

“Approved”

General Director
of FE “LiTRO” LLC

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RULES OF “LiTRO” AUTO CLUB

GLOSSARY

- **Auto Club** - a form of providing various types of services of the Owner, specified on the Web-Site and (or) in Mobile Application (MA) “LiTRO”, to any applied person on the conditions and in the order specified in these Rules.
- **Agent** - an individual entrepreneur and (or) legal entity, with whom the Owner has concluded a civil law contract for the purpose of further distribution of the Subscription(s) among individuals and (or) legal entities in ways that do not contradict the current legislation of the Republic of Uzbekistan (hereinafter - the Agreement).
- **Business Partner** is a legal entity and (or) an individual entrepreneur with whom the Auto Club interacts (cooperates) on a mutually beneficial basis on the basis of existing agreements to market and provide Members and (or) Users of the Auto Club with certain and agreed complex solutions in the form of Auto Club Products.
- **Counterparty** - an individual entrepreneur and (or) legal entity, which in accordance with the terms and conditions of the civil law contract (hereinafter referred to as the Contract) has purchased the Subscription(s) from the Owner for the purpose of servicing its own fleet and (or) for its own employees and (or) employees with personal cars. In case of own fleet maintenance, the Subscription shall be issued to the Contractor's responsible employee and (or) employee of the Contractor as a Member of the Auto Club, but shall be assigned to the direct car according to the provided VIN code. In case the Subscription is provided to own employees and (or) employees with personal cars, the Subscription shall be issued to an individual as a Member of the Auto Club and shall be valid during the term of validity of the Subscription or during the term of provision of services and (or) employment of this person with the Counterparty (upon proper notification from the Counterparty).
- **Conflict of Interest** - a situation in which the Auto Club, within the scope of the services offered and realized by the Auto Club to Members and/or Users of the Auto Club, taking into account the Owner's existing relationships with Business Partners, Contractors or Agents, has a risk of simultaneously representing the interests of two or more parties to a situation in dispute between them, which may cause damage to the interests of the Auto Club/Owner.
- **User of the Auto Club** is a legally capable natural person, who is not a Member of the Auto Club, but who has applied to the Auto Club for the receipt of compensated services of the Auto Club, who has familiarized himself/herself with these Rules, who has expressed his/her unconditional consent to their content and who has undertaken to follow the Rules of the Auto Club in good faith. The fact of rendering any of the Auto Club's compensated

services to the User is a confirmation that the User has familiarized himself/herself with these Rules and has expressed his/her unconditional consent to their content.

- **Subscription “LiTRO Auto-Advocate” (hereinafter – “Auto-Advocate”)**¹ - a service provided by the Owner in the form of a set of legal services (oral and written consultations, representation, etc.) on issues regarding the car owned and (or) driven by the Members and (or) Users of the Auto Club, provided on the terms and in the manner specified in these Rules, as well as taking into account that the legal fact occurred in the territory of the Republic of Uzbekistan. The full list of services within the framework of this service with indication of cost and terms of provision is placed on the Website and (or) MA “LiTRO”. The terms and conditions of this service are governed as follows:
 - for the Members of the Auto Club according to the terms and conditions specified directly in the Subscription and (or) the Auto Club Product, and in case of absence of such terms and conditions - according to Appendix No. 1 to these Rules;
 - for the Users of the Auto Club at separate tariffs (on a one-time basis) according to Appendix No. 1 to these Rules.
- **Subscription “LiTRO Roadside Assistance” (hereinafter – “Roadside Assistance”)** - a service provided by the Owner in the form of a set of services on emergency technical roadside assistance for a passenger car, legal advice in case of a road traffic accident (hereinafter - RTA), as well as other services provided by the Owner to exclusively to the Members of the Auto Club on the terms and in the manner specified in the Rules. The full list of services within the framework of this service with indication of cost and conditions of provision is placed on the Website and (or) in the MA “LiTRO”. The terms and conditions of this service are governed as follows:
 - for the Members of the Auto Club according to the terms and conditions specified directly in the Subscription and (or) the Auto Club Product, and in case of absence of such terms and conditions - according to Appendix No. 1 to these Rules;
 - for the Users of the Auto Club at separate tariffs (on a one-time basis) according to Appendix No. 1 to these Rules.
- **Auto Club Product** - a complex solution from the Auto Club developed by the Auto Club together with the Business Partner (or independently by the Auto Club) and offered to the Member and/or the User of the Auto Club as a means of satisfying his/her needs for necessary services and/or goods from the Auto Club and/or the Business Partner(s) of the Auto Club, the Auto Club Product may include both the terms and conditions of existing Auto Club Subscriptions (subject to these Rules) and any other services, services and goods of the Auto Club and (or) Business Partner, the terms and conditions of use and application of which may be determined both by the Product itself and third-party terms and conditions posted on the resources specified in the Product, including the resources of the Business Partner.
- **Registration of the User of the Auto Club** - the process of providing by a person who agrees to these Rules his/her personal data and other information required by the Owner in accordance with the Rules in order to receive compensated services of the Auto Club.
- **Registration of a Member of the Auto Club** - the process of providing by a person, who agrees with these Rules and has expressed interest in participating in the Auto Club, all information required by the Auto Club and mandatory information in accordance with the Rules for the purpose of further use of the services of the Auto Club.
- **Website** - an Internet site owned by the Owner and located at the address: litro.uz.

