

jet finance

Future of smart finance



Message from the CEO

Dear Clients, Colleagues, and Partners,

It is my pleasure to present our first Sustainability Report for 2024, prepared in alignment with the Global Reporting Initiative (GRI Standards). This report marks an important step in fostering transparent communication and dialogue with all stakeholders. We believe it is essential to share information about our sustainability activities openly, comprehensively, and responsibly.

Our company continues to grow and strengthen its market position, expanding our client base, team, and partnerships. In this context, we see it as especially important to systematically monitor our performance and assess the impact of our business on the economy, society, and the environment. We are committed to ensuring that our sustainability efforts are increasingly intentional and measurable, while our projects deliver tangible, effective, and socially responsible outcomes.

At the core of our operations lies a responsible and ethical approach—whether in our interactions with clients, partners, or employees. We base our relationships on mutual respect, openness, and integrity. Upholding the principles of business ethics allows us to build trust and foster long-term, reliable partnerships.

We place strong emphasis on customer experience. By listening carefully to feedback, we aim to better understand the expectations and needs of our clients. Our priority is to deliver products and services that truly meet these needs. We strive to make every interaction with us as seamless and effective as possible, ensuring client satisfaction, loyalty, and ongoing support in addressing their challenges. In all circumstances, we stand by our clients, including in difficult situations such as overdue debt, by offering tailored repayment solutions.

We also apply a strict and responsible approach to the credit approval process. Safeguarding clients from excessive indebtedness is a priority, and we conduct thorough assessments of their financial standing and repayment capacity.

Recognizing the growing importance of fraud prevention, we have implemented advanced detection and prevention systems, which are continuously enhanced and adapted to new risks. As part of these efforts, we are proud to be a member of the Anti-Fraud Center, enabling us to stay ahead of emerging threats and to share best practices with leading market players.

We are equally committed to protecting the personal and confidential data of our clients and partners. To this end, we have implemented advanced IT solutions and information security measures that ensure a high level of data protection.

At Jet Finance, we take pride in the fact that our employees are our greatest asset. Our people management approach prioritizes creating a comfortable working environment, providing fair compensation, and supporting continuous professional development and skill enhancement. We firmly believe that it is our team of dedicated professionals—united by shared goals and values—that drives the Company’s success and sustainable growth.

Looking ahead, our primary focus for the coming year will be on expanding our business and diversifying our product portfolio. As part of our strategic plans, we aim to launch new projects in international markets and further develop products tailored to the needs of small and medium-sized enterprises (SMEs). A key element of our strategy will be the introduction and advancement of green finance initiatives, including credit products for the purchase of electric vehicles, aligning with our commitments to environmental responsibility and sustainable development.

In this report, you will find a detailed overview of our approach to implementing strategic initiatives and the results achieved across all areas of sustainability.

Finally, I would like to express my sincere gratitude to our employees for their invaluable contribution to the Company’s growth and the strong performance achieved in 2024. We would also like to extend our deep appreciation to our partners and clients for their trust and for joining us on this journey forward.



Andrey Varnachkin
Founder and Chief Executive Officer



Azamat Seitbekov
Founder and Chief Executive Officer

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About the Company

Jet Finance is one of the fastest-growing non-bank financial companies in Kazakhstan, offering quick and accessible financing solutions. Our services include vehicle-secured loans, microcredit, as well as assistance in selecting cars and installing GPS equipment.

The company Jet Finance was founded in 2018, leveraging the experience of the international group Mogo Finance (now Eleving Group, Latvia). Jet Finance combines a European approach to finance with in-depth knowledge of the local market and a focus on modern technologies.

Thanks to speed, transparency, and flexibility, our Company strives to provide clients with modern financial tools that meet high standards of reliability and customer service.

Our goal is to build mutually beneficial cooperation with our clients by offering tailored solutions for each of them.

Among our individual clients are borrowers who use microcredits to implement their own business projects. Therefore, we are actively developing specialized products for the SME segment and plan to launch them as early as 2025.

In addition, we are considering the launch of a “green” financing product, which will be aimed at motivating our clients to choose more environmentally friendly transport, namely electric vehicles.

jetcar



jetauto



AUTOPARK
MONITORING



jet money



Key Indicators

The year 2024 became the most successful year in the history of Jet Finance. Over seven years, we have gone through the path of formation, and now the company has reached a new level of maturity.

We have systematized internal processes, strengthened risk management, improved portfolio quality and operational efficiency. We also achieved our first financial results confirming the sustainability of our business model.

This year has become a strategic point of reference for further scaling in Kazakhstan and in new international markets.

₸21+ billion

total loans issued

₸15.9 billion

Loan portfolio at year-end

10k+

unique registered users

9

cities trust Jet Finance

100+

dealerships in partnership

4 700+

active Jet Finance clients during the year

90%

NPS

45%

individual clients obtained loans for business purposes

89

employees



Award from the Kazakhstan Stock Exchange for issuance activity at the annual awards ceremony for listed companies based on 2024 results



Jet Car was honored with the prestigious "Choice of the Country 2024" award in the category Car Loan Services of the Year



Jet Finance received the title "Leader of the Year 2024" according to the National Business Rating of the Republic of Kazakhstan – in one of the key categories: Exemplary Taxpayer



Jet Car received the "Star of Quality 2024" award, presented by the National Quality Rating of Goods and Services Star of Quality



Jet Finance was assigned an international rating of 'B-' with a stable outlook by Fitch Ratings

Products

jet money

Money for any purpose
within 8 minutes from ₸100,000

Convenient repayment terms
up to 12 months

Favorable lending conditions



jet car

Within 1 day we provide a car on credit, or issue
cash secured by a car within 1 hour.

Jet Finance's fastest-growing product.



jetauto

Own ecosystem for car sales:

- car lot;
- website;
- scoring system;
- service;
- partner dealership network.



**Installation and maintenance of GPS monitoring
systems in Kazakhstan.**

A proprietary GPS monitoring system for tracking key
indicators and main vehicle functions, including fuel level
and consumption.

The solution makes it possible to locate vehicles even
outside the country. The recovery rate in case of theft
is 98%.

We use only high-quality Teltonika equipment from
official suppliers, adhering to high standards at every
stage – from commissioning to after-sales service.



Why choose us?

Fast:

Fast processing within
1 day without unnecessary
bureaucracy

Convenience:

Easy online application

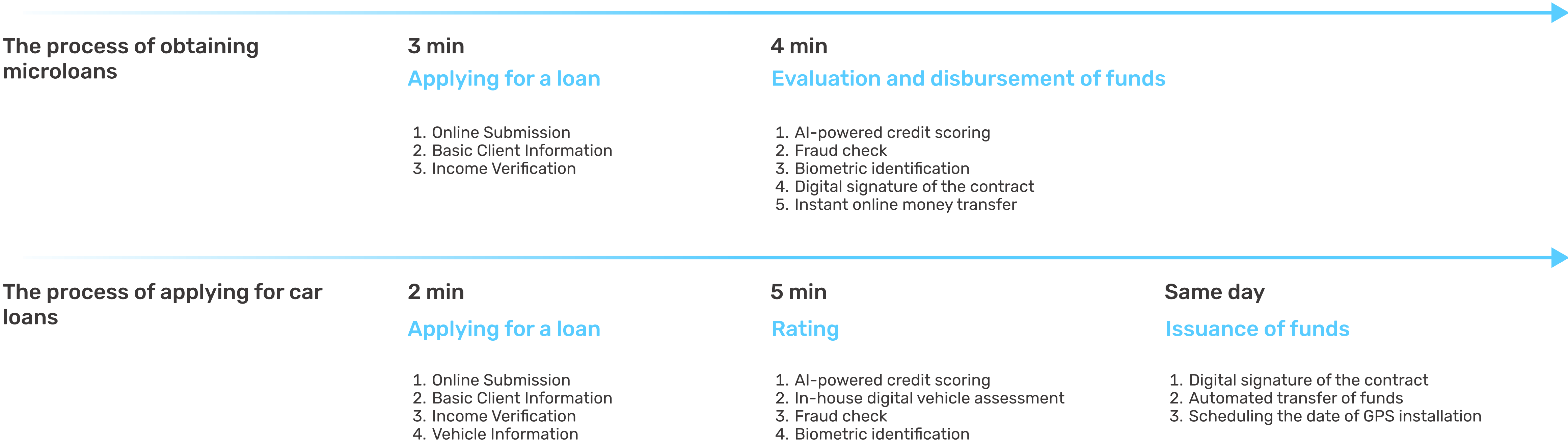
**Individual approach
and support in any
situation**

**High-quality
service and
customer care**

**Transparent
conditions and
convenient
repayment options**

What sets us apart

Jet Finance actively uses its own IT platform and a proprietary scoring algorithm that ensure the automation of the entire microcredit process – from borrower analysis to documentation and accounting. Within the scoring model, data from various sources are applied, such as reports from credit bureaus (PCB), the State Pension Payment Center (SPPC), and databases of the Ministry of Justice. To increase the security of loan obligations issued against vehicle collateral, the Company equips pledged cars with GPS trackers, enabling effective asset monitoring and recovery when necessary.



Our values:

Respect and empathy - we respect and share the feelings of our clients, colleagues and partners.

Openness and communication - we value honesty and transparency in communication, actively share information and are open to dialogue with each other.

Innovation and flexibility - we operate in a rapidly changing market, so we must quickly respond to all changes and seek the best solutions for customers, colleagues and partners.

Result-oriented - we are focused on achieving high results - personal or collective.

It is normal to make mistakes, it is not normal not to learn - we recognize that mistakes are a natural part of the process. It is important to learn from them in order to grow and develop, striving for continuous improvement



Corporate governance

Our approach to corporate governance is based on compliance with legal requirements, current standards and best global practices. We are constantly improving the corporate governance structure, striving to ensure that it is in line with the strategic development of the Company, taking into account current and future changes.

The main management bodies of the Company are the General Meeting of Shareholders and two joint CEOs (co-CEOs).

The General Meeting of Shareholders performs a control function, including approval of annual financial statements, approval of key changes and strategic decisions, as well as consideration of critical issues related to the Company's activities. In order to ensure transparency and awareness of shareholders, we regularly report on the key results of the Company's activities.

The Company has two joint CEOs (co-CEOs), each of whom has clearly defined areas of responsibility.

