TENGRI BANK

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BANK DOCUMENTS

“Protect your loved ones” service terms

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1. Subject

Terms of the service that helps protect loved ones from fraud: a trusted contact learns about suspicious transactions.

2. Terms

1. Loved one: a person the client has named as a trusted contact.
2. Suspicious transaction: a transaction that, by its signs, falls outside the client’s usual behaviour.

3. Rights and obligations

1. The service is activated only at the client’s request and with the loved one’s consent; the client can switch it off at any time.
2. A notification to the loved one contains no more information than necessary: no full details or balances.
3. The service does not give the loved one the right to make transactions on the client’s account; a separate power of attorney is required for that.
4. Availability depends on the country and app version; if the service is not activated, this document creates no obligations.

4. Liability

1. The bank and the client are liable in accordance with applicable law and the service agreement.
2. The bank is not responsible for failures caused by third parties, such as telecom operators, payment systems or external services, or for the consequences of the client sharing login data or confirmation codes with other people.
3. Nothing in this document limits client rights that cannot be limited by law.

5. Changes to this document

1. The bank may update this document. The current edition is always available in the app: More → About the app → Licences and terms. The edition date is shown at the top.
2. The bank announces material changes in the app in advance. By continuing to use the service after the changes take effect, the client accepts the new edition; if it does not suit them, they may stop using the service by contacting support.

6. Contacts and details

1. Questions about this document: the support chat in the app (More → About the app → Contact us), phone +7 (495) 369-99-44, info@tengribank.com.
2. Tengri Bank JSCB, General licence of the Bank of Russia No. 369 of 25.08.2008. Other bank details are available at a branch or in the support chat.