¹ Hereinafter, all types of Auto Club Subscriptions are hereinafter briefly referred to in these Rules as “Subscriptions”.

- **The owner of the Auto Club** - FE “LiTRO” LLC (hereinafter referred to as the Owner), which is also the owner of the Website.²
- **Coverage Area** - the distance of providing services to the Members and (or) Users of the Auto Club in Uzbekistan without charging an additional fee per kilometer (i.e. on a free-of-charge basis). More detailed terms and conditions of the Coverage Area are specified in the terms and conditions of the Subscription purchased directly or in the terms and conditions of the Contract and (or) Agreement.
- **Technical Partner** - an individual entrepreneur, self-employed person and (or) a legal entity that agrees with the content and terms of these Rules and has signed with the Owner of the Auto Club a corresponding service agreement containing the terms and conditions for the provision of services by the Technical Partner to the Auto Club Members who have applied to the Auto Club for the provision of services under the “Roadside Assistance” Subscription.
- **Member of the Auto Club** - a legally capable natural person, registered in the Auto Club in accordance with these Rules, who has familiarized himself/herself with these Rules, has expressed his/her unconditional consent to their content and has undertaken to follow the Rules of the Auto Club in good faith. The fact that a Member has purchased and/or received a Subscription and activated it in accordance with the Rules of the Auto Club shall be confirmation that the Member has familiarized himself/herself with these Rules and has expressed his/her unconditional agreement with their content.
- **Legal Partner** - a specialist with competent legal knowledge, relevant work experience in the field of issues related to the protection of rights and interests of car owners, who is registered with the Ministry of Justice of RUz as a legal consultant and (or) is an acting lawyer, who signed with the Owner of the Auto Club a relevant service agreement containing the terms and conditions of provision of services by the Legal Partner to the Member and (or) Users of the Auto Club, who applied to the Auto Club for provision of services to the Member and (or) Users of the Auto Club.
- **MA “LiTRO”** - a mobile application owned by the Owner, allowing to receive services on the Owner's services to all persons interested in it, being a universal electronic platform (mobile and web application), aggregating in itself the market offers of goods/services intended for car owners, including for Members and (or) Users of the Auto Club.

1. These Auto Club Rules define the terms and conditions of participation in the Auto Club and provision of services to Members and (or) Users of the Auto Club within the Coverage Area under the terms and conditions and in the manner specified in these Rules.

Services are provided by the Auto Club to the Members and (or) Users of the Auto Club by accepting an order via MA “LiTRO”, the Website (with redirection to MA “LiTRO”), as well as by phone call (in cases stipulated by the Rules).

Under the terms of the Contract and (or) the Agreement, other (additional) methods of accepting orders from Auto Club Members may also be provided, with which they shall be familiarized by the Counterparty and the Agent respectively.

2. Participation in the Auto Club is confirmed by the Subscription and/or Product purchased and/or received and subsequently duly activated.

2.1 The Auto Club Subscription used to identify a person as an Auto Club Member is linked directly to the Auto Club Member and not his/her vehicle (unless otherwise provided for

² The terms “Owner” and “Automobile Club” shall be used interchangeably throughout these Rules.

in the terms and conditions of the Auto Club Subscription and/or Product, the Contractor Agreement or the Agent Agreement), and the Auto Club Member shall be obliged to personally (without the involvement of any intermediaries, except in connection with a valid Contract involving the Contractor):

1) ensure that his/her own registration data provided to the Auto Club upon activation of the Subscription and/or the Auto Club Product in accordance with the procedure provided for in clause 9 of the Rules, as well as information regarding his/her car owned by him/her by right of ownership or other legal grounds, confirming the status of the Auto Club Member as the owner of this car, are up to date.

2) update such information in a timely manner by sending an application with the current information to the Auto Club's e-mail info@litro.uz (hereinafter referred to as the "Auto Club Mail"), with any changes taking effect after thirty (30) calendar days from the date of sending the application.

2.2 In case of a change in the identification characteristics of the car owned by the Member (e.g. change of the state registration number of the car) or change of the car itself, the provision of the Club services to the Member shall be carried out/renewed after the expiration of the period provided for in clause 2.1. of the Rules.

2.3 Any other ways of changing the data about the Participant and related information specified in clauses 2.1. and 2.2. of the Rules are not provided by the Auto Club. Rules, the Auto Club does not provide.

2.4 Upon review of the application, the Administrator of the Auto Club shall make the necessary changes to the information of the Member or send a reasoned refusal to the e-mail of the Member. While examining the application, the Administrator of the Auto Club has the right to make calls to the Member (or Counterparty) in order to clarify certain information and obtain additional explanations.

3. Before the direct provision of the service(s) to the Member and (or) the User of the Auto Club, the Technical and/or Legal Partner shall verify whether the Member of the Auto Club has an activated Subscription and (or) the Auto Club Product or whether the User of the Auto Club has paid for the reimbursable service, as well as identify the Member and (or) the User of the Auto Club.