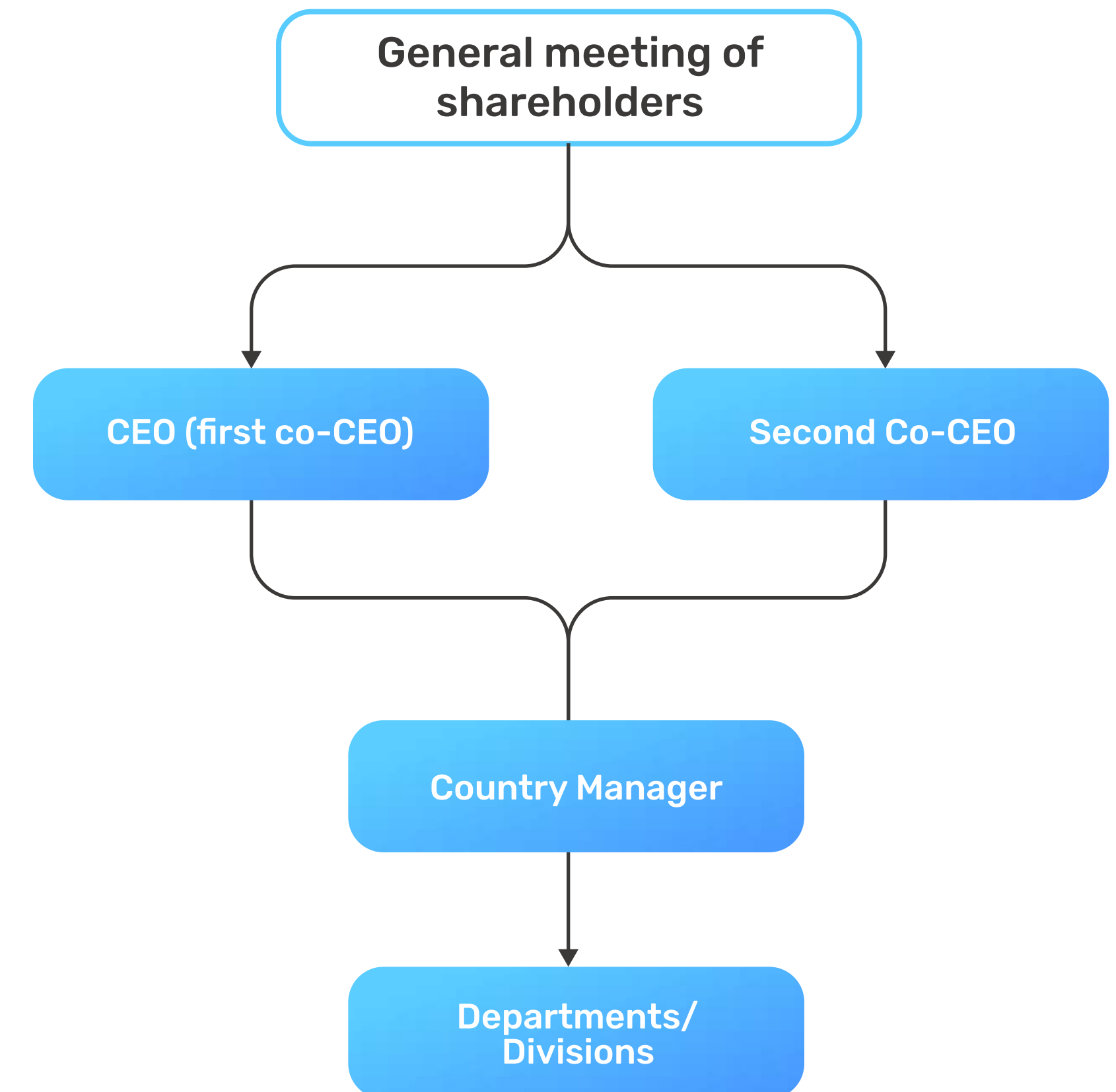
The first co-CEO is the legal CEO of the Company, responsible for strategic planning, making key decisions and determining the directions of the company's development. His responsibilities include making key decisions on strategic development, business expansion, reorganization, changes in the management structure, as well as determining long-term goals and priority areas of activity.

The second co-CEO is engaged in the operational management of the current activities of Jet Finance. He approves the organizational structure, staffing, policies and regulations, organizes the daily work of the Company, as well as ensures the functioning of all business processes and maintains stable operational activities of the Company.

This model of joint management allows us to ensure a balance between strategic development and operational management, increasing the efficiency and transparency of processes within the Company.

In 2025, our Company plans to expand its business by opening a new division in the United Arab Emirates, which fully reflects our strategy for expanding our international presence.

In connection with plans to expand the geographic presence of Jet Finance, we have a Country Manager¹, who, together with the second co-CEO, is responsible for the operational management of the Company in the country of presence - Kazakhstan. It is also planned to appoint a Country Manager to manage the Company in the UAE.



Risk Management

Jet Finance's business model is based on a strategically sound and systematic approach to managing risks and opportunities, which plays a key role in achieving both the Company's strategic and operational goals. This approach ensures the minimization of potential threats, promotes sustainable business development and increases its competitiveness.

The Company regularly improves its risk identification, analysis and monitoring tools. Clear limits and internal control procedures have been implemented, allowing for a timely response to emerging risks and adaptation to changing external conditions.

Responsibility for the implementation of the risk management policy is distributed throughout the Company - from individual employees to management, which contributes to the formation of a culture of responsibility and a proactive approach, and ensures the effective integration of risk management into everyday operational processes.

General control over the risk management system is carried out by the second co-CEO, the Chief Risk Officer and the relevant department. The co-CEO approves strategic priorities in the field of risk management and monitors the compliance of the organizational structure with these priorities. The Chief Risk Officer and his team are responsible for systematically assessing risks, developing and implementing corrective actions, and regularly monitoring their effectiveness. If necessary, they initiate improvements to increase the Company's adaptability and the resilience of the business model to external challenges.

This management model allows Jet Finance not only to reduce the likelihood of adverse events, but also to take advantage of emerging opportunities in a timely manner, maintaining long-term profitability and business sustainability.

Risk Management

Jet Finance carries out comprehensive management of the main risk categories based on the principles of transparency and compliance with regulatory requirements. The risk management system includes structured procedures for assessment, monitoring and adaptation aimed at reducing the impact of both external and internal factors.

Credit risk is associated with potential losses in the event of default by borrowers and counterparties. To minimize it, a multi-level system of assessing the solvency of clients, setting limits, monitoring current debt and analyzing collateral is implemented. Reserves for expected losses are calculated in accordance with best industry practices.

Liquidity risk is the risk that the Company will not be able to meet its obligations when they fall due under normal or unexpected circumstances. This risk is managed through regular cash flow modeling, maturity analysis, and maintaining access to short-term funding. The Company ensures sufficient liquidity to operate in both normal and stress scenarios.

Market risk is the risk that the fair value of future cash flows from financial instruments will fluctuate due to changes in market variables such as interest rates, foreign exchange rates and equity prices. The Company manages market risk, including interest rate and foreign exchange fluctuations, through sensitivity analysis and assessment of the impact of changes in macroeconomic factors. No significant concentrations of market risk have been identified, other than foreign exchange transactions.

Price risk is the risk that the market value of assets will change as a result of fluctuations in market prices, regardless of the reasons for these changes. Price risk is mitigated by diversifying an investment portfolio and regularly assessing market volatility.

Operational risk is the risk arising from technological failures, human errors, fraud or other external events that may harm Jet Finance's reputation, lead to legal consequences or financial losses. The company minimizes this risk through internal control systems, independent audit, personnel training and process automation. Particular attention is paid to protecting reputation and regulatory sustainability.

Currency risk is the risk that the value of a financial instrument will fluctuate due to changes in exchange rates. To manage currency risk, the Company uses hedging, diversification of the currency position and control of transactions associated with currency exposure.

ESG agenda

Jet Finance recognizes its responsibility and significant impact on economic development, social well-being and the environment.

As part of effective corporate governance, ESG issues are not considered in isolation; on the contrary, they are integrated into all levels of the Company's management system - from strategic planning to operational processes and control. Interaction with stakeholders is also carried out regularly and is an integral part of decision-making at each level. This approach ensures that our sustainability goals are consistent with the business strategy, contributes to increased trust and responsibility, and helps the Company adapt to changing environmental requirements.

Currently, the Company does not have a specially appointed person responsible for managing sustainability issues. Instead, responsibility for the direct management of sustainability initiatives is distributed among the relevant departments. These units collect, analyze and consolidate data, and implement activities that meet the modern requirements of the ESG agenda, thus ensuring support and development of initiatives in this area.

Co-CEOs also actively participate in the management of environmental, social and economic aspects of the Company's activities, monitoring results in the field of sustainable development, as well as approving the goals, values and statements of the Company's mission, strategy, policy and objectives related to sustainable development.

Policies and management structures in the field of sustainable development are enshrined in the relevant internal documents for each area of activity.

Contribution to the UN SDGs

Jet Finance expresses its commitment to the UN Sustainable Development Goals (SDGs), adopted in 2015 by the UN General Assembly, and strives to contribute to their achievement.

We have carried out a comprehensive analysis of our activities and identified two key goals, as well as five additional ones, to which our contribution is most noticeable:

1 NO POVERTY

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

11

Contribution to the UN SDGs



We provide equal and inclusive access to financial services for a variety of categories of citizens, as well as opportunities to obtain both unsecured financing and loans secured by cars, which contributes to poverty reduction. We regularly conduct debt settlement procedures and apply responsible financing practices that help strengthen the financial stability of clients and reduce the risk of falling into a debt trap.



We provide equal and decent wages, create conditions for comfortable work, career growth for all employees, and provide opportunities for professional training. We support the development of small and micro businesses by providing the opportunity to receive financing for business purposes and plan to launch a product line specifically for the SME segment, contributing to the creation of jobs and the development of the financial sector.



We provide employees with access to professional training and skills development to enhance their skills.



We provide equal conditions for career growth and training for all employees regardless of gender, as well as actively promoting the principles of gender equality and non-discrimination in the work environment.



We ensure that there is no discrimination in loan decisions and strive to reduce existing barriers to obtaining financing by improving the application review process.



We monitor compliance with ethical principles and anti-corruption policies, investigate violations and prevent the risk of corruption through internal controls, training and the development of a culture of transparency and responsibility.



We collaborate with other organizations and government agencies to improve efficiency and expand opportunities.

Customers are the focus

Responsible Practices

Clients are Jet Finance's top priority.

At Jet Finance, we are convinced that the trust of our clients is the foundation of the Company's successful and sustainable development, and our greatest asset. We always strive to engage with clients respectfully and professionally, placing their interests at the center of everything we do. This principle underpins our approach to both day-to-day operations and business development.

Our values — honesty, responsibility, respect, and customer focus — form the basis of everything we do: from the very first interaction and loan issuance to the full repayment of a microloan and the final payment. We continuously work to provide products and services that best meet the individual needs of each client. We ensure qualified service, deliver clear, transparent, and timely information about all our offers and terms, and guarantee prompt and fair responses to complaints and inquiries. In 2025, the Company also plans to implement a Customer Rights Protection Policy, to safeguard the rights and interests of our clients at the highest level.

We adhere to the principles of transparency, accuracy, and completeness of information about our services and microloan conditions, while also complying with all legal requirements of the Republic of Kazakhstan.

