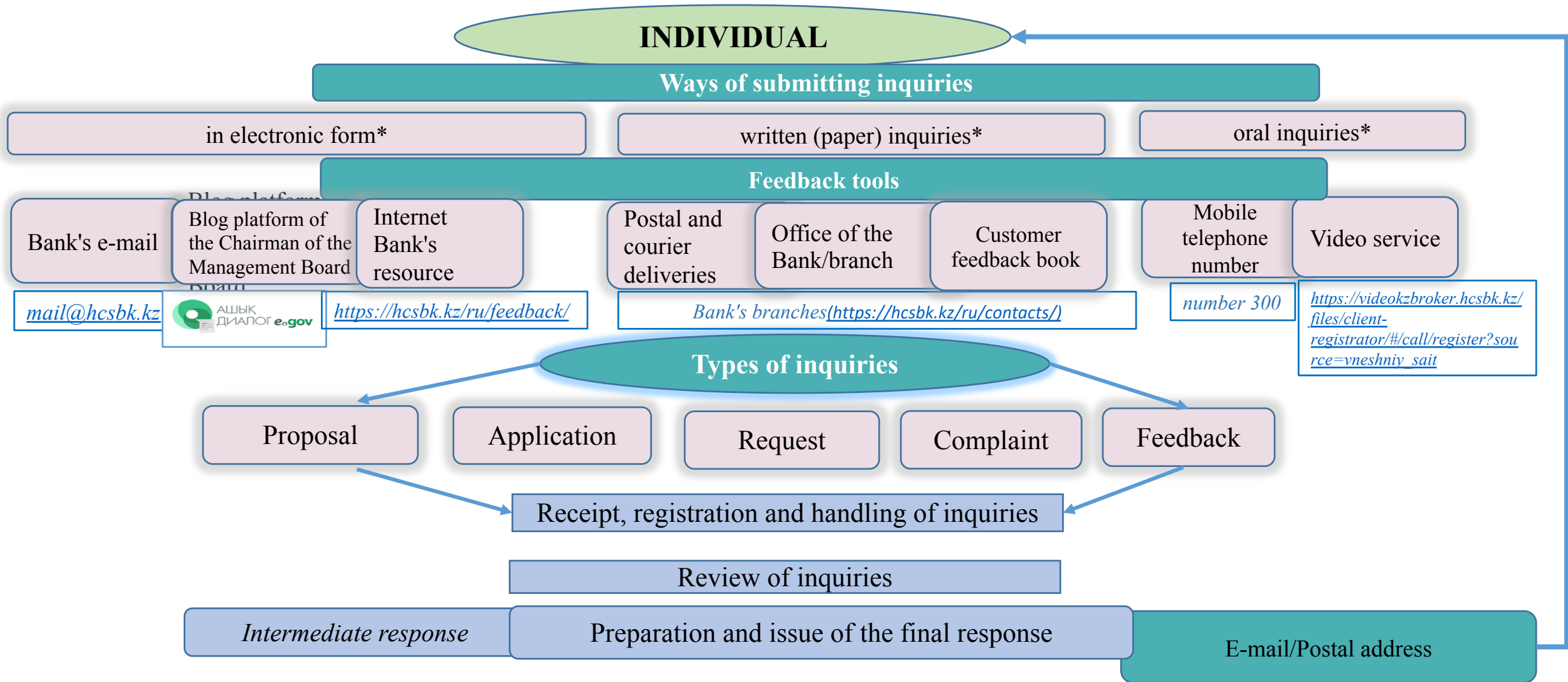


# Procedure for registration and handling of inquiries (complaints) of Otbasny Bank JSC



- **HOTLINE to report on fraud and corruption:** [antifraud@otbasybank.kz](mailto:antifraud@otbasybank.kz); +7 (727) 330-94-82; by postal communications with marking "for your eyes only" to the head of the security service.
- Inquiries are reviewed within 15 (fifteen) calendar days upon receipt by the Bank.
- An interim response to the Inquiry is provided if additional analysis of the facts/arguments indicated in the inquiry is required.
- The rules for review of customer inquiries arising in the process of providing banking services by Otbasny Bank JSC are posted on the Bank's website (<https://hcsbk.kz/ru/about-the-bank/corp-documents/>) for public familiarization.