4. The Member of the Auto Club shall be entitled to use the services of the Auto Club according to the terms and conditions of the activated Subscription and (or) the Auto Club Product displayed in the MA "LiTRO" from the date of activation of the Subscription and (or) the Product until the expiration date.

4.1 The service shall be deemed to have been used by the Member when the service is ordered, the Auto Club appoints a direct contractor to provide the service to the Member and notifies the Member thereof, irrespective of the fact that after the Auto Club has appointed a direct contractor, the Member has refused to receive the service.

If the Member refuses to provide the service before the Auto Club appoints a direct service provider, the service may be recognized by the Auto Club as unused by the Member.

4.2 The Subscription shall be deemed to have been used by the Member from the date of use of any (even the only) of the component(s) of the Subscription.

4.3 The Auto Club Product shall be deemed to have been used by the Member and/or the Auto Club User from the date of use of any of the components (parts) of the Product, and the use by the Member and/or the Auto Club User of one or more components (parts) of the Product and the failure to activate the Product in the manner provided for in the Rules and/or the Product itself shall not constitute grounds for deeming that the Product has not been used.

4.4 The Member shall be entitled to refund the Subscription purchased by the Member within 48 (forty-eight) hours from the date of its purchase and (or) its activation only in case of non-use of any of the services included in the Subscription during this time. After the expiration of the specified time interval, the Member of the Auto Club shall not be entitled to a refund of the Subscription.

4.5 In order to refund the Subscription fee, the Member of the Auto Club shall submit a corresponding application (request) to the e-mail address of the Auto Club info@litro.uz, indicating his/her full name, Subscription number and providing information on the payment made for the Subscription (copy of the check, receipt or payment order confirming the payment of the Subscription).

If the information and documents provided are true and the conditions of clause 4.4 are met the Auto Club shall refund the Subscription fee within 5 (five) business days from the date of application of the Member to the same bank card used to pay for the Subscription.

5. The User of the Auto Club has the right to use the services of the Auto Club on a reimbursable basis according to the tariffs of the Auto Club on the date of ordering a particular service. Up-to-date information about the services provided to the Users of the Auto Club on a reimbursable basis shall be placed on the Website and (or) MA "LiTRO", at that the direct types of services can be changed by the Owner at his own discretion.

6. If a person who has applied to the Auto Club for provision of any of the Auto Club services does not have an activated Auto Club Subscription, an employee and (or) employee of the Auto Club, showing care and client-oriented attitude, offers him/her to purchase and activate the Subscription, thus becoming a Member of the Auto Club.

In case of refusal to purchase the Subscription (as an alternative), the required service (if it is included in the list of services provided to the Users of the Auto Club on a one-time compensated basis) may be provided by the Auto Club on a compensated basis to the person who has applied, and the status of such person shall be equal to the User of the Auto Club.

6.1 A person who has applied to the Auto Club for the provision of a service and who has paid the full amount of this service shall be entitled to a refund of this service only in the following cases:

1) 100% of the paid amount shall be refunded if the person canceled his/her order before the Auto Club appoints the direct service provider (i.e. before the first return call of the employee and (or) employee of the Auto Club to the person who sent the order for the service to the Auto Club);

2) 50% of the paid amount is refunded in case the person canceled his/her order after the appointment of the direct service provider by the Auto Club, but before his/her arrival to the place of service provision.

In case of arrival of the direct performer at the place of service provision, there is no possibility to refund the cost of the service (in any part of it).

6.2 In order to return the paid service, the person who applied to the Auto Club submits a corresponding application (application) to the Auto Club mail, indicating his/her full name, the name of the ordered service, description of the situation and providing information about the payment made (copy of the check, receipt or payment order confirming the payment of the service to the Auto Club).

If the information and documents provided correspond to reality, the Auto Club shall refund the service fee in the above mentioned amounts within 10 (ten) working days from the date of application to the same bank card from which the payment for the service(s) of the Auto Club was made.

7. Membership in the Auto Club may be purchased or obtained by a Member of the Auto Club through a duly activated Subscription in accordance with these Rules:

7.1. by the Member himself/herself;

7.2. by any individual for a Member of the Auto Club (as a gift), whereby the person who has registered with MA "LiTRO" and activated the Subscription becomes a Member of the Auto Club;

7.3. from the Counterparty under the Contract with the Owner with the transfer of the Subscription under the terms of the Contract to an individual who becomes a Member of the Auto Club;

7.4. from Agent under the Agreement with Owner to distribute Subscriptions in the manner set forth in this Agreement;

7.5. automatically where a Subscription is received from the Auto Club on a free or promotional (temporary or permanent) basis in accordance with these Rules.

8. The validity period of the Subscription is displayed in the MA "LiTRO" and is determined by the terms of the Subscription, these Rules, and may also be determined by the terms of the Contract and/or Agreement (depending on how the Member acquired or obtained his/her right to participate in the Auto Club according to clause 7 of the Rules).