We guarantee that all microloan terms are complete, clear, and accessible to everyone. We do not use fine print or hidden clauses that might mislead clients or complicate their understanding of contractual terms. Our loan application process is designed to ensure that clients have the opportunity to review all loan conditions and obligations before signing. We are always ready to answer any questions and provide personalized problem-solving to deliver the best possible service. All necessary information is also available on our official website, so anyone can review the conditions in advance and ask questions through our communication channels.

Jet Finance strictly complies with all regulatory requirements and standards, including those related to environmental, social, and economic impact, product and service information, labeling, and marketing communications such as advertising, promotions, and sponsorship. In 2024, the Company was not subject to any fines, sanctions, or restrictions for non-compliance with these requirements.

Responsible Practices

We strive to adhere to the principles of responsible lending, caring for the financial stability of our clients and strengthening their trust in our Company as a reliable and responsible partner.

The Company undertakes the obligation to assess the financial condition of each client before approving a microloan application, in order to prevent potential over-indebtedness and avoid creating additional financial difficulties. As part of this verification process, an analysis of the borrower's solvency is carried out, including the collection and review of the necessary documents and information to determine their debt burden level.

An essential requirement is the confirmation of the client's income through one of the proposed methods, which allows for an objective assessment of their financial situation and ensures that the requested amount corresponds to their capabilities. Data is also requested from the credit bureau to obtain a full picture of the borrower's current obligations and determine their credit history.

If the results of the assessment show that the requested amount exceeds the permissible debt burden, or the client already has significant outstanding liabilities, we propose adjusting the loan amount to a level that does not create the risk of financial difficulties. In cases where issuing the loan would jeopardize the client's financial stability, we reserve the right to refuse the microloan application.

Debt Resolution Support

We place special emphasis on the financial well-being of our clients and strive to provide maximum support in difficult situations. For this reason, when circumstances arise that make it challenging for clients to meet their obligations, we regularly conduct individualized procedures for resolving overdue debt.

Any client can reach out to us through any available communication channel to request assistance with overdue debt resolution. In such cases, we carefully analyze the situation, engage actively with the client, and, where necessary, offer tailored support, including customized repayment schedules and debt restructuring options. We are always on the client's side, guided by their rights and best interests. In 2024 alone, 103 clients were granted individual repayment schedules with deferments and restructurings, including principal debt, totaling more than ₸500,000.

Our Company attaches great importance to the safety and well-being of its clients. In the event of unforeseen emergencies, we are always ready to step in and provide the necessary assistance. We closely monitor developments across the country and respond promptly to events in order to minimize risks and ensure stability for our clients.

In the spring of 2024, several regions of Kazakhstan experienced large-scale floods – among the most severe in the last 80 years. In response to these extraordinary circumstances, we took all necessary measures to support our borrowers affected by the disaster. As part of our policy, we offered tailored solutions aimed at easing the financial burden, provided options to revise repayment schedules, and assisted in resolving emerging challenges.

We also extend support to borrowers called to compulsory military service, granting them loan repayment deferrals of up to 14 months. This measure helps reduce their financial burden and maintain stability during their service period. In 2024, deferments were granted to 76 clients, amounting to approximately ₸400,000.

We are always focused on finding the most comfortable and effective solutions for our clients, and we are committed to going the extra mile to help them overcome temporary difficulties while preserving long-term, trust-based relationships.

Ethical Communications

We consider it fundamentally important to maintain transparent, open, and ethical communication with all those who interact with the Company: clients, employees, partners, investors, regulators, and other stakeholders.


To achieve this, we use a variety of communication channels – email, hotline, messengers, social media, website chat, face-to-face meetings, partner communications, and internal corporate channels. We ensure that anyone can reach us at a convenient time and on any matter. All inquiries are recorded, tracked, and receive a timely, complete, and well-substantiated response.

Our professional call center and dedicated managers are responsible for handling incoming requests from clients and partners. In 2024, we received approximately 1,500 inquiries, 104 of which were complaints. We review 100% of all inquiries, conduct objective and thorough investigations when necessary, and provide detailed feedback no later than 15 calendar days. The same principles apply to requests received from partners, regulators, and investors: all queries receive comprehensive responses within the established deadlines. The HR department is responsible for prompt communication with employees, while specialized staff engage with regulators and investors.


Ethics and respect are the cornerstones of our communication policy. We strictly prohibit aggression, discrimination, pressure, or threats in any form of interaction – whether with clients, employees, partners, or other stakeholders. To minimize risks of inappropriate behavior, our employees undergo regular training, and the quality of communications is monitored by our internal quality control department. All calls and correspondence with clients and partners are recorded and stored, selectively reviewed daily, and feedback is collected through follow-up calls and dedicated surveys. All feedback and inquiries – from clients, employees, partners, or regulators – are analyzed to identify problem areas and improve our processes. In cases where violations are identified, we conduct case reviews, provide additional training, or apply disciplinary measures, up to and including termination of employment. This systematic approach enables us to maintain a high level of professionalism and ethical standards in all stakeholder interactions, respond promptly to emerging issues, and prevent potential risks.

In 2024, no confirmed cases of human rights violations, discrimination, or unethical communication were recorded.


Communication channels:




Mail info@jetfin.kz



Hotline [+7 \(775\) 030 00 77](tel:+77750300077)



[WhatsApp](#)



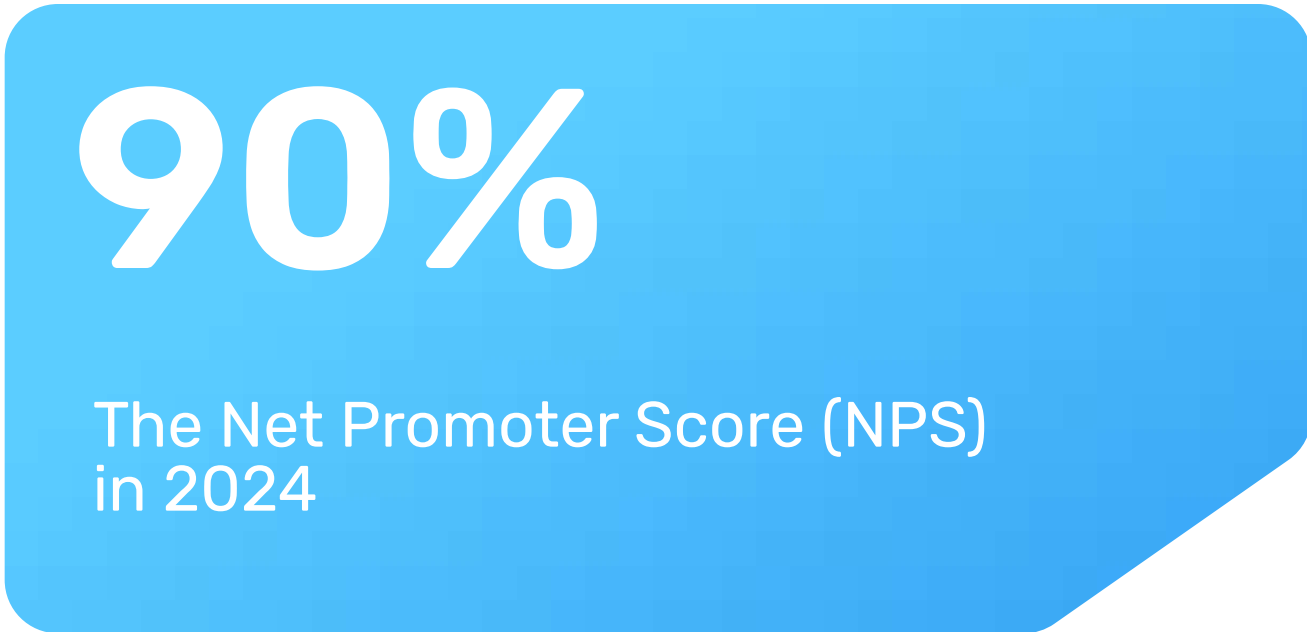
Leave a message on [the website](#)

Customer Satisfaction

Customer satisfaction is of paramount importance to us, which is why we continuously monitor and analyze its level. Each month, for every product we offer, we conduct measurements and surveys of the Net Promoter Score (NPS), allowing us to receive objective feedback. The results are carefully analyzed to identify potential shortcomings, and corrective measures are implemented to further improve the quality of our services.

In addition to our clients, we also pay great attention to the satisfaction of our partners. At the beginning of 2025, we launched a survey among our partner dealerships to better understand how we can improve our products, enhance the quality of cooperation, and strengthen communication and collaboration.


This approach not only helps us improve our services but also enables us to build long-term and mutually beneficial relationships with both our partners and clients.




Corporate Responsibility

Business Ethics


Business ethics is the foundation of Jet Finance’s corporate culture and plays a key role in ensuring the Company’s long-term success, as well as in maintaining trust and mutual respect both within the team and in relationships with partners and clients. The core principles of business ethics at Jet Finance include:

- 


Integrity and Transparency

We adhere to the principles of honesty and openness in all our interactions with stakeholders. All business processes and communications are built on trust and respect, while information about the Company’s activities remains transparent and accessible to stakeholders.
- 


Respect for Human Rights and Zero Tolerance for Corruption

We strictly comply with ethical standards and internal policies, while striving to minimize the risk of any misconduct. Jet Finance operates under a zero-tolerance policy toward violations of ethical standards, including human rights abuses, discrimination, harassment, corruption, and fraud. We treat such situations with the utmost seriousness and take all necessary measures to mitigate risks.
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Open-Door Policy

Jet Finance maintains an open-door policy, enabling every employee to reach out directly to management or top executives regarding any concerns or to discuss important matters. This fosters a culture of trust and transparency within the Company.
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Strict Communication Standards and Respectful Conduct

The Company enforces professional ethics and communication standards based on openness, loyalty, and mutual respect. We expect all employees to follow these principles in their daily work and interactions. Communication standards are regularly reinforced, including through Welcome training sessions for new employees.
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Whistleblowing Mechanisms

Jet Finance has established clear mechanisms for reporting violations of ethical standards. Employees are encouraged to report any concerns without fear of retaliation, ensuring accountability and continuous improvement of our ethical practices.

Business Ethics

Conflict of Interest

The emergence of a conflict of interest represents a potential risk for Jet Finance, as employees make decisions on a daily basis that may affect the interests of clients, partners, and other stakeholders.

We regularly remind our employees that all decisions must be based solely on an objective professional approach, free from personal preferences or any conflict of interest. The use of personal, family, or financial interests to the detriment of the Company, its clients, or other stakeholders is strictly prohibited. All employees are required to act in accordance with professional standards, objectivity, and impartiality when carrying out their duties.

In the event of a situation that may lead to a conflict of interest, employees are obliged to immediately report it to their direct supervisor, the HR department, or the security service.

