

Contacts

ENVIRONMENTAL

SUSTAINABILITY

Address:

91 Abylai Khan Avenue, Almaty, A05A2X0, Republic of Kazakhstan

Phone:

+7 (727) 330-93-00 + 7 (727) 279-35-11

Call Center:

300, 8-8 000-801-880

Fax:

+7 (727) 279 35 68

E-mail:

mail@otbasybank.kz

Bank Office:

+7 (727) 330-93-00

Corruption and Fraud Hotline:

+7 (727) 330-94-82 antifraud@otbasybank.kz

Postal address: 91 Abylai Khan Avenue, Almaly District, Almaty, 050 000, Republic of Kazakhstan, Attn.: Head of Security Department (marked 'personal and confidential').

Audit and Registrar Details:

PricewaterhouseCoopers LLP

34 Al-Farabi Avenue, Block A, 4th Floor, Almaty, A25D5F6

BIN 318, IIC KZT 000 with Citibank Kazakhstan JSC, BIC CITIKZKA, Beneficiary Code 17, Payment Code 859 Central Securities Depository JSC

30/8 Satpayev Street, Room 163, Almaty, 050 040

Phones: +7 (727) 26208 46, 355 47 60

BIN 154, IIC KZKZT 114 with Cash Center of the National Bank of the Republic of Kazakhstan, BIC NBRKKZKX, Beneficiary Code 15, Payment Code 841, ISIN KZ1C 201

Contacts of Persons in Charge of Operations with Investors and Shareholders:

Treasury Department, +7 (727) 330-93-00, ext. 00,330, 00,331

Contacts of Persons in Charge of this Report:

Planning and Strategic Analysis Department, +7 (727) 330-93-00, ext. 00 360, 00 373, 00 370

Press Service:

pr@hcsbk.kz (for media inquiries only) +7 (727) 330-93-00, ext. 00 520, 00 522, 00 521, 00 523