From the date of expiration of the Subscription of the Member of the Auto Club, as well as for invalid/inactivated Subscriptions, the service may be provided by the Auto Club to the persons addressed to it exclusively under the conditions stipulated in clause 5 of the Rules.

The validity period of an Auto Club Product is determined directly by the terms and conditions of that Product.

9. All benefits of participation in the Auto Club are provided to the Member after activation of the Subscription and/or the Auto Club Product.

Activation of the Subscription and/or the Auto Club Product by the Auto Club administrator is a prerequisite for a person to become a valid Member of the Auto Club.

Activation of the Subscription and/or the Auto Club Product shall be as follows:

1) by the Member himself/herself, who has purchased the Subscription via MA "LiTRO" (or otherwise) from the Owner - in this case activation of the Subscription in this case shall be performed immediately after the Subscription is purchased and duly paid by the Member;

2) by the Member himself/herself, who received and (or) purchased it from the Contractor or Agent, who previously received and (or) purchased this Subscription from the Owner on the basis of the Contract or Agreement - through the FE "LiTRO", taking into account the explanations received by the Member from the Contractor or Agent. This activation request shall be confirmed by the Auto Club administrator 24 (twenty-four) hours from the date of the person's request to activate the Subscription, unless otherwise provided by the Contract or Agreement;

3) by transferring the necessary data about the Member from the Contractor or Agent to the Auto Club (to the administrator of the Auto Club) in accordance with the terms and conditions of the Contract or the Agreement for subsequent activation of the Subscription by the Auto Club, which shall take place 24 (twenty-four) hours after receipt of the data by the Auto Club (administrator of the Auto Club), unless otherwise provided by the Contract or the Agreement;

4) automatically where a Subscription is received from the Auto Club on a free or promotional (temporary or permanent) basis in accordance with these Rules;

5) in any other manner provided for on the basis of the Contract or Agreement;

6) in any other manner specified directly in the terms and conditions of the Auto Club Product (applicable exclusively to Auto Club Products);

7) in any other manner specified directly in the terms and conditions of the Subscription purchased or received.

10. The terms of acquiring the status of a Member of the Auto Club shall not be and shall not be recognized as payment for the Subscription and (or) the Auto Club Product, as well as for the privileges and benefits of the Auto Club that may be granted to the Members of the Auto Club, and such payments shall not be refunded and (or) exchanged, except in cases expressly provided by the Rules or the terms of the Contract or Agreements, which expressly specify the possible conditions and procedure for refund of such payments, as well as for the return of the Auto Club Product received by the Member and (or) the User of the Auto Club.

11. Full information on the status and current terms and conditions of the Subscription and/or Auto Club Products can be obtained via MA "LiTRO".

12. The Owner's services provided by the Auto Club to the Members of the Auto Club have no cash value (except for the services provided by the Auto Club to the Users on a reimbursable basis at separate tariffs and on a one-time basis), are provided within the boundaries of the Coverage Area provided for these services, and outside these boundaries under the conditions specified in these Rules (or provided for by special conditions in accordance with the Contracts or Agreements), and do not include the cost of consumable materials

13. Members of the Auto Club, subject to the terms and conditions of the Subscription and/or the Auto Club Product, are obliged to:

13.1. to comply with the terms and requirements of the Auto Club in accordance with these Rules and the information provided by the Auto Club on the Website, through the MA "LiTRO" or in any other way not contradicting the legislation of the Republic of Uzbekistan;

13.2. to transfer to the Auto Club (in case of a corresponding request from the Auto Club) when registering via the MA "LiTRO" and (or) in a simple written form the information required by the Auto Club, including personal and (or) other data;

13.3. notify the Auto Club of any changes in his/her personal data, vehicle information and/or contact information provided by him/her to the Auto Club when registering the Subscription and/or Product, otherwise the Auto Club has the right to refuse to provide its services due to the impossibility to verify the owner of the Subscription and/or Product as a registered Member of the Auto Club.

14. Members of the Auto Club, subject to the terms and conditions of the Subscription and/or the Auto Club Product, shall have right to:

14.1. receive the privileges of the Auto Club during the Subscription and/or Product validity period (if provided by the Auto Club);

14.2. to terminate his/her participation in the Auto Club without the right to refund previously made payments, unless otherwise provided by the Rules of the Auto Club on the date of termination of participation in the Auto Club;

14.3. after termination of his/her participation in the Auto Club to apply to the Auto Club with a written request to the Auto Club Mail not to use any information and (or) data about himself/herself, including personal data, in the direct activities of the Auto Club.

15. The rights granted to Auto Club Members under the Subscription and/or the Auto Club Product may not be sold, transferred, assigned to another person or used except in accordance with these Rules.

16. Auto Club shall have the right to:

16.1. unilaterally terminate the membership in the Auto Club of any Member at any time (from the date of joining the Auto Club and during the Subscription and/or Product validity period) without notice and for any reason, including, but not limited to, in cases where the Member fails to properly comply with the Auto Club Rules, abuses any privileges or rights granted to him/her by the Auto Club, or damages the rights and interests of other Members of the Auto Club, the Auto Club may also unilaterally and without giving any reason, unilaterally deny any Member the right to participate in the Auto Club.

