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

Privacy

Edition of **30.09.2026** Document language: **English**

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

1. Subject

How the bank protects information about accounts, transactions and the client, and what the client should do to keep it safe.

2. Terms

1. Confidential information: details of accounts, cards, balances, transactions and the client.
2. Third party: anyone who is not the client or the bank.

3. Rights and obligations

1. The bank keeps client information confidential and discloses it only with the client's consent or on grounds expressly provided by law.
2. Bank employees get access to data only to the extent needed for their work and are bound by a duty not to disclose it.
3. The client does not share their password, confirmation codes, PIN or CVV/CVC with anyone, looks after their device and keeps the app up to date. Bank employees never ask for this data.
4. If the device or data may be compromised, the client blocks the card in the app at once and writes to support.

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.