

ANNOUNCEMENT

We are notifying you about the new payment procedure for the guarantee refund

By this notification, the Bank informs its customers, individuals with whom a bank account and/or bank deposit agreement has been concluded (hereinafter referred to as depositors), about the introduction of a new procedure for the payment of a guarantee refund in case the bank is deprived of its license to conduct all banking operations.

The new procedure for paying guarantee compensation applies to depositors:

- (1) with whom the Bank entered into bank account and/or bank deposit agreements after April 30, 2021, as well as
- (2) for which the validity period of previously concluded bank account and/or bank deposit agreements has been extended from May 1, 2021, for a new period.

The new procedure for paying guaranteed compensation provides for two ways for depositors to receive guaranteed compensation: (1) from an agent bank and (2) electronically through the electronic payment portal of the «Kazakhstan Deposit Insurance Fund» (hereinafter referred to as KDIF) or the «e-government» website. The payment period for guaranteed compensation is limited to one year from the commencement date.

The KDIF will inform depositors of the start date of payment of the guaranteed compensation, indicating the list of agent banks, the period and places of payment, within fifteen working days from the date of revocation of the bank's license to conduct all banking operations.

If depositors do not claim their guaranteed compensation within one year from the payment start date, the KDIF will transfer the unclaimed amounts to their accounts in the Unified Accumulative Pension Fund as voluntary pension contributions.

To read the full text of the notification on the new procedure for payment of the guarantee refund, you can follow the following link: <https://bankffin.kz/storage/docs/>

The new procedure for paying guarantee compensation will apply to payments of guarantee compensation on deposits of banks whose license to conduct all banking operations was revoked after May 1, 2021, as well as banks for whose deposits guarantee compensation is already being paid, and for which the deadline for paying guarantee compensation is set until May 1, 2022.

The maximum amount of the guarantee compensation payable is: - 20 million tenge for savings deposits in national currency; - 10 million tenge for cards, accounts and other deposits in national currency; - 5 million tenge for cards, accounts and deposits in foreign currency (equivalent to the exchange rate established on the date of revocation of the bank's license).

Depositors can obtain additional information on deposit guarantee issues, including the procedure for obtaining a guarantee refund, from the bank's specialists at 595 or directly from the KDIF by calling the call center at 1460.