TENGRI BANK

Tengri Bank JSCB
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BANK DOCUMENTS

Terms for transfers between your own accounts and cards

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1. Subject

Terms for transfers between a client's own accounts and cards within the bank.

2. Terms

1. Own account or card: an account or card opened in the client's own name at the bank.
2. Conversion: recalculating an amount from one currency to another when transferring between accounts in different currencies.

3. Rights and obligations

1. The client chooses the account to debit and the account to credit, checks the amount and confirms the transfer; a confirmed transfer is carried out by the bank.
2. A transfer within the bank is usually credited immediately or within the time shown on screen. Any fee is shown before confirmation.
3. For transfers between accounts in different currencies, conversion is applied at the bank's rate shown on the confirmation screen.
4. A transfer may be declined for insufficient funds, a blocked account or card, exceeded limits or legal requirements.

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.