5 years

4. Maximum mileage of the Client's Vehicle as of the date of Subscription purchase:

<b>Subscription 150</b>	<b>Subscription 300</b>	<b>Subscription EV</b>
up to 150,000 km	from 150,000 to 300,000 km	up to 150,000 km

5. During the term of the Subscription, the permitted Annual mileage for the Vehicle shall not exceed 15,000 (fifteen thousand) km, unless otherwise specified in the Certificate or by the actions of the parties in extending the Subscription in accordance with the terms of the Offer (Agreement).

6. At the date of purchase and activation of the Subscription, receipt of the Certificate by the Client, and completion of the initial diagnostics assigned by the Provider in accordance with the requirements of the Offer (Agreement), as well as during the Waiting Period, the Vehicle must not be undergoing repair or awaiting repair with respect to the components and assemblies covered by the Subscription.

7. From the date of activation of the Subscription, the Client is required to undergo scheduled maintenance of the Vehicle with the Provider and/or at the Service Station (in accordance with the Maintenance Schedule) every 15,000 (fifteen thousand) kilometers for electric vehicles and every 7,000 (seven thousand) kilometers for internal combustion engine vehicles, with the relevant data recorded in documents that are available to / provided to the Provider.

8. The Client, in accordance with the recommendations of the Provider and/or the Service Station, is obligated to use original or certified consumables, oils, fluids, and components that meet the requirements of the Vehicle manufacturer.

9. The Client shall provide accurate information about themselves and the Vehicle, as required for the activation of the Subscription, and shall be responsible for the accuracy of such information.

10. The Client shall ensure, in accordance with the Provider's request/requirement, the timely delivery of the Vehicle for technical consultation and/or diagnostics to the Provider and/or the Service Station, in the manner and within the timeframes established by the Offer (Agreement).

11. The Client confirms their acceptance of the terms of this Offer (Agreement), the User Agreement, and the Rules of the Auto Club, as well as any other requirements and regulations applicable to the Subscription.

---

<sup>3</sup> The effect of the specified requirements extends for the entire term of the Subscription as indicated in the Certificate, unless otherwise specified in the content of these Client requirements.

## **CONDITIONS UNDER WHICH THE PROVIDER MAY REFUSE TO SATISFY THE CLIENT'S REQUEST**

1. The malfunction does not fall within the list of vehicle components, assemblies, or systems specified in the Client's Subscription.
2. The malfunction occurred prior to the conclusion of the Offer (Agreement), prior to the Subscription activation date, or during the Waiting Period established under Clause 3.3.4 of the Offer (Agreement).
3. The Client violated the operating conditions of the Vehicle as regulated by the manufacturer or by the Maintenance Regulations under the Offer (Agreement), including but not limited to exceeding the recommended maintenance intervals or service volumes; using low-quality fuel, oils, fluids, uncertified charging devices, non-standard cables or other consumables and/or components; the deterioration or untimely replacement of consumables, fasteners, or wear-and-tear parts (gaskets, rubber seals, oil seals, dust boots, timing chain with tensioners, timing belt with tensioners, transfer case chain, clutch mechanism components of the transmission, etc.).
4. The Vehicle was used by the Client for commercial purposes, participated in competitions, test-drives, driver training, or was used for purposes other than personal use, including commercial or entrepreneurial activities and use of the Vehicle as taxi or courier transport, etc.
5. After the initial diagnostics, unauthorized modifications were made to the Vehicle's design, including chip tuning, installation of uncertified additional equipment, or other interventions that altered its technical characteristics.
6. The Client provided inaccurate information regarding the Vehicle when purchasing the Subscription or concealed facts about the Vehicle that affect the Provider's determination, under the Subscription terms, of the occurrence of an event or malfunction of the Vehicle relevant to the provision of warranty coverage under the Subscription.
7. •The Client failed to comply with the Provider's requirements regarding the completion of the initial diagnostics or scheduled maintenance as specified in Clause 7 of Appendix No. 1 to the Offer (Agreement), or failed to provide the Provider (upon request) with documents confirming their completion.
8. During the term of the Subscription, repair services relating to the Vehicle's components and/or assemblies covered under the Subscription were performed independently by the Client, or by service stations and/or third parties not agreed upon or appointed by the Provider.
9. The occurrence of the event and/or malfunction of the Vehicle was caused by force majeure circumstances or unlawful actions of third parties, including but not limited to fire, flooding, exposure to chemical substances, natural phenomena, etc., and for electric vehicles additionally due to traffic accidents, fire, flooding, impact, chemical exposure, short-circuiting, or other external factors.
10. Before or after submitting the request, the Client refused to provide the Vehicle to the Provider or the Service Station (STO) for inspection, diagnostics, and/or repair services, or refused to provide the Vehicle documents, such as a copy of the Certificate, inspection/diagnostic reports (if available), receipts or other documents with STO marks confirming the timely completion of scheduled maintenance in accordance with the Maintenance Regulations, a photo of the instrument cluster showing the Vehicle's mileage, and other documents that the Provider is entitled to request from the Client under the terms of the Offer (Agreement).
11. The request was submitted after the expiration of the Subscription term or after the coverage limit had been exhausted.
12. During the term of the Subscription, the Client engaged in actions that may be deemed by the Provider as abuse of the Subscription terms (including fictitious requests, repeated submissions regarding the same case, manipulation of diagnostic data, etc.).
13. The occurrence of the event and/or malfunction of the Vehicle resulted from external mechanical damage, a traffic accident, or improper assembly or installation of a component and/or assembly.

