



**LIMITED LIABILITY PARTNERSHIP
"BAKAD INVESTMENTS AND OPERATIONS"**

BIG ALMATY RING ROAD (BAKAD)

**Fare Refund Procedure
(Instructions)**

Fare Refund:

1. Refunds of post-payment money for travel already made along the BAKAD are not provided.
2. The advance payment is subject to refund, provided that the User has not yet traveled along the BAKAD.

The period during which the User can contact the Operator for a refund

advance payment (prepayment): - 3 (three) years.

The period for consideration of the User's application by the Operator: 15 (fifteen) business days.

The conditions for the return of the prepayment (advance) payment to the User may be carried out in the following cases:

- 1) Incorrectly (erroneously) specified by the User the State Registration Number in the Operator's ITPS system.
- 2) Incorrectly indicated payment amount, exceeding the desired amount.
- 3) Deregistration of a vehicle.

User actions to return the prepayment (advance payment):

1. Consideration of the issue of refund of the advance payment
The Operator is only able to do this upon a written application from the User (in a form approved by the Operator).
2. In the application, the User must indicate:
 - Full name;
 - IIN;
 - mobile phone number;
 - make and model of vehicle;
 - GRNZ;
 - bank details;
 - reasons and grounds for return.
3. The following must be attached to the application:
 - a check or receipt for the payment made;
 - a copy of the identity card;
 - a copy of the vehicle registration certificate;
 - a copy of the insurance policy if the application is not submitted by the owner of the vehicle.



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Actions of the Operator to return the prepayment (advance payment):

1. The operator in the ITPS system checks the presence or absence of completed trips of the User's vehicle along the BAKAD.
2. In the event of no vehicle travel, the Operator will return the money to the User's bank account from which the payment was made.
3. The operator transfers money from the erroneously specified GRNZ account to the correct GRNZ account.
4. In the event of deregistration of a vehicle, the Operator transfers money to the State Registration Number account of another User vehicle.

Terms, definitions and abbreviations:

"User" - individuals and legal entities	who are road users or carry out other activities within the right-of-way of motorways, driving along the toll section of the BAKAD
"Operator"	a concessionaire acting on the basis of a concession agreement, organizing toll traffic and managing the toll section of the BAKAD
"ITPS"	means the Intelligent Transport and Payment System developed by the Operator
"GRNZ"	state registration number plate of a motor vehicle, a product containing an individual alphanumeric designation assigned to a motor vehicle by an authorized state body