**LLP "BAKAD INVESTMENTS AND OPERATIONS" - BIG ALMATY RING ROAD (BAKAD)**

 **Procedure for Payment Refund (Guide)**

**Refund for Passage Payment:**

1. Post-payment: Payment made for a journey via BAKAD is non-refundable.

2 Prepaid Payment: If the user has not traveled through BAKAD, a refund for the prepaid payment is possible.

Deadline for Requesting a Prepaid Payment Refund: 3 (three) years.

Operator's Response Time to User's Request:15 (fifteen) business days.

**Conditions for Refund of Prepaid Payment:**

1) Incorrect entry of the license plate number (GRNZ) in the ITPS system by the user.

2) Overpayment amount.

3) Vehicle deregistration.

**Actions for the User to Obtain a Prepaid Payment Refund:**

To process a prepaid payment refund, the user must submit a written request (in the operator-approved format) to the operator. The request should include the following information:

* Full name;
* Individual Identification Number (IIN);
* Mobile phone number;
* Vehicle make and model;
* License plate number (GRNZ);
* Bank details;
* Reasons and grounds for the refund.

**The following documents must be attached to the application:**

1. Payment receipt or invoice;

2. Copy of the identity document;

3. Copy of the vehicle registration certificate;

4. If the request is submitted by a person other than the vehicle owner, a copy of the insurance policy.

Operator's Actions for Prepaid Payment Refund:

1. The operator checks in the ITPS system for any instances of the user's vehicle passing through BAKAD.

2. If there are no instances of passage, the operator refunds the amount to the bank account used for payment.

3. Transfers the money from the incorrectly entered license plate account to the correct license plate account.

4. In case of vehicle deregistration, the operator transfers the funds to the account associated with the user's other vehicle's license plate.

Terms, Definitions, and Abbreviations:

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|  **«User»** | **A private or legal person involved in road traffic or performing other functions on designated sections of highways, including passing through the paid section of BAKAD.** |
| **«Operator»** | **The concessionaire responsible for organizing and managing the toll traffic under the concession agreement.** |
| **«ITPS»** | **The Intelligent Transportation and Payment System developed by the operator.** |
| **«GRNZ»** | **The vehicle’s state registration number, an alphanumeric identifier issued by a government authority.** |