16.2. without giving any reason and unilaterally has the right to refuse to render/provide its services to any User of the Auto Club until such User makes payment to the Auto Club;

16.3. to provide at its discretion privileges and benefits to any of the Members and (or) Users of the Auto Club, including by granting an automatically activated Subscription from the moment of sending a notice to the Member and (or) User of the Auto Club by any available means in accordance with these Rules, and upon granting this Subscription any User of the Auto Club becomes a Member of the Auto Club for the period of validity of this Subscription and is entitled to use the services included in the Subscription during this period

16.4. in its sole discretion, make any changes to these Rules and the list of Club privileges at any time. Information about said changes shall be posted on the Website;

16.5. reserve the unconditional right to make any changes at any time (without prior notice and in its sole discretion) to the list and availability of privileges and benefits for each Member and/or User of the Auto Club;

16.6. establish and change the cost of individual tariffs within the framework of the realized services for the Users of the Auto Club, as well as change the composition and types of services provided to the Members of the Auto Club on the basis of Subscriptions;

16.7. without giving reasons and unilaterally has the right to refuse to provide any Member and/or User of the Auto Club with any of its own services in case(s) of a Conflict of Interest;

16.8. without giving any reasons and unilaterally has the right to refuse to provide any of its own services to any Member on the basis of the Subscription and/or the Auto Club Product in case(s) when the reason for providing the service preceded the date of activation of the Subscription and/or the Auto Club Product by the Member. In such a situation, the Member is entitled to receive the Auto Club services exclusively on a reimbursable basis in accordance with the wording of the Auto Club Rules as of the date of contacting the Auto Club;

16.9. unilaterally have the right to refuse to provide any Member and (or) User of the Auto Club with any of its own services in case (-s) an employee and (or) worker of the Auto Club determines that the Member and (or) User of the Auto Club is under the influence of alcohol and (or) other intoxicants at the time of ordering the service or at the time of direct provision of the service.

17. A notice of termination or suspension of any of the privileges and benefits of the Auto Club shall be deemed to have been made on behalf of the Auto Club to any of the Auto Club Members if it has been transmitted through the following communication channels of the Auto Club: The Website and/or MA "LiTRO" or by sending an SMS, e-mail and/or a call to the telephone number of the Auto Club Member specified by him/her in the contact details.

Notification of the termination of the Subscription provided by the Auto Club according to clause 16.3. of the Rules is not sent to the Member and (or) User of the Auto Club, this Subscription automatically ceases to be displayed in the FE "LiTRO" upon expiration of its validity.

18. Any Member and (or) User of the Auto Club in accordance with this provision of the Rules give their voluntary consent to the use by the Auto Club in its activities of any data and information voluntarily provided by them to the Auto Club, including outside the Republic of Uzbekistan.

19. By agreeing to these Rules, any Member and/or User of the Auto Club also agrees to receive notices and offers from the Auto Club. All personal information of any Member of the Auto Club may be processed and used by the Auto Club in its activities, including after the expiration of the Subscription and/or the Auto Club Product for sending information through any unprohibited and open communication channels specified in clause 17 of the Rules.

20. The realization of the Owner's services can be carried out both by the Auto Club itself and by the Technical and (or) Legal Partners engaged by the Auto Club, who have the necessary skills and equipment for qualified rendering of services within the framework of the services according to the internal regulations and requirements of the Auto Club.

The term of each of the services for the various Owner's services is agreed upon with the Member and/or User of the Auto Club when they contact the Auto Club via the MA "LiTRO".

Characteristics and terms of providing services to the Members of the Auto Club under Subscriptions and (or) the Auto Club Product, as well as for the Users of the Auto Club in terms of one-time services - are specified directly on the Website and (or) MA "LiTRO", and also given in Appendix No. 2 to these Rules.

21. Provision of services to the Members of the Auto Club under the Subscription and involving travel of the direct executor of the Auto Club to the place of provision of such services outside the Coverage Territory shall be carried out exclusively on a reimbursable basis at the rate of 10,000 (ten thousand) soums per 1 km, except for the Subscriptions purchased or received by the Members from the Counterparties or Agents - under these Subscriptions the provision of services by the Auto Club shall be governed by the provisions of the Contracts or Agreements.

22. When providing services to the Members of the Auto Club by Subscription and assuming the departure of the direct executor of the Auto Club to the place of provision of these services, the waiting time of this executor at the place of provision of the service to the Member of the Auto Club shall not exceed 20 (twenty) minutes, and after the expiration of this time the executor shall have the right to leave the place of call with a corresponding notice to the responsible person of the Auto Club.

23. Provision of services to the Members of the Auto Club under the Subscription related to the need to evacuate the Member's car is fixed by a limited waiting time (up to 15 minutes), after which the direct executor of the Auto Club, in case of absence of the Member of the Auto Club at the place of call for the provision of the service, has the right to unilaterally refuse to fulfill this order.

