

Dear customers!

We are continuing to enhance the security and convenience of our services.

Biometric identification is now available in the mobile app for personal banking.

You can use it:

- when registering for the first time in the mobile app;
- when resetting your password;
- when your identity documents expire.

This will allow you to:

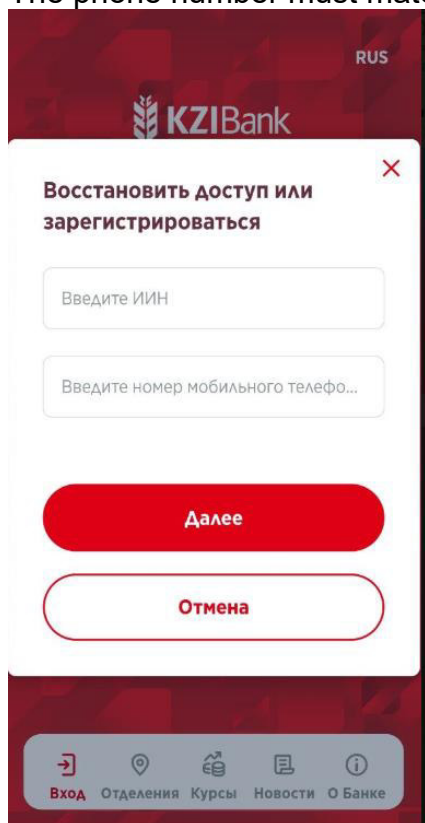
- ✓ access your accounts more quickly
- ✓ avoid having to remember additional details
- ✓ improve protection against fraud

The process is simple and takes just a few minutes — all you need to do is verify your identity using your device's camera.

Please ensure that the mobile app has access to the camera.

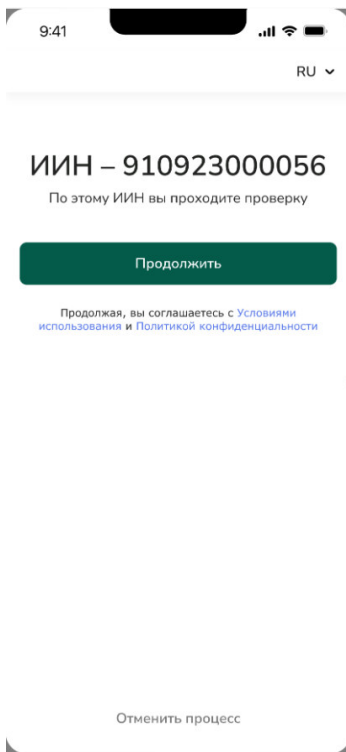
During the procedure, you will need to enter your IIN and phone number.

The phone number must match the one you provided to the bank.



The screenshot shows the KZIBank mobile app interface. At the top, there is a dark red header with the KZIBank logo and the text "RUS". Below the header, a white dialog box is displayed with a red "X" icon in the top right corner. The dialog box contains the text "Восстановить доступ или зарегистрироваться" (Restore access or register). Below this text are two input fields: "Введите ИИН" (Enter IIN) and "Введите номер мобильного телефо..." (Enter mobile phone number...). At the bottom of the dialog box, there are two buttons: a red button labeled "Далее" (Next) and a white button with a red border labeled "Отмена" (Cancel). At the very bottom of the app, there is a dark red navigation bar with icons for "Вход" (Login), "Отделения" (Branches), "Курсы" (Rates), "Новости" (News), and "О Банке" (About Bank).

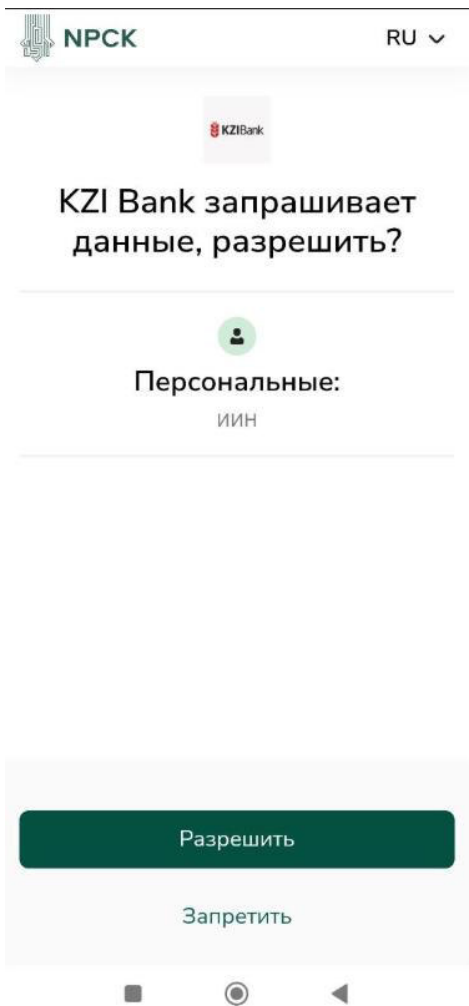
Next, you will see a window for confirming your IIN, which is used to verify your identity:



Next, you need to follow the on-screen instructions:



Once you have successfully completed this step, enter the SMS code you have received and confirm that the bank has received the requested information:



You will then be able to sign up for the app or reset your password.

With your security in mind,