14. The source of the malfunction and/or breakdown of the Vehicle was another part that is not covered under the Subscription's warranty coverage.
15. The malfunction is related to the Vehicle's electrical equipment, body components, interior elements, or suspension parts.
16. The occurrence of the event and/or malfunction of the Vehicle occurred in relocated components or assemblies that were not originally installed by the manufacturer on the Vehicle, or as a result of the use of such components and/or assemblies.
17. The occurrence of the event and/or malfunction of the Vehicle was caused by exposure to chemical emissions, air pollution, road salt, chemically active substances, or additives to fuels and lubricants; by natural forces or traffic accidents; as well as by the use of fuels and lubricants not recommended by the manufacturer, of improper quality, or not meeting the standards, quality classes, or viscosity requirements for the specific make and model of the Vehicle; and, in relation to electric vehicles, additionally due to external damage, corrosion, oxidation of connectors, or moisture intrusion.
18. The source of the Vehicle's malfunction and/or breakdown is one or more of the following causes:
  - the use of parts that do not have the original manufacturer's warranty;
  - a modification of the Vehicle that was not provided for by the Vehicle's manufacturer;
  - previously performed repair services of inadequate quality, including such services provided by an authorized Service Station;
  - the ingress of foreign objects into the Vehicle's components and/or assemblies;
  - the presence in the Vehicle of a part included in a manufacturer recall campaign and subject to free replacement or repair by an official dealer;
  - the Client's failure to timely complete a manufacturer recall campaign.
19. The Client failed to follow the recommendations for remedying the malfunction, if such recommendations were specified in the work order and/or other documents received from the Provider and/or the Service Station.
20. Any actions were performed on the Vehicle's odometer (mileage counter).
21. There are indications of fraudulent or other unlawful actions by the Client, including with the involvement of third parties, directed against the Provider and/or the Auto Club.
22. The Client operated the Vehicle while exhibiting signs of malfunction or damage in components and/or assemblies related to traffic safety, or affecting the operability or proper functioning of primary and associated components and/or assemblies, including the operation of electric vehicles with active errors in the traction system, HV system, or other systems covered by the Subscription.
23. The Client failed to notify the Provider of the discovery of signs of malfunction or damage in the Vehicle's components and/or assemblies on the day such signs were discovered.
24. During the previous service case, repair services performed at the designated Service Station were carried out without providing the Client and/or the Provider with the corresponding documents (act, invoice, photographic evidence, etc.).
25. The Vehicle was operated under conditions not intended by the manufacturer (overheating, overcooling, submersion in water).
26. The Subscription coverage does not extend to the following Vehicle malfunctions:
  - any noises, knocks, squeaks, clicks, vibrations that do not affect the operability of the Vehicle, as well as odors arising from normal Vehicle operation;
  - incandescent bulbs;
  - elements of the Vehicle's interior trim, as well as wear of multimedia, climate control, and other control elements;
  - exterior lighting devices and body glazing;
  - cable-driven and linkage mechanisms (including window regulators, manual transmission shift mechanisms, panoramic sunroof drive, seat adjustment mechanisms, parking brake, air-conditioning flaps, climate control system linkages, windshield wiper linkage), as well as electrical limit switches and sensors;
  - additional equipment installed outside factory conditions, as well as damages caused by unauthorized installation of such equipment;
  - air-conditioning refilling, cleaning, lubrication, or adjustment work;
  - windshield washer and headlamp washer nozzles and pumps;