In this case, an unscrupulous Member of the Auto Club who has sent an order for service with the indication of the given place of service provision and was absent at the indicated place shall be deprived of the right to re-order any service of the Auto Club within 15 (fifteen) calendar days for a false call, if the Member has not notified the Auto Club in advance of the arrival of the direct performer of the Auto Club about the refusal to receive the service.

In case of a repeated false call within 1 (one) calendar month from the date of the previous false call recorded by the Auto Club, the Auto Club has the right to unilaterally terminate the Member's participation in the Auto Club by canceling his Subscription and without refunding the amounts paid or otherwise deposited by him to the Auto Club, as well as to add his data to the list of unreliable customers and not to provide any services in the future.

24. The provision to the Subscription Members of services related to the need to evacuate the Member's car shall be provided only from the place of breakdown of the car and/or the place where the accident occurred, confirmed by documents received from traffic police officers on the fact of the accident, to the service station or other point indicated by the Member as the place where the car will be repaired.

At the same time, when providing this type of service, the Auto Club has the right to refuse to provide it to the Member of the Auto Club in case of abuse on the part of the Member of the Auto Club, which may be manifested within the frequency of calls for evacuation of the same vehicle - more than 1 (one) call within 15 (fifteen) consecutive calendar days.

In case of deliberate and repeated abuse by a Member, the Auto Club has the right to apply the provisions of clause 16 of these Rules.

In cases where a Member requires the services of the Auto Club in connection with the towing of a vehicle more frequently than the above-mentioned period, the Member shall be entitled to use these services of the Auto Club on a reimbursable basis only in accordance with the Rules.

25. Provision of some types of services related to the representation of the interests of Members and (or) Users of the Auto Club in court proceedings, collection of insurance payments, Europrotocol payments, shall be carried out with charging an additional fee from the amount of actual payment satisfied by the court decision or recovered by the Auto Club from third parties, as well as in case of increase of the Owner's expenses in the performance of legal services according to the Auto Club's tariffs specified in Appendix No. 1 to these Rules (hereinafter referred to as the Auto Club Fee). The exact amount of the Auto Club Fee shall be determined by the terms and conditions of the respective civil law contract concluded with the Member and/or User of the Auto Club.

26. If the Member and (or) User of the Auto Club wishes to use the services of the Auto Club, the order shall be placed through the MA "LiTRO" (i.e. the necessary service of the Auto Club shall be selected) or a call shall be made to the Auto Club, whereby the User of the Auto Club shall place an order in the MA "LiTRO" with the following information:

- the make and model of the vehicle;
- the license plate number of the car;
- the year of manufacture of the vehicle;
- Vehicle VIN.

The time of order processing through the MA "LiTRO" for order confirmation is 10 (ten) minutes from the moment of placing an order for service provision.

**Separate rates for Auto Club services,
provided on a one-time basis:**

1. As part of the Roadside Assistance Subscription:

No. n/a	Name of services within the Roadside Assistance Subscription, provided on a one-time basis	Vehicle category, cost of service provision		
		Sedan, soum including VAT	Crossover, soum including VAT	Jeep (SUV), soum including VAT
1.	Technical advice with on-site visit	130 000	130 000	130 000
2.	Evacuation	300 000	350 000	400 000
3.	Technical advice by phone	85 000	85 000	85 000
4.	Starting the engine when the battery is discharged	130 000	130 000	130 000
5.	Delivery of fuel	90 000	90 000	90 000
6.	Delivery of technical fluids	90 000	90 000	90 000
7.	Tire inflation	130 000	140 000	150 000
8.	Wheel replacement	130 000	140 000	150 000
9.	Wheel repair	130 000	140 000	150 000
10.	Repairing a tire puncture with a harness	130 000	140 000	150 000
11.	Unlocking the anti-theft system	300 000	300 000	300 000
12.	Fuse replacement	300 000	300 000	300 000
13.	Diagnosis and adjustment of the ignition system	300 000	300 000	300 000
14.	Repair and adjustment of door locks	150 000	160 000	170 000
15.	Timing belt replacement	300 000	400 000	-----
16.	Valve cover gasket replacement	350 000	-----	-----
17.	Engine cushion replacement	300 000	350 000	450 000
18.	Replacing the wiper blades	100 000	100 000	100 000
19.	Fender liner replacement	150 000	250 000	350 000
20.	Installing mudguards	130 000	150 000	170 000
21.	Replacement of door handles	150 000	200 000	250 000
22.	Replacement of side windows	250 000	300 000	350 000
23.	Replacing the window elevator	300 000	400 000	500 000
24.	Bumper replacement	300 000	400 000	600 000
25.	Replacement of the hydraulic steering fluid	150 000	150 000	150 000
26.	Replacement of the hydraulic steering belt	300 000	350 000	400 000
27.	Replacement of the hydraulic steering pump	350 000	400 000	450 000
28.	Replacing the hydraulic steering pump hose	200 000	250 000	300 000
29.	Replacement of antifreeze and fuel oil	200 000	200 000	200 000
30.	Pump replacement	350 000	450 000	550 000
31.	Thermostat replacement	300 000	350 000	450 000
32.	Replacing the spigot	150 000	250 000	350 000
33.	Gasoline pump replacement	350 000	450 000	500 000

