TENGRI BANK

**Tengri Bank JSCB**
General licence of the Bank of Russia No. 369 of 25.08.2008
+7 (495) 369-99-44 · info@tengribank.com · tengribank.com

BANK DOCUMENTS

# Premium service terms

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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

Terms of the extended Premium plan: priority service, price, activation and cancellation.

## 2. Terms

1. Plan: a set of additional service features for a regular fee.
2. Priority service: handling the client's requests first, where this is part of the plan.

## 3. Rights and obligations

1. The full list of features, the price and limits are shown on the activation screen; by activating the plan the client accepts them.
2. The fee is charged for each billing period in the amount and currency stated at activation.
3. The client can cancel the plan at any time; unless the screen says otherwise, the features stay available until the end of the paid period.
4. The bank may change the plan's features or price after warning the client in advance; the client may cancel before the changes take effect.

## 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.