These principles are enshrined in the Company's Anti-Corruption Policy and will be further reinforced in our forthcoming Code of Business Ethics.

Human Rights

Respect for human rights is a fundamental element of our business practices in all interactions with stakeholders – employees, partners, and society at large.

Jet Finance is committed to preventing any potential negative impact of the Company on human rights by applying due diligence procedures. In its daily operations, Jet Finance is guided by the fundamental principles set out in the UN Universal Declaration of Human Rights, the legislation of the Republic of Kazakhstan, the UN Guiding Principles on Business and Human Rights, international legal frameworks including ILO declarations and conventions, as well as other international human rights standards.

Jet Finance places particular importance on respecting the dignity and fundamental freedoms of every individual, and on upholding the principles of cultural diversity, as well as gender, national, racial, and other forms of equality. Any form of discrimination, verbal abuse, threats, unwanted sexual advances, intimidation, or harassment in the workplace and communications is strictly prohibited.

The Company also recognizes and guarantees every employee's right to assembly, freedom of association, and the ability to establish or join organizations representing their interests without fear of repercussions.

We strongly oppose and prohibit any use of forced or child labor. Given the specifics of our industry and the legislation of the Republic of Kazakhstan, the risk of such practices in our operations and among our partners is considered minimal. Nevertheless, we remain vigilant in ensuring strict adherence to these principles.

Every employee has both the right and the responsibility to report cases of misconduct to their immediate supervisor or the HR department. We take all such reports seriously and ensure thorough investigation.

Anti-Corruption and Anti-Fraud

Countering corruption and fraud is an integral part of the Company's corporate policy, built on strict principles of business ethics that underpin all of our activities. Any form of corruption, fraud, or bribery is strictly prohibited within the Company. We consistently adhere to a zero-tolerance policy toward corruption, which means complete rejection and prevention of any unlawful or improper actions that could jeopardize the Company's reputation, stability, and business development.

The Company fully complies with the requirements of the current legislation of the Republic of Kazakhstan and follows recognized international and national standards, including the Law on Combating Corruption and other regulatory acts.

An Anti-Corruption Policy has been adopted at Jet Finance, which is mandatory for all employees. Every employee signs a commitment to comply with this policy, which clearly defines the principles of anti-corruption, rules of conduct, obligations to report suspicious activities, and the procedures for responding to identified violations. 100% of employees have been trained and are familiar with the provisions of this policy.

The Compliance Department and the Security Service are responsible for implementing the anti-corruption and anti-fraud policy. They conduct regular inspections, audits, and monitoring of compliance with established procedures, while also cooperating with partners, clients, and external bodies on anti-corruption and fraud prevention matters.

We take all cases of potential fraud extremely seriously, whether they arise from Company employees or from third parties and intermediaries.

All employees are reminded of the inadmissibility of any corrupt or fraudulent practices and of their obligation to act solely in the interests of the Company when making decisions. Employees are prohibited from using their position, internal information, or resources for personal purposes or for the benefit of third parties, as well as from engaging in any actions that may result in personal gain or advantages for themselves or others.

Anti-Corruption and Anti-Fraud

To enhance transparency and ensure timely detection of violations, Jet Finance has established secure reporting channels that enable employees to report potential misconduct without any risk to themselves.

If an employee has evidence or suspicion that a corruption offense, fraud, or conflict of interest has occurred within the Company, they are obliged to report it to the Compliance Department, the Security Service, their direct supervisor, or the HR department.

The Company guarantees that the identity of any employee who reports a violation or potential violation will not be disclosed to third parties – including those implicated in the report – without the explicit consent of the reporting individual.

All reports of potential violations are subject to mandatory investigation by the Security Service. If corruption or fraud is confirmed as a result of the investigation, disciplinary measures are taken, up to and including termination of employment and referral of the case to the relevant state authorities. In addition, we consistently analyze the root causes of such incidents and develop recommendations to mitigate identified risks.

The Company also encourages all stakeholders to report any evidence or reasonable suspicion of corruption or fraud involving Company employees. Such reports are likewise subject to immediate investigation.

In 2024, there were no confirmed cases of corruption or fraud involving Company employees.

Violations can be reported through:



By mail security@jetfin.kz
or ok@jetfin.kz



By hotline
[+7 \(775\) 030 00 77](tel:+77750300077)

Anti-Corruption and Anti-Fraud

We take the protection of our clients' interests and the security of their data very seriously. Therefore, we have implemented systemic, multi-layered measures aimed at preventing and detecting fraudulent activities by third parties.

The Company has developed and implemented a comprehensive framework of measures designed to effectively mitigate fraud risks while ensuring the integrity and resilience of business processes. These measures include internal policies, procedures, regulations, and standards that are continuously reviewed and improved. A key tool in this framework is the automated screening of all applications and transactions through an integrated CRM system. This enables real-time data analysis and the early detection of potential irregularities, significantly increasing response efficiency and minimizing the risk of human error.

All clients and counterparties undergo automated checks against government databases, including sanction lists of Kazakhstan and other jurisdictions. In addition, we apply a dedicated verification system designed to identify and prevent fraudulent schemes. This process incorporates biometric identification, cross-checks through government databases, behavioral analysis, and targeted questions for identity validation.

At every stage of data processing and transaction execution, the system automatically generates alerts in case of suspicious activity or discrepancies. Such cases are escalated to the Security Department for enhanced review and in-depth analysis. Furthermore, for financing requests related to vehicle purchases or collateral, mandatory checks of both the client and the vehicle are conducted by the Security Department at the approval stage. This multi-level protection ensures early fraud detection and minimizes potential risks.

Recognizing the rapid development of artificial intelligence technologies and the growing misuse of tools such as deepfakes for fraudulent purposes, we are collaborating with our partners to integrate advanced AI recognition solutions into our systems. We continuously monitor emerging AI technologies, enhance detection mechanisms, and develop innovative tools to further strengthen the security and reliability of our operations.

Anti-Corruption and Anti-Fraud

In addition, we are integrated with the government database “Mobile Citizens Database (MCD)”—part of the national e-government system, which contains a complete profile of every citizen. As part of our processes, we verify client-provided data against the information stored in this database. In cases of discrepancies or suspicious matches, we initiate an additional verification procedure, which enhances accuracy and security.

Our Company is also a member of the Fraud Transaction Data Exchange Center (Anti-Fraud Center), established by the National Bank of Kazakhstan within the national system for combating financial fraud. The Anti-Fraud Center was created to help financial institutions identify, prevent, and block fraudulent transactions, as well as respond promptly to suspicious activities. The Center enables real-time information exchange between participants, significantly increasing the effectiveness of fraud prevention and reducing risks for both clients and companies. In addition, it maintains a unified database of reported fraudulent transactions, which allows for trend analysis and timely responses to emerging criminal schemes. We provide regular reports to the Center on detected fraud cases. These measures are carried out in close cooperation with law enforcement agencies and key players in the financial sector, reaffirming our commitment to collective efforts in strengthening security and combating fraud.

All these initiatives are part of our comprehensive approach to client protection and fraud prevention in the face of modern technological challenges. In line with our policy, we conduct thorough investigations of 100% of reported fraudulent cases. To support affected clients, we have developed a detailed step-by-step guide that outlines the necessary actions—where to report, how to respond, and what measures to take in case of fraud. This ensures that clients are not left to deal with the issue alone but are guided and supported by us at every stage.

In cases where a microloan has been issued without the client’s knowledge or consent as a result of fraudulent schemes, the Company commits to fully writing off the client’s debt, updating records in the credit bureau accordingly, and independently initiating contact with law enforcement authorities.

Anti-Corruption and Anti-Fraud

Our Company attaches great importance to combating money laundering (AML) and terrorist financing (CTF). We fully recognize the high risks associated with these threats and have implemented a robust framework of measures aimed at their detection and prevention.

Our AML/CTF system includes comprehensive programs covering risk assessment, employee training, customer due diligence, transaction monitoring, as well as investigation and reporting of potentially suspicious activities. We strictly comply with applicable legislation in the area of AML/CTF, including the Law of the Republic of Kazakhstan “On Counteracting the Legalization (Laundering) of Proceeds from Crime and the Financing of Terrorism.”

The Company has developed Internal Control Rules on AML/CTF, which define the key objectives, tasks, and requirements for ensuring compliance, and establish specific procedures to minimize identified risks and provide a systematic approach to risk management. The main objective of internal control is to prevent the Company and its employees from being involved in money laundering or terrorist financing activities, while maintaining the highest standards of responsibility and transparency.

To mitigate AML/CTF risks, we conduct thorough customer identification and verification, including due diligence of their representatives and beneficial owners. As part of the identification program, the Company collects and updates information on clients and their sources of financing. In cases where risks or justified suspicions are identified, we reserve the right to refuse to establish or continue business relationships.

Particular attention is paid to transaction monitoring – we identify threshold, complex, unusual, or suspicious operations, which enables timely response to potential AML/CTF risks. In the event of suspicious transactions, our employees initiate an internal investigation and, where necessary, report the case to competent authorities.

Employee training is an essential component of our AML/CTF system. In 2024, 30 employees completed mandatory briefings and specialized training sessions, ensuring their readiness to detect and respond to potential threats in a timely manner.

Anti-Money Laundering (AML) and Counter-Terrorist Financing (CTF)

Our Company places great importance on combating money laundering (AML) and terrorist financing (CTF). We recognize the high risks associated with these threats and have implemented a robust framework of measures aimed at their detection and prevention.

Our AML/CTF system includes comprehensive programs covering risk assessment, employee training, customer due diligence, transaction monitoring, as well as investigation and reporting of potentially suspicious activities. We fully comply with the requirements of AML/CTF legislation, including the Law of the Republic of Kazakhstan “On Counteracting the Legalization (Laundering) of Proceeds from Crime and the Financing of Terrorism.”

The Company has established Internal Control Rules on AML/CTF, which define the main objectives, tasks, and requirements for ensuring compliance with AML/CTF regulations. These rules set out specific procedures and measures designed to minimize identified risks and provide a systematic approach to risk management. The key objective of internal control is to prevent the Company and its employees from being involved in money laundering or terrorist financing, while ensuring a high level of accountability and transparency in our activities. To mitigate AML/CTF risks, we apply a range of measures, including thorough client identification and verification, as well as due diligence of their representatives and beneficial owners. As part of the identification program, the Company collects and updates client information and sources of financing, and in cases where risks or justified suspicions are identified, we may refuse to establish or continue business relationships.

Particular attention is paid to transaction monitoring – we identify threshold, complex, unusual, or suspicious transactions, allowing timely response to potential AML/CTF indicators. In cases where suspicious activity is detected, our employees initiate an internal investigation and, where necessary, report the matter to the competent authorities. Employee training is an integral part of our AML/CTF framework. In 2024, 30 employees completed mandatory briefings and specialized training sessions, ensuring their readiness to detect and respond to potential threats in a timely manner.