- rear-view mirrors, glass, and mirror elements with heating or dimming functions;
- cases of engine consumption of motor oil or other fluids exceeding permissible levels, as well as increased fuel consumption resulting from Vehicle operation under specific road, climate, or other conditions, and vibrations transmitted from operating assemblies to body elements.

27. Additional conditions applicable to the following malfunctions in electric vehicles, which are not covered under the Subscription:

- battery damage associated with natural capacity degradation, cycling, or normal aging of cells;
- battery damage resulting from overcharge, deep discharge, or improper cell balancing;
- failures caused by charging errors, voltage spikes, incorrect cable connection, or the use of non-certified charging stations;
- damage resulting from unauthorized software modifications (soldering of modules, reflashing of BMS, VCU, etc.);
- component failure caused by defects in previously repaired or replaced units;
- failure caused by malfunctioning low-voltage systems (12-V battery, fuses, relays) if they triggered the failure of HV systems;
- damage caused by the installation of additional equipment not provided by the manufacturer (alarm systems, pre-heaters, external sockets, etc.);
- damage resulting from the use of coolant not meeting the manufacturer's specifications;
- damage caused by overheating of the battery or inverter due to operation without a properly functioning cooling system.

Appendix No. 3 to the Offer (Contract)

**Conditions and procedure for the Client's compliance with the Maintenance Schedule (Regulation of Technical Servicing) in relation to the Client's vehicle**

1. The initial diagnostic inspection may be scheduled by the Provider within a period of 10 (ten) calendar days from the date of the Client's full payment of the Subscription cost, or before the vehicle reaches 1,000 (one thousand) kilometers of mileage — whichever occurs earlier.
2. Scheduled inspections of the Client's Vehicle are carried out every 15,000 (fifteen thousand) kilometers of mileage for electric vehicles and every 7,000 (seven thousand) kilometers of mileage for internal combustion engine (ICE) vehicles.
3. An unscheduled diagnostic inspection of the Client's Vehicle shall be carried out in the event of exceeding the Annual Mileage — within 10 (ten) calendar days from the date of the notification issued by the Provider based on the relevant request submitted by the Client through the Auto Club.
4. The Service Station (STO) is responsible for monitoring the fluids, components, and parts (spare parts) used by the Client in relation to the Client's Vehicle, and similar matters.
5. During each inspection of ICE vehicles, but not less than once per year, the following shall be checked:
  - 5.1. The condition and level of transmission fluid in the automatic transmission (AT), with a corresponding entry made in the Vehicle's service book. Every 60,000 (sixty thousand) kilometers after the previous replacement — as well as in cases where the replacement interval has been violated, or where it is not possible to confirm the date of the previous replacement, or where the fluid visually requires replacement — the AT fluid shall be replaced.
  - 5.2. The condition and level of engine oil, with a corresponding entry made in the Vehicle's service book. Every 7,000 (seven thousand) kilometers after the previous replacement — as well as in cases where the replacement interval has been violated, or where it is not possible to confirm the date of the previous replacement, or where the oil visually requires replacement — the engine oil and oil filter shall be replaced.
6. Requirements for electric vehicles:
  - 6.1. At least once every 12 (twelve) months or every 15,000 (fifteen thousand) kilometers, an inspection of the high-voltage battery, cooling system, and transmission fluid must be performed.
  - 6.2. During each scheduled maintenance, an inspection must be performed of the condition of the charging connectors, HV cables, and the battery cooling circuits.
7. Initial and unscheduled diagnostic inspections may be performed on a paid basis, with the cost of such services payable according to the STO tariffs.
8. The procedure for booking an appointment / submitting a request by the Client shall be carried out through the LiTRO Mobile Application or the Call Center.
9. The results of inspections/diagnostic procedures in relation to the Client's Vehicle shall be documented in diagnostic reports, which are made available to the Client in the personal account within the LiTRO Mobile Application.