

## Dear customers!

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

Biometric identification is now available in the mobile application for individual customers (residents and individuals holding a residence permit). Individuals who do not hold citizenship of the Republic of Kazakhstan are required to visit Bank branches in person.

**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:

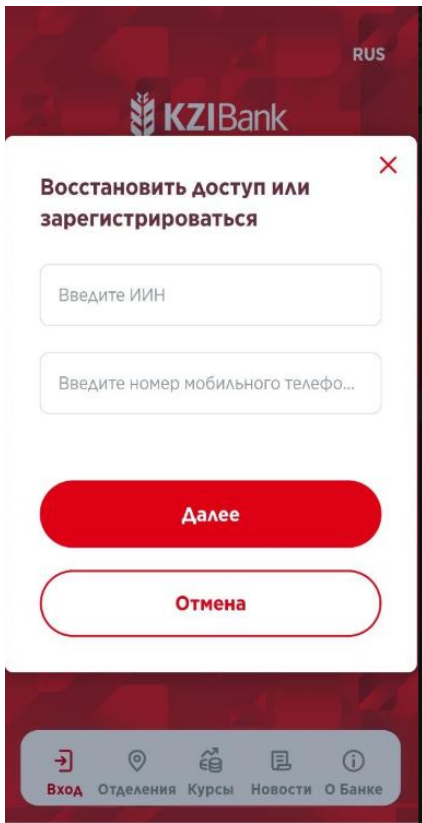
- ✓ access your accounts more quickly
- ✓ avoid having to remember additional details
- ✓ improve protection against fraud

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

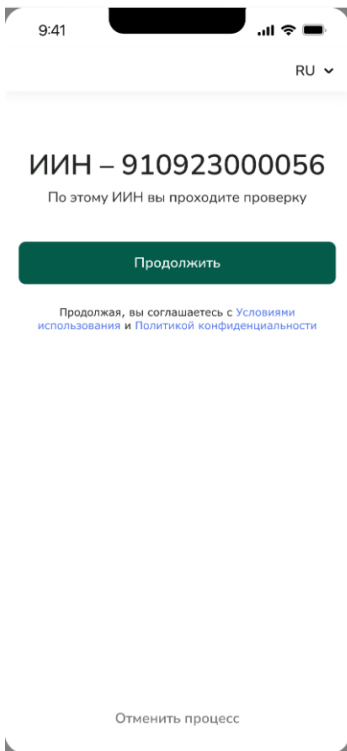
Please ensure that the mobile app has access to the camera.

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.



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:



KZI Bank запрашивает  
данные, разрешить?



Персональные:  
ИИН

Разрешить

Запретить

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

For any inquiries, please contact the call center at the short number 9193 or +7 727 2 444 000.

With your security in mind,