Data Security

Jet Finance takes a firm position on protecting its information resources and safeguarding the confidentiality of clients' personal data. We implement modern monitoring, detection, and rapid response strategies to prevent and neutralize potential cyber risks. The Company regularly invests in new technologies, processes, and the continuous professional development of its employees.

Responsibility for implementing information security measures is distributed across different departments: the team of system administrators, including the senior administrator, is responsible for the security of the external network perimeter and servers, while the development team ensures the protection of confidential data within internal applications and software products.

Our activities in the field of information security and personal data protection – including the storage and transfer of clients' personal data – are carried out strictly in accordance with the legislation of the Republic of Kazakhstan, as well as internal regulations and corporate standards.

The Company's core document governing information security is the Information Security Policy, which defines: key measures for protecting corporate information resources; methods of multi-factor authentication and borrower verification through online platforms, mobile applications, and terminals; requirements for secure storage of electronic communications and documents sent to or received from borrowers, ensuring their integrity and confidentiality; as well as measures to prevent violations by third parties. This Policy is mandatory for all Company employees, as well as external contractors and partners who have access to Jet Finance's information systems and documents.

Our clients are required to provide informed consent for the collection and processing of personal data at the account registration stage on our website. The Company has also adopted a Personal Data Processing Policy, which specifies the types of data collected, the purposes of processing, retention periods, the rights and obligations of data subjects and the Company, as well as the rules for data transfer and protection.

The transfer of personal data to third parties is carried out exclusively under contractual obligations and confidentiality agreements, which prevents unauthorized disclosure and ensures the protection of data subjects' rights.

In 2025, the Company plans to update its existing regulatory framework and develop new documents aimed at strengthening its information security system, improving data protection procedures, and enhancing overall cyber resilience.

Data Security

We pay special attention to information security and take all necessary measures to protect the data stored in our Company's database. Access to the database is strictly limited and granted only to employees whose job responsibilities require working with a specific set of information. Access rights are controlled through regular audits to confirm the relevance of permissions and their compliance with job duties. Administrative access is restricted to developers and system administrators only. The Company has also established Internet Usage Rules and Removable Media Rules, which regulate the use of corporate resources, define permitted and prohibited devices, and establish responsibility for violations.

To minimize the risk of leaks and ensure the security of confidential information, we do not store excessive personal data, such as biometric information. Certain personal data provided by clients when applying for a loan is verified by our external partner – a state operator – which reduces the volume of stored data and lowers potential risks. In 2024, we carried out extensive work to improve our Information Security Management System. We streamlined task-setting and implementation processes by creating a clear structure and procedures for timely threat response and mitigation, introduced monitoring systems, and implemented weekly reporting for better analysis and decision-making. We also significantly enhanced our security infrastructure by fully abandoning physical servers and migrating all systems to a cloud environment, which minimized the risk of failures, improved resilience, and provided more flexible resource management.

Additionally, in 2024, we discontinued the internal file storage system in favor of SharePoint and fully migrated all corporate systems and users to Office 365. This allowed us to establish centralized control, monitor activity, and conduct employee action audits, providing an extra level of information protection. Furthermore, we have alert systems in place to detect suspicious activity and anomalies, and we use only secure data transmission channels, such as VPN. To reduce the risk of data loss, we implemented an automated database replication system that includes daily backups.

In 2024, we also completed a full inventory of all IT equipment, which helped us identify the required volume of hardware and replacement timelines. Based on this analysis, we plan to update several pieces of technical and IT equipment in 2025.

Data Security

At the beginning of 2025, we signed an agreement to implement the information security software “Stakhanovets”, which will enhance data protection and automate security monitoring. In addition, we plan to introduce Identity-Aware Proxy (IAP) to ensure access control to resources based on user identification and context, as well as to engage a consulting company to conduct an internal penetration test of our security system to identify vulnerabilities.

In the coming year, we also plan to expand our talent pool and provide additional employee training aimed at strengthening the effectiveness of our Information Security Management System.

All Company employees sign a Non-Disclosure Agreement (NDA) upon hiring, undertaking not to disclose any information obtained in the course of their duties and to maintain confidentiality even after leaving the Company.

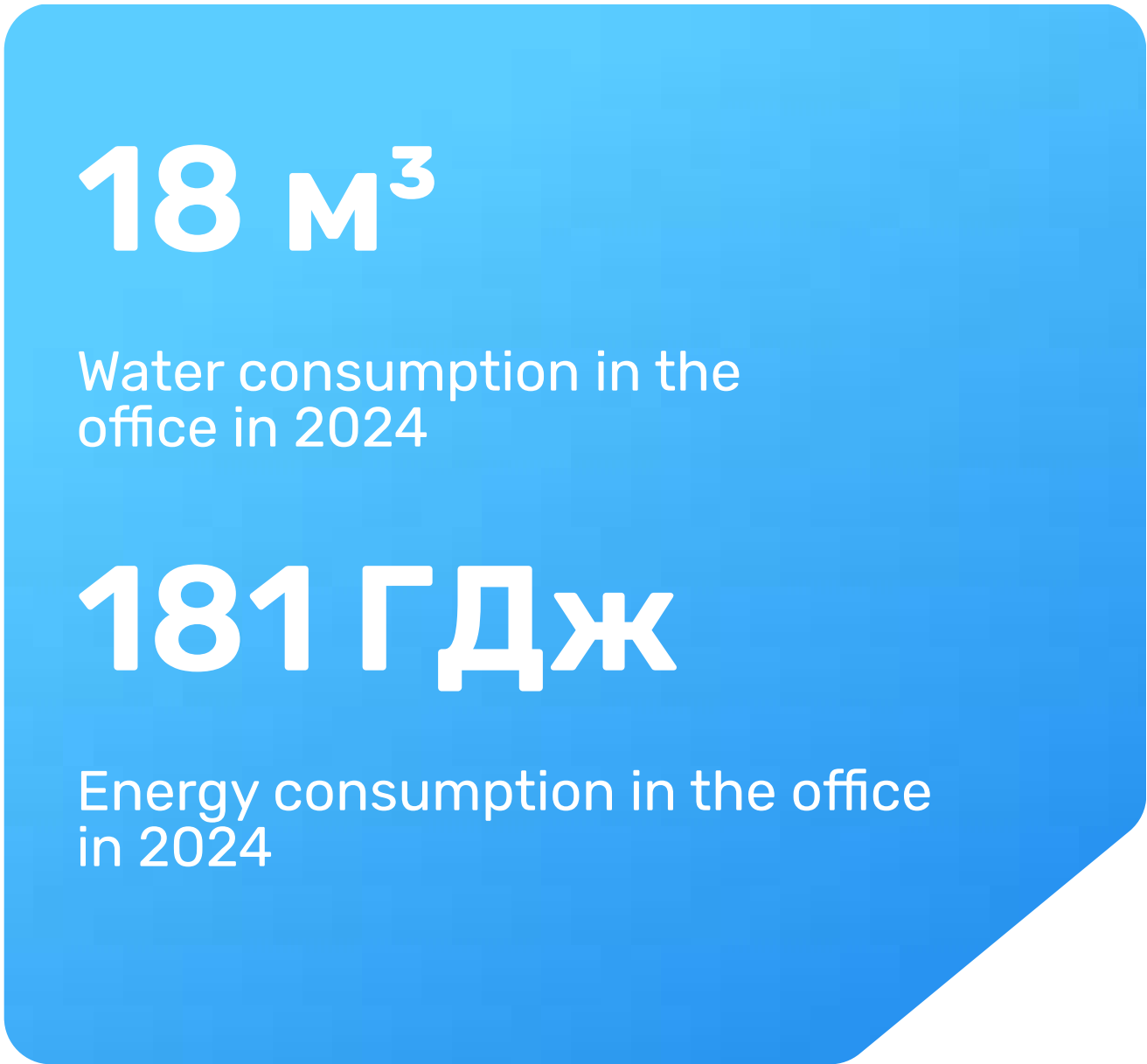
In cases where violations of confidentiality rules or suspicions of potential breaches are identified, employees are obliged to immediately report them to management, the HR department, or the security service. All reports are thoroughly investigated, and if a violation is confirmed, disciplinary measures up to and including dismissal may be applied. In 2024, no cases of data leakage or breaches of confidentiality rules were recorded.

In 2025, we also plan to launch a Whistleblower System, enabling employees, partners, clients, and any stakeholders to anonymously and securely report violations or unlawful activities.

Environmental Responsibility

The Company’s activities do not have a direct negative impact on the environment. Nevertheless, we adhere to the principles of environmental sustainability and strive to minimize our ecological footprint. Responsible use of natural resources and care for environmental preservation are important elements of our corporate culture.

As part of implementing our environmental policy, the Company takes measures to reduce paper consumption by actively encouraging the transition to digital formats for documentation and communications. We also raise employees’ awareness of the importance of using resources such as electricity and water responsibly, ensuring their rational use and fostering a culture of environmentally responsible behavior.



Our employees

Personnel policy

Employees are the main value and driving force of the development of Jet Finance.

Qualified and motivated personnel are one of the key factors of our success, ensuring stability, innovation, and competitiveness in the market. We are convinced that only through a professional and proactive team is it possible to achieve the Company's strategic goals and fulfill its mission.

We pay special attention to the well-being of our employees, creating a safe, fair, and inclusive work environment in which everyone feels valued and empowered to grow. We adhere to the principles of diversity, respect, and trust and strive to create equal opportunities for each team member to realize their potential. As part of our strategy, we implement programs for professional development and personal growth, contributing to the formation of competent and proactive teams ready to adapt to the challenges of the modern market and support the sustainable development of the Company.

The Company's HR policy fully complies with the requirements of the legislation of the Republic of Kazakhstan, as well as international labor law and human rights standards. The main goal of this policy is to attract, develop, and retain highly qualified specialists, as well as to create conditions for their professional and personal growth in a favorable working environment.

Personnel management within the Company is carried out by the HR Department, which is responsible for implementing HR policies, recruitment, adaptation, building motivation and compensation systems, training, and employee development. As part of its activities, the department develops and implements regulatory documents and ensures that all employee rights are respected.

To regulate HR management processes, a unified base of regulatory documents has been established, including provisions on labor relations, internal regulations, and instructions. All new employees are familiarized with these documents upon employment, which ensures transparency and a shared understanding of corporate standards and requirements.