34.	Engine injector replacement	250 000	300 000	350 000
35.	Replacing the throttle cable	250 000	250 000	250 000
36.	Brake master cylinder replacement	400 000	400 000	400 000
37.	Brake hose replacement	250 000	300 000	350 000
38.	Brake disk replacement	250 000	300 000	350 000
39.	Replacing the brake fluid	150 000	150 000	150 000
40.	Replacing the rear brake cylinder	300 000	350 000	400 000
41.	Brake drum replacement	300 000	350 000	400 000
42.	Brake system pumping	250 000	300 000	350 000
43.	Clutch cable replacement (manual transmission)	250 000	300 000	350 000
44.	Fuel filter replacement (external)	200 000	250 000	300 000
45.	Changing the cabin filter	150 000	200 000	250 000
46.	Changing the air filter	130 000	130 000	130 000
47.	Replacing the outer grenade	300 000	350 000	450 000
48.	Replacing the steering link	250 000	300 000	350 000
49.	Ball bearing replacement	300 000	350 000	400 000
50.	Stabilizer struts replacement	200 000	250 000	300 000
51.	Replacement of the outer grenade dust cover	250 000	350 000	450 000
52.	Replacement of steering lugs	250 000	350 000	450 000
53.	Replacing the hub (complete)	300 000	350 000	400 000
54.	Replacement of rear and front suspension shock absorber springs	300 000	350 000	400 000
55.	Front and rear suspension shock absorber assembly replacement	300 000	350 000	400 000
56.	Replacement of high voltage wires	130 000	150 000	170 000
57.	Alternator belt replacement	200 000	250 000	300 000
58.	Generator replacement	300 000	350 000	450 000
59.	Sensor replacement	250 000	250 000	250 000
60.	The fuse blows	300 000	300 000	300 000
61.	Connecting the power supply to the wipers	200 000	200 000	200 000
62.	Connecting the power supply to the window elevator	250 000	300 000	350 000
63.	Connecting the power supply to the radiator fan	200 000	200 000	200 000
64.	Moisture entering the underhood space	300 000	300 000	300 000
65.	Replacement of underhood electronics	1 000 000	1 200 000	1 500 000
66.	Replacement of sub-panel electronics	1 200 000	1 500 000	1 700 000
67.	Changing the trambler	250 000	350 000	400 000
68.	Starter replacement	300 000	400 000	500 000
69.	Replacing the tail light bulbs	100 000	100 000	100 000
70.	Replacing the headlight bulbs	100 000	100 000	100 000
71.	Replacing fog light bulbs	120 000	120 000	120 000
72.	Replacing the klaxon	150 000	150 000	150 000
73.	Replacing the windshield washer nozzles	100 000	100 000	100 000
74.	Replacement of license plate light bulbs	100 000	100 000	100 000

2. As part of the “AutoAdvocate” Subscription :³

No. n/a	Name of services within the AutoAdvocate Subscription provided on a one-time basis	Tariff amount	
		Fixed tariff, soum including VAT	Variable tariff, % / soum including VAT
1	Assistance in obtaining insurance payment in case of road traffic accident	500 000	10% of the paid-up amount
2	Legal advice	150 000	-
3	Preparation of complaints/applications to challenge actions/inactions of police officers	700 000	-
4	Pre-trial dispute resolution	300 000	10% of the paid-up amount
5	Preparation of a petition/application for the court on disputes arising from a road traffic accident	1 000 000	-
6	Control over enforcement proceedings	500 000	10% of the paid-up amount
7	Control of deadlines for submitting documents to the court	300 000	-
8	Help with Europrotocol	500 000	10% of the paid-up amount

³ Subject to the proviso provided in the Glossary of the Regulations as to the effect of the Appendixes to the Regulations.

Description of Auto Club services⁴

No.	Name of service ⁵	Description / terms of service provision	Applicability of services to Auto Club Subscriptions
1	Medical consultation	The Service includes the following services for Auto Club Members from the Auto Club Business Partner: - counseling and referral services and routing as indicated at Auto Club Business Partner locations; - appointment with a doctor, referral for telemedicine consultation in the offices of the Business Partner of the Auto Club; - 15% discount on the initial appointment with the doctor; - getting information about the schedule of doctors' appointments and services in the departments of the Business Partner of the Auto Club for all types of diagnostics and treatment.	"Roadside Assistance" and "AutoAdvocate".
2	Travel advice	The Service includes the following services for Auto Club Members: - Orientation to tourist destinations; - providing detailed information on the seasonality of countries; - Providing information about visas, immunizations, insurance policies and necessary documents for travel; - Providing information about traveler's tips and tricks: interesting locations, festivals and concerts of world stars.	"Roadside Assistance" and "AutoAdvocate".
3	Delivery of auto parts	The service is provided in case of car breakdown at the Auto Club Member's car, and the delivery of spare parts is free of charge. Selection of auto parts, payment of their cost to the seller shall be made by the Member of the Auto Club independently by prepayment or upon delivery of auto parts on the basis of a receipt from the seller.	"Roadside Assistance"
4	Accident Commissioner	The service consists of car inspection, preparation of photo report and car inspection report for the Member of the Auto Club. In addition, the Member of the Auto Club shall be provided with advice on filling in an application to the insurance company, and services on preparation of a photo report for the Member of the Auto Club shall be provided.	"Roadside Assistance"

⁴ In case other conditions of application/use are established for the services in accordance with the terms and conditions of the concluded Agreements, the terms and conditions stipulated in these Agreements will be applied/used, and not the provisions of this Appendix to the Auto Club Rules.

⁵ The name of the services listed in the table above must be directly provided for in the Member's Subscription, otherwise the service is not provided to the Member.

5	Taxi for the time of car repair	<p>Terms and Conditions of Service to the Member of the Auto Club:</p> <ol style="list-style-type: none"> 1. When a Member applies to the Auto Club in the following procedure, the Auto Club shall verify the data of the Member. 2. The period of service is not more than 1 hour from the date of order. It is possible to receive the service 1 time during the year. The limit for a trip is up to 140 000 (one hundred forty thousand) soums, in case of exceeding this amount the difference is paid by the Member of the Auto Club on his/her own. 3. The order is submitted through the MA "LiTRO", whereby the Member of the Auto Club can order the service only from point A (service station where the car of the Member of the Auto Club is repaired) to point B (drop-off point) without additional stops and deviations from the route. 4. the service coverage area is exclusively the administrative boundaries of cities. 5. The service is provided directly by calling a taxi at the minimum fare in the Yandex Go mobile application. 	"Roadside Assistance"
6	Minor repairs on site	<p>The Service includes the following services for Auto Club Members:</p> <ol style="list-style-type: none"> 1. Replacing the wiper blades. 2. Changing the fuel filter (external). 3. Changing the cabin filter. 4. Changing the air filter. 5. Replacement of fuses. 6. Connecting the power supply to the radiator fan. 7. Relay replacement. 8. Replacing the taillight bulbs. 9. Replacement of the klaxon. 10. Replacing the windshield washer nozzles. 11. Replacement of license plate light bulbs. 	"Roadside Assistance"
7	Hotel booking	<p>Terms and Conditions of Service to the Member of the Auto Club:</p> <ol style="list-style-type: none"> 1. When a Member applies to the Auto Club via the MA "LiTRO", the Auto Club shall verify the data on the Member. 2. The employee of the Motor Club shall specify the name of the hotel, the duration of the stay, check-in and check-out dates. The employee of the Automobile Club also informs the Member that the hotel is paid directly by the Member and not by the Automobile Club. 3. After clarification of all the data, the employee of the Auto Club makes a call to the hotel, places a reservation for him, indicating his data (full name, number, etc.). The service is provided subject to availability of places in the hotel. 	"Roadside Assistance"
8	Taxi order	<p>Terms and Conditions of Service to the Member of the Auto Club:</p> <ol style="list-style-type: none"> 1. When a Member applies to the Auto Club via the MA "LiTRO", the Auto Club shall verify the data on the Member. 2. The service is provided at the expense of the Member of the Auto Club. 	"Roadside Assistance"

		<p>3. The Auto Club employee clarifies with the Auto Club Member points A (boarding point) and B (drop-off point).</p> <p>4. The service is provided directly by calling a taxi according to the fare agreed with the Auto Club Member in the Yandex Go mobile application with the indication of cash payment.</p>	
9	Computer diagnostics	<p>Terms and Conditions of Service to the Member of the Auto Club:</p> <p>1. When a Member applies to the Auto Club via the MA "LiTRO", the Auto Club shall verify the data of the Member.</p> <p>2. Service is provided in the event of faults in the vehicle's electrical circuit.</p>	"Roadside Assistance"
10	Ordering, paying for a hotel or airplane ticket when a car is involved in an accident	<p>The terms and conditions of providing the service to a Member of the Auto Club shall be provided on a one-time basis:</p> <p>1. the Total Service Limit is determined by the terms and conditions of the Agreement (hereinafter referred to as the "Limit").</p> <p>2. The service is provided when the car of the Member of the Auto Club is involved in an accident with the impossibility of its further operation (the car is not running), as well as outside the locality of registration (propiska) and/or residence of the Member of the Auto Club, except for situations involving only one wheel of the car.</p> <p>3. The service applies to only one of two offers - either booking and paying for a hotel or booking and paying for a plane ticket.</p> <p>4. The service is provided only if there are available places in the network of hotels - Business Partners of the Auto Club, located in the country where the Auto Club is located.</p> <p>5. Accommodation is provided only in a hotel located in the place (near the place) where the car of the Member's car was involved in an accident within the amount of the Service Limit and not more than 3 days.</p> <p>6. The Service is provided only if there are available seats on an airplane ticket (economy class) departing from the country of location of the Member of the Auto Club.</p> <p>7. Service is provided in the presence of a document confirming the fact of occurrence of a road traffic accident, issued by the law enforcement authorities of the country where the road traffic accident occurred.</p>	"Roadside Assistance" and "AutoAdvocate"