

**Regulations for
the Single Telephone Number
regarding the activities of «Agroleasing»
Leasing Joint-Stock Company**

I. GENERAL RULES

The present regulations govern the procedure of admission, registration and consideration of applications of legal entities and individuals, coming under the Single Telephone Number created regarding the activities of «Agroleasing» Leasing Joint-Stock Company.

1. «Agroleasing» Leasing Joint-Stock Company has created the Single Telephone Number in order to receive calls and consider them in the prescribed manner.

2. Applications to the Single Telephone Number are accepted by sector specialists on general issues during weekdays (except for public holidays, Saturdays and Sundays).

from 9.00 to 13.00 and from 14.00 to 18.00.

3. When Company employees are considering applications, it is prohibited to disclose the information about applicants without proper express consent of applicants, information being a state secret, trade secret, commercial confidentiality and other secret, protected by law, as well as information, violating the legal rights, freedoms and interests of applicants.

It is not allowed to inquire any information about an applicant, outside the framework of the application topic.

**II. PROCEDURE FOR RECEPTION AND REGISTRATION OF APPLICATIONS,
COMING UNDER THE SINGLE TELEPHONE NUMBER**

4. The following Single Telephone Number has been set for «Agroleasing» Leasing Joint-Stock Company: (0 371) 244 6273.

5. The Single Telephone Number will be communicated to legal entities and individuals through the systems of mass media, by introduction to the website of the Company, as well as in other ways.

6. Acceptance of applications coming under the Single Telephone Number are made by the Office Assistant.

7. Those responsible for receiving calls coming under the Single Telephone Number, must:

- provide their surname, first name, patronymic and position;
- explain that a deliberate provision of false information may cause the prosecution in accordance with established procedure;
- offer the calling person to provide information and details, referred to in paragraph 3 of these Regulations, explaining that otherwise the application may not be considered;
- connect callers to the Supervisor;

- if necessary, in coordination with the Supervisor, connect callers to the Deputy Chairman of the Board, with the Heads of Departments relevant to the issues raised;
- if necessary, on the basis of assignments of the Chairman of the Board of the Company, establish a telephone connection to the regional branches, «Uzmashlizing» LLC subsidiary, «Lizing axborot texnologiyalari» LLC and «Lizing texnika servis» LLC, as well as with other institutions.

8. A person who has applied using the Single Telephone Number, shall call his first name, surname, patronymic, places of work and residence, and in case it is a business entity, he/she shall call the name of a business entity, name of the operating regional branch, mailbox address for sending a response, contact numbers, as well as to present the nature and content of his/her application.

III. FINAL PROVISIONS

9. Leading sector specialists on general issues, departments, as well as those being a part of management of the Company, are personally responsible for examining applications in the prescribed manner and timing in accordance with the nature of the application.

10. Persons (employees) processing the information received on the Single Telephone Number, are individually responsible for its disclosure in accordance with legislation.

11. Persons guilty of violating this order bear responsibility in accordance with legislative acts.

12. Persons who have addressed a complaint or an application, containing slander and insult, may be brought to justice in accordance with legislation.