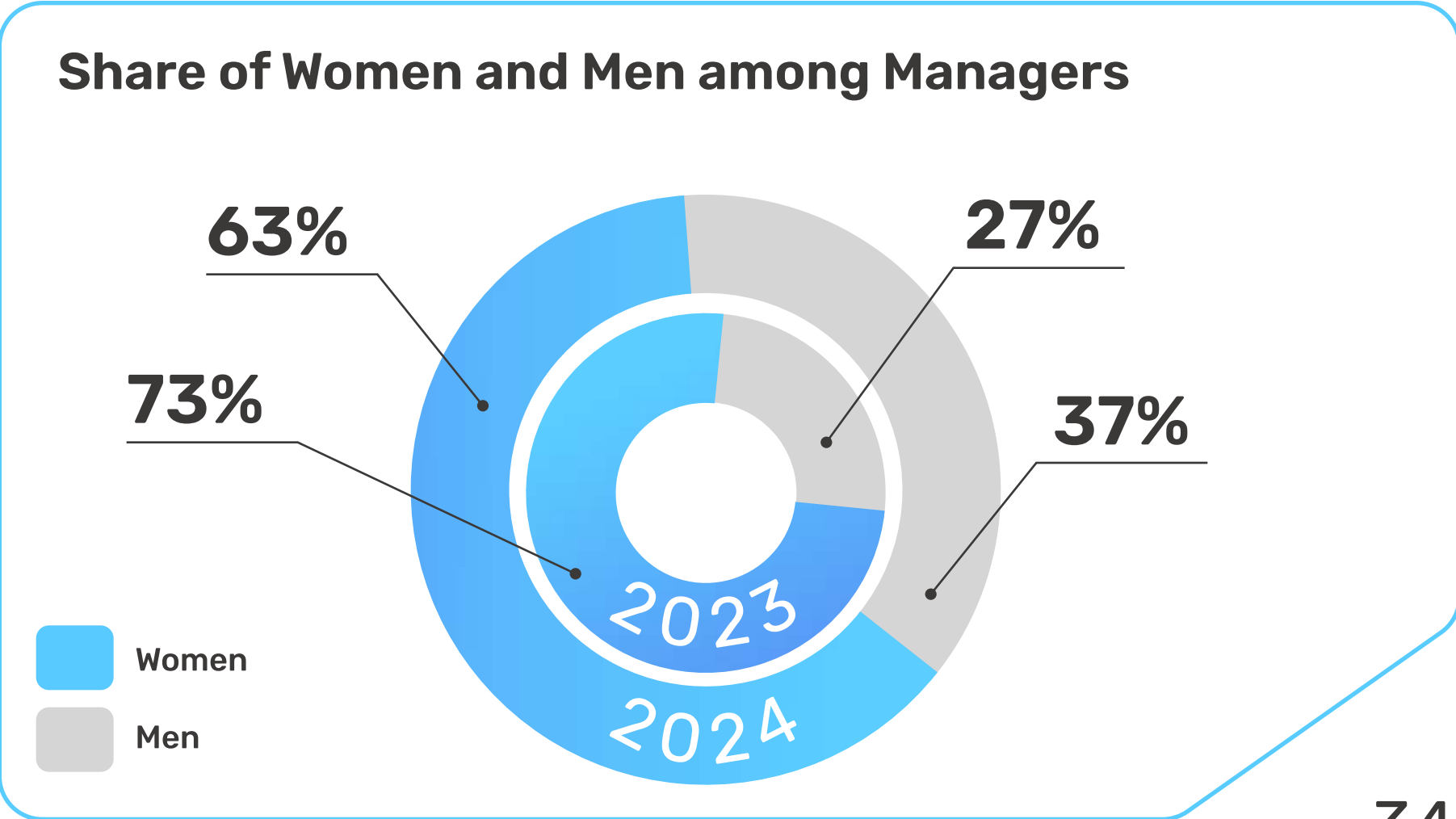
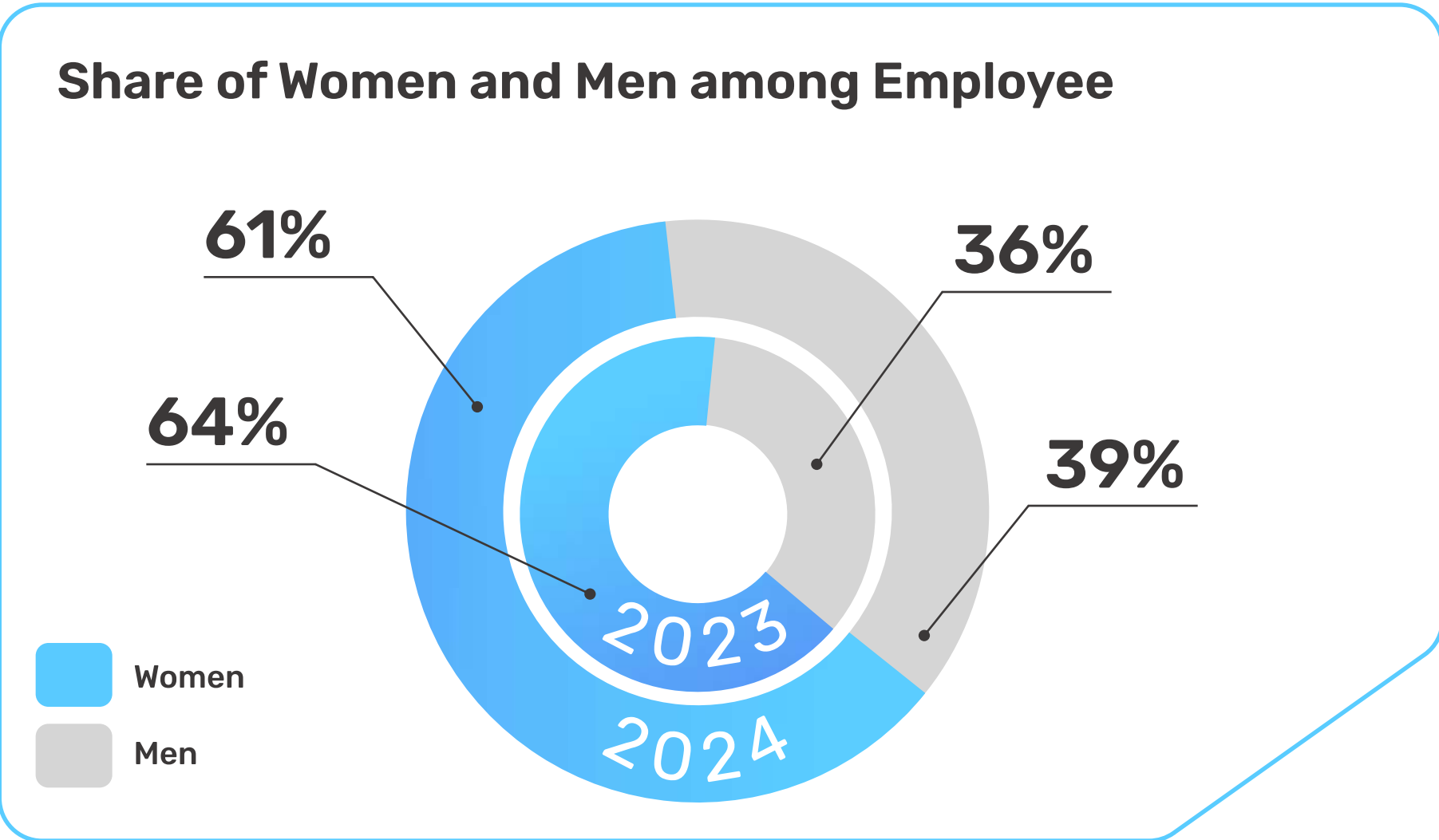
Portrait of employees

At Jet Finance, we strictly adhere to a zero-tolerance policy toward any form of discrimination in our interactions with employees. At every stage of the employment relationship, we base our decisions solely on professional competencies, experience, and personal qualities of employees, regardless of gender, age, race, religion, physical abilities, or political affiliation. This approach ensures equal conditions for all team members, promotes the development of an inclusive corporate culture, and strengthens trust within the team.

To prevent potential cases of discrimination and to respond promptly to any situations that may arise, the Company has established feedback mechanisms, allowing employees to report violations or difficulties safely and freely. In 2024, no cases of discrimination were recorded in the Company.

As of the end of 2024, the Company employed 89 people – a 39% increase compared to the previous year. All our employees work under full-time, open-ended employment contracts.

The Company strives to maintain and improve gender balance within the team. At the end of 2024, women accounted for 39% of all employees, while men accounted for 61%. This represents an improvement compared to 2023, when women made up 36% and men 64%. The share of women in management positions increased even more significantly, rising from 27% in 2023 to 37% in 2024. This progress reflects the Company’s positive efforts to enhance gender balance across the organization.

