

PROTOCOL No. 1
Meeting of the Public Council
JSC "Otbasy Bank"

Almaty

October 23, 2024

Meeting Venue: Republic of Kazakhstan, Almaty, Abylai Khan Ave, 91, online.

Meeting Start Time: 3:00 PM.

Participants:

- 1) Aynagul Muzafar - Chairperson of the public foundation "RUKHTYLAR," Public Council member (online);
- 2) Ruslan Turysbekov - Chairperson of the foundation "Don't Be Silent, Orphan," Public Council member (online);
- 3) Nina Lukyanenko - Advisor to the President of the Self-Regulated Association of Realtors of Kazakhstan, real estate expert, Public Council member (online);
- 4) Aida Dosaeva - Independent candidate, strategic communications expert, Public Council member (offline);
- 5) Aynash Yesali - Independent candidate, journalist for the newspaper Egemen Kazakhstan, Public Council member (offline);
- 6) Lyazzat Ibragimova - Chairperson of the Board of Otbasy Bank (hereinafter referred to as the Bank), Public Council member (offline);
- 7) Zhansultan Matai - Deputy Chairperson of the Board of Otbasy Bank, Public Council member (online);
- 8) Zaure Masgutova - Director of the Bank's Press Service, Public Council member (offline);
- 9) Natalia Kutlina - Bank's Press Secretary (offline);
- 10) Zhanar Zholtaeva - Bank's Press Secretary (offline);
- 11) Bakhytgul Tokeshova - PR Manager of the Bank's Press Service (offline).

Unable to Attend:

- 1) Beknur Kisikov - Independent candidate, trainer at the NGO Academy of Kazakhstan, Public Council member;
- 2) Polina Shimanskaya - Independent candidate, freelance journalist, blogger, Public Council member;
- 3) Akmaral Shatemirkizy - Independent candidate, teacher, Public Council member.

At the beginning of the meeting, Chairperson of the Bank's Board Lyazzat Ibragimova gave a welcoming speech, expressing her gratitude to the Public Council (hereinafter referred to as the Council) members for their participation. The following topics were discussed during the meeting:

1. Election of the Council Chairperson;
2. Approval of the Council's Regulations (drafted by the Working Group);
3. Discussion of the bank's performance in 2024 and plans for 2025.

Based on the discussions, the following DECISIONS were made:

- 1) Elect Aida Dosaeva, an independent candidate and strategic communications expert, as the Council Chairperson;
- 2) Approve the Council's Regulations.
- 3) Confirm Bakhytgul Tokeshova as the Council Secretary.

During the Council meeting, Ruslan Turysbekov, Chairperson of the foundation "Don't Be Silent, Orphan" and Council member, presented several proposals to Otbasy Bank's Chairperson Lyazzat Ibragimova. His proposals included reducing the initial payment for the "Otau" and "Nauryz" programs to 10%, issuing housing certificates to citizens waiting for housing under the "orphans and children left without parental care" category, and developing a dedicated housing program for this same group.

Bank Chairperson Lyazzat Ibragimova responded by announcing planned changes to the "Nauryz" program in the coming year. Specifically, if participants in this housing program choose primary housing with finishing, they will be eligible for a loan with an initial payment as low as 10%.

Regarding housing certificates, the Chairperson clarified that this involves non-repayable financial assistance from local governments (akimats), funded by their budgets, with eligible citizen categories determined in local councils (maslikhats).

As for launching a separate housing program for citizens waiting under the "orphans and children left without parental care" category, it was proposed to discuss this issue further at the next Council meeting, anticipated in the first quarter of 2025. The upcoming meeting will also review Otbasy Bank's performance for 2024. Additionally, Lyazzat Ibragimova noted that as part of the state programs this year, about 2,000 orphans will receive preferential loans and celebrate moving into new homes.

Council member and Advisor to the President of the Self-Regulated Association of Realtors of Kazakhstan, Nina Lukyanenko, asked whether the assessment indicator requirement for obtaining interim loans from the Bank would be adjusted. The Chairperson replied that no changes to the terms for interim loans are planned for 2025.

Aynagul Muzafar, Chairperson of the public foundation "RUKHTYLAR," inquired about the possibility of increasing the number of preferential loans granted through state programs, highlighting the long waits many citizens face in the housing queue. However, due to a housing shortage, the queue advances slowly.

In response, Lyazzat Ibragimova explained that citizens in the queue can acquire apartments through preferential loans with rates of 2% (with an effective annual rate from 2.0% to 2.1%) and 5% (with an effective annual rate from 5.2% to 5.8%) under the Housing and Utilities Infrastructure Development Concept for 2023–2029, with Otbasy Bank serving as the program operator. Funding for the Concept comes from state sources. This year, 5,746 loans have been issued to citizens in the queue under the Concept. The number of loans issued depends on program funding and the availability of social housing, which is constructed by local governments.

Additionally, as a state operator, Otbasy Bank administers a program to subsidize half of the rental costs for citizens renting housing from the private sector. This type of government support is available to Kazakhstani citizens whose per capita family income does not exceed one minimum living wage (43,407 tenge).

Lyazzat Ibragimova also highlighted that, following the adoption of the law "On Amendments and Additions to Certain Legislative Acts of the Republic of Kazakhstan Regarding Housing Policy Reform," the Bank will transition into a Development Institute, taking over centralized responsibilities for registering, listing, and distributing housing.

In conclusion, Council Chairperson Aida Dosaeva noted that the Bank is making extensive efforts to provide affordable housing for Kazakhstani citizens. Aynagul Muzafar added that Otbasyl Bank enjoys a high level of trust among Kazakhstanis, including those in the housing queue, thanks to the Bank's transparent work practices.

Chairperson of the Public Council



A. Dosaeva

Secretary of the Public Council



B. Tokeshova