TENGRI BANK

Tengri Bank JSCB
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BANK DOCUMENTS

Licences

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1. Subject
2. Terms
3. Rights and obligations
4. Liability
5. Changes to this document
6. Contacts and details

1. Subject

This page describes the permits under which the bank provides services and how to check the bank's status.

2. Terms

1. Licence: a regulator's permission to carry out banking operations in the relevant country.
2. Regulator: the public authority supervising banks in the country where the service is provided.

3. Rights and obligations

1. In each country the bank provides services only within the permits valid in that country.
2. Licence numbers and details are not shown in the app. They are provided on request at a branch or in the support chat, and the bank's status can be checked in the public register of the relevant regulator.
3. The client may ask for supporting documents and confirm that the service they use is covered by the bank's valid permits.
4. The bank informs the client if a suspension or change of permits affects their services.

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.