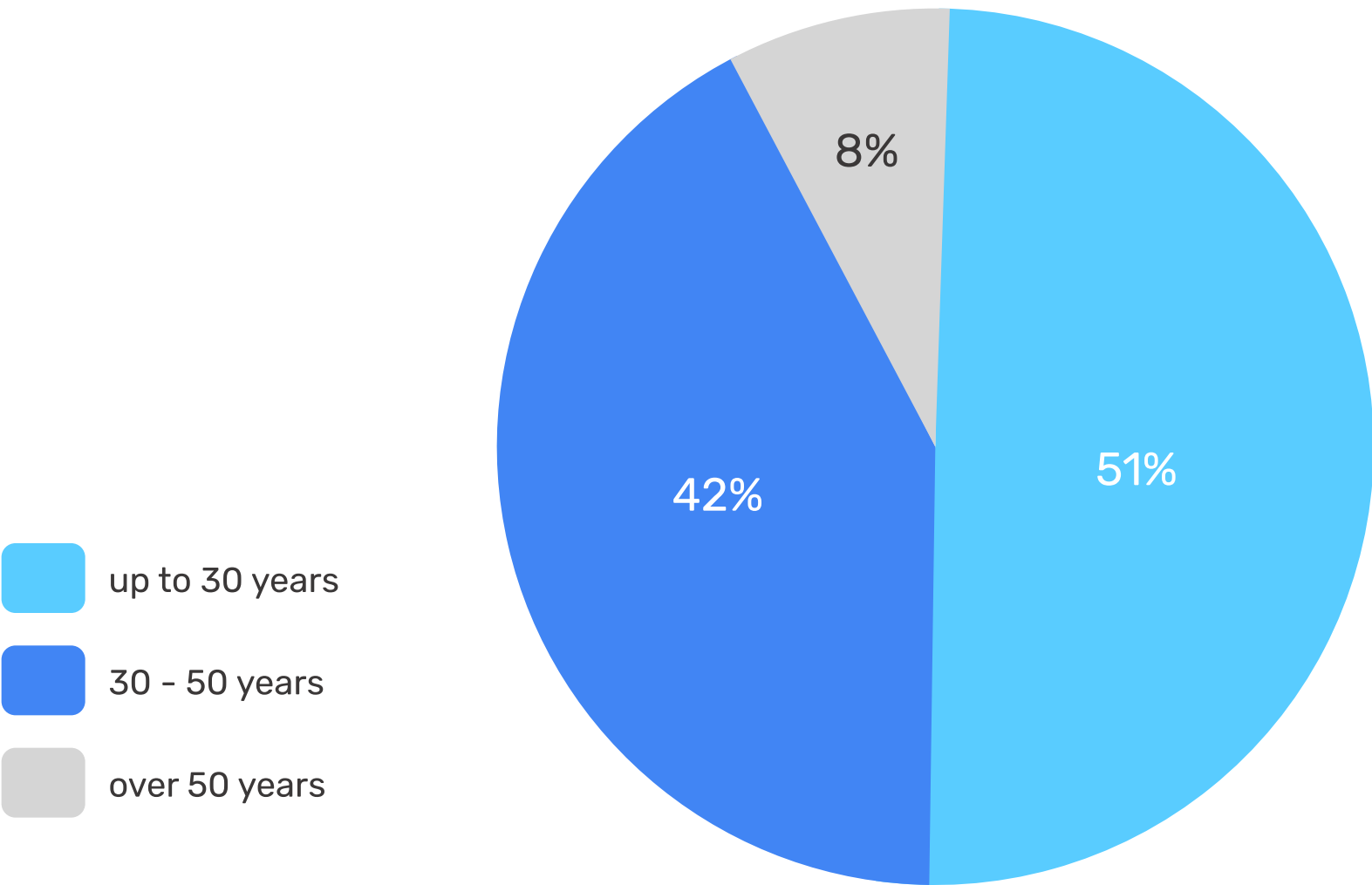


Portrait of employees

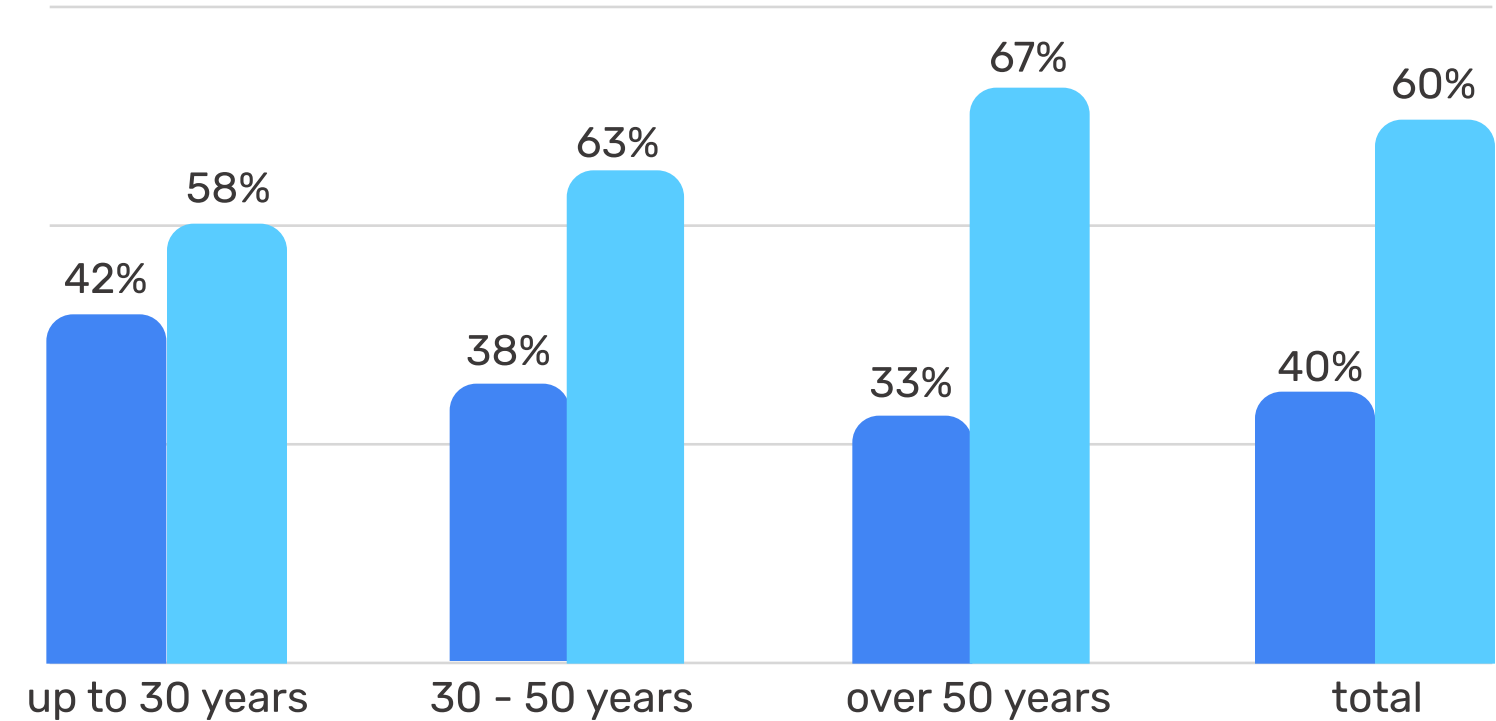
At the Company, we value diversity and ensure equal opportunities for professional growth for both young specialists and experienced employees, supporting their needs and encouraging development.

The foundation of our team is young professionals under the age of 30, who make up 51% of the total workforce. This is driven by the rapid growth of our Company and active recruitment of young talent, whom we aim to train and develop. A significant part of the team also consists of experienced employees aged 30 to 50 – 42%, while senior professionals over 50 years old account for 8%.

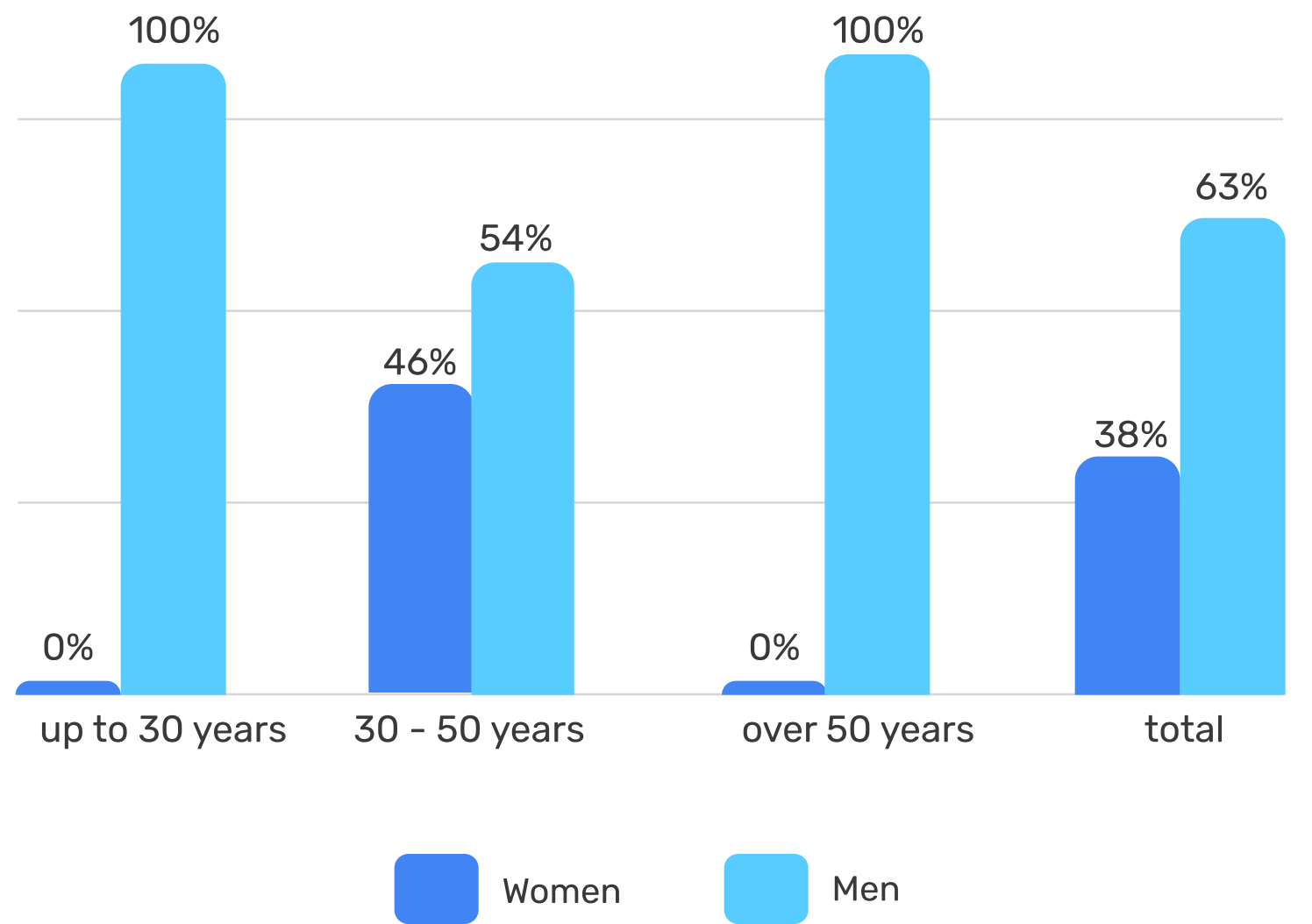
The share of employees of different age groups in the total number



Сотрудники в разбивке по полу и возрасту



Managers by gender and age



Hiring and onboarding

As part of its strategy to attract and retain talented professionals, Jet Finance places great emphasis on the processes of onboarding and recruitment, ensuring maximum comfort and support throughout all stages of the employment cycle – from initial hiring to the conclusion of employment.

To source and recruit employees, our Company uses a variety of specialized online platforms for candidate search, our internal resume database, active collaboration with recruitment agencies, as well as direct search and referrals. This approach allows us to find the most suitable specialists who align with our corporate values and professional requirements. When selecting new employees, we are guided exclusively by the candidates' professional level, skills, and competencies, while strictly adhering to the principles of equal opportunity and non-discrimination based on gender, race, age, or any other grounds. Jet Finance follows the principles of equality in hiring, ensuring compliance with labor legislation and human rights. In the recruitment process, we guarantee openness and transparency, providing equal opportunities to all candidates, including applicants with disabilities, representatives of indigenous peoples, and other social groups. This approach helps us create an inclusive work environment based on respect and equality.

When filling vacancies, we prioritize internal candidates, supporting the career and professional growth of our employees. For this purpose, we have established a talent pool, and individual development plans are created for its members, focusing on long-term professional growth goals.

The onboarding process for new employees is structured and aimed at ensuring a smooth and comfortable integration into the team. On the first day, a welcome meeting is held, during which the new hire meets the team, their manager, and the Company's key internal resources. Each newcomer is assigned a mentor (a colleague or manager) to help them quickly learn the specifics of the job, get acquainted with internal processes, the team, and the corporate culture. HR managers maintain regular feedback with new employees, learning about their experience and addressing any questions, which ensures timely support.

Every new employee is required to sign an acknowledgment form confirming their familiarity with the Company's internal documents, as well as a non-disclosure agreement and other mandatory documents that establish the legal framework of employment. As part of the onboarding process, employees also receive a "Welcome Presentation" containing information about corporate culture, benefits, and internal procedures.

Training for new employees is organized in accordance with job requirements: for example, credit specialists complete an introductory course that includes familiarization with products, microfinance conditions, and customer service standards. This approach ensures a smooth start, the development of professional competencies, and helps maintain high standards of service quality and team efficiency.

At the end of the first month and after the probationary period, adaptation meetings are held to assess the level of integration and provide development recommendations.

Motivation and Performance Evaluation

At Jet Finance, we genuinely care about our employees, adhering to the principles of fairness and transparency. We strive to create conditions that enhance their well-being, professional development, and career growth.

The Company applies both material and non-material motivation systems designed to encourage and support employees. The foundation of our material incentives is a competitive salary level, determined based on qualifications, the complexity of the work performed, as well as the volume and quality of the effort. We guarantee transparency in the processes of salary determination, review, and bonus allocation, all of which are regulated by internal policies accessible to every employee.

To evaluate employee performance, we apply a comprehensive approach that ensures a fair system of recognition and reward. Each year, every employee, together with their manager, defines key performance indicators (KPIs) and sets goals for the upcoming year. Progress is reviewed regularly throughout the year through performance discussions and feedback sessions. At the end of the year, results are summarized, and a 360° feedback survey is conducted, which helps form an objective picture of professional achievements and identify areas for development.

Based on the collected data – KPI results, feedback, and 360° evaluations – salary levels are reviewed, and decisions are made regarding bonus payouts. Bonuses serve as one of the tools for rewarding high achievements, successful KPI completion, and significant contributions to the Company's growth. The performance evaluation procedure and the decision-making process regarding changes in material compensation are transparent and clearly communicated to all employees. Each year, 100% of employees take part in this process.

In addition, the Company provides bonuses for professional development and active participation in the implementation of strategic projects. The motivation system also includes rewards for upskilling, performing cross-functional roles, active involvement in corporate initiatives, and making a significant contribution to the Company's development.

This approach not only improves employee competencies but also fosters a motivated and engaged team, focused on achieving the Company's common goals

Motivation and Performance Evaluation

In addition to the material incentive system, the Company implements a set of programs and benefits aimed at creating favorable working conditions and strengthening employee loyalty. This benefits package includes the following components:



Life insurance and employer liability insurance



Flexible working hours and the possibility of remote work



Financial assistance in the event of childbirth, marriage, or loss of a loved one



Sick leave compensation – the Company fully reimburses 100% of the salary amount during temporary disability



Corporate events and offsite activities



New Year gifts for employees' children



Coverage of participation in sports events



A system of financial incentives for employees with several years of service in the Company

Internal communications

Effective internal communications play a key role in building trust, transparency, and employee engagement. At our Company, we place great importance on open dialogue and regular information exchange, which help strengthen corporate culture and boost motivation.

For fast and convenient interaction, we maintain an internal Telegram channel where up-to-date information about company news, changes, initiatives is posted, and employees’ ideas and suggestions are encouraged. This channel allows us to quickly share important messages and maintain real-time feedback. We regularly conduct open surveys among all employees to collect feedback on each manager. Surveys are carried out anonymously, ensuring honesty and openness of feedback. In addition, we organize various events and initiatives to enhance engagement, such as the “Cosmic Ideas Day,” where employees gather to discuss proposals and share experiences. These meetings create a platform for dialogue, exchange of opinions, and joint problem-solving.

Every three months, we conduct an employee engagement and satisfaction survey. The results are analyzed and used to implement changes in internal processes. This systematic approach helps us understand the team’s mood, identify potential issues, and promptly respond to feedback, thereby fostering a dynamic and motivating corporate environment. Our Company operates an open-door policy, which allows any employee to approach management with any questions or suggestions. Each employee may also contact HR, management, or the security department in case of problems, conflicts, or complaints. We guarantee confidentiality and the absence of any form of retaliation, discrimination, or negative consequences for raising concerns. We are committed to listening to everyone and taking all necessary measures to resolve issues and support our employees.

94%

employees are confident that their work is meaningful and contributes to achieving the Company's goals

89%

employees see prospects for further growth in the Company

85%

employees are satisfied with the opportunities for learning and growth within the Company

Training and Development

To maintain a high level of professionalism and unlock the potential of our employees, the Company implements a comprehensive set of educational programs aimed both at improving qualifications and developing personal competencies. We consider training an integral part of Jet Finance's strategic development and an important tool for enhancing the efficiency of each employee's work.

In 2024, the total volume of training activities amounted to about 2,600 hours, with an average of approximately 27 training hours per employee. This approach ensures the continuous development of professional skills and the updating of knowledge necessary for the effective performance of work tasks.

We continuously improve our training system by listening to employees' feedback and analyzing their needs. As part of this process, we regularly train our customer service employees to provide them with up-to-date information on products, microcredit conditions, communication practices, and standard interaction scenarios. All the necessary information is stored in a single knowledge base, which is regularly updated and contains scripts, guidelines, and current data.

To expand competencies and enhance professional preparedness, we periodically invite external speakers and experts to conduct trainings and masterclasses on relevant topics. For example, in 2024, a training on emotional intelligence was held.

In addition, each employee has the opportunity to independently choose educational programs, undergo advanced training, or acquire additional competencies from external organizations. The Company fully reimburses such training, provided the employee receives approval from their immediate supervisor.

We also actively support the development of language skills by reimbursing English and Kazakh language training for all interested employees.

Occupational Health and Safety

For our Company, employee safety and health protection are top priorities. We strictly comply with all applicable laws and regulatory requirements in the field of occupational health and safety, which ensures the creation of safe working conditions and minimizes potential risks.

Although the Company's activities are not directly associated with hazardous production risks, we treat potential threats with the utmost responsibility. Our office is located in a modern building equipped with all necessary fire safety systems and protective equipment. A specialized contractor is responsible for organizing and monitoring compliance with safety requirements, as well as for the regular maintenance of safety systems.

In the near future, we also plan to launch mandatory training in occupational safety, workplace safety, and fire safety for every new employee before they begin work. This will help us foster a conscious approach to safety issues and minimize potential risks.

In accordance with the Labor Code of Kazakhstan and applicable legislation, all workplace accidents, regardless of severity, are subject to investigation. Based on the results of such investigations, measures are developed and implemented to eliminate the causes of incidents and reduce the risk of recurrence. In 2024, no workplace accidents were recorded in the Company.

We also place great emphasis on creating comfortable working conditions for our employees, which contributes not only to safety but also to disease prevention. The office environment is regularly monitored for lighting levels and air quality, and it is furnished with modern, ergonomic furniture to ensure employee comfort and health throughout the working day.

Applications

Quantitative indicators of sustainable development

Number of employees by type of employment contract

	2024	2023
Number of employees with open-ended employment contracts	89	64
including women	35	23
including men	54	41
Number of employees with fixed-term employment contracts	0	0
including women	0	0
including men	0	0
Number of employees working full-time	89	64
including women	35	23
including men	54	41
Number of employees working part-time	54	41
including women	0	0
including men	0	0

New hires by gender and age

	2024			2023		
	up to 30 years	30-50 years	over 50 y.o.	up to 30 years	30-50 years	over 50 y.o.
Number of new employees	59	48	14	72	58	15
including women	21	17	5	28	23	5
including men	38	31	9	44	35	10

Parental leave

	2024	2023
Number of employees on parental leave	3	0
including women	3	0
including men	0	0
Total number of employees who returned to work after parental leave	0	1
Total number of employees who returned to work after parental leave ended and who are still working 12 months after returning to work	0	1

Quantitative indicators of sustainable development

Quantitative indicators of sustainable development

	2024			2023		
	up to 30 years	30-50 years	over 50 y.o.	up to 30 years	30-50 years	over 50 y.o.
Management	2	13	1	1	13	1
including women	0	6	0	0	4	0
including men	2	7	1	1	9	1
Employees	43	24	6	32	13	4
including women	18	9	2	12	5	2
including men	25	15	4	20	8	2

New hires by gender and age

	2024	2023
Managers	600	400
Employees	2 000	1 100
Women	1 000	500
Men	1 600	1 000

Interaction with stakeholders

The Company builds long-term relationships with stakeholders based on the principles of openness and transparency in communications. This approach helps strengthen trust by ensuring timely disclosure of the Company’s activities, goals, and results, while also creating a platform for constructive dialogue and addressing the interests of all stakeholders.

The Company regularly engages with stakeholders through dialogue, collaboration, and research. This allows us to stay informed about trends and expectations, remain open to new opportunities, and maintain relevance for our partners, clients, and society as a whole.

Forms of interaction

Employees

- CEO communication on current topics, holding meetings and all-hands calls to inform employees about important events, changes, and Company results
- Regular communication from the HR department
- Regular meetings of employees with their direct managers
- Internal Telegram channel for employees
- Annual performance evaluation and feedback collection
- 360° feedback surveys
- Anonymous feedback collection on each manager
- Regular assessments of employee engagement and satisfaction levels
- “Open-door” policy
- Multiple channels available for raising concerns

Clients

- Direct communication with clients to collect feedback
- Mechanism for receiving and handling inquiries and complaints
- Customer satisfaction measurements and research
- Marketing and advertising campaigns
- Information on the Company’s website
- Official Company accounts on social media

Interaction with stakeholders

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The Company regularly engages with stakeholders through dialogues, partnerships, and research. This enables us to stay informed about trends and expectations, remain open to new opportunities, and maintain relevance for our partners, clients, and society as a whole.

Forms of interaction

Authorities and specialized communities

- Regular meetings and direct communication
- Consultations with regulatory authorities and audits
- Annual reports and audited financial statements
- Participation in associations, expert communities, events, commissions, etc.

Shareholders

- Corporate reporting and regular briefings on results or key events
- Meetings
- Official company accounts on social networks and publications in the media
- Joint participation in industry and expert conferences, forums and other business events

Partners

- Participation in conferences, holding personal meetings
- Publication of press releases and materials in the media and social media about the Company's activities
- Cooperation agreements
- Publication of corporate reports
- Channels for communication and appeals

Local community and media

- Publication of press releases and materials in the media
- Information through the Company's accounts in social networks
- Publication of corporate reports
- Participation in various specialized events

About the Report

LLP “Microfinance Organization Mogo Kazakhstan (Mogo Kazakhstan)” (hereinafter referred to in the Report as Jet Finance or the Company) is publishing its first Sustainability Report (the “Report”).

The Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, 2021 edition, and covers the activities of LLP “Microfinance Organization Mogo Kazakhstan (Mogo Kazakhstan)” