TENGRI BANK

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BANK DOCUMENTS

Terms for transfers via SBP

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1. Subject

Terms for transfers by phone number via the Faster Payments System (SBP). This section is kept for clients who have this type of transfer enabled.

2. Terms

1. SBP: the fast payments system operating in the Russian Federation.
2. Recipient: the person to whose phone number or account the transfer is sent.

3. Rights and obligations

1. SBP operates in the Russian Federation and in roubles. If an SBP transfer is not available for your country, account or app version, it is not offered and this document creates no obligations.
2. Before sending, the client checks the recipient, amount, fee (if any) and limits, then confirms the transfer. A transfer to an incorrectly entered number may not be returned.
3. Crediting time and maximum amounts are set by the rules of the system and the recipient's bank and are shown on the transaction screen.
4. A transfer may be refused for insufficient funds, exceeded limits, a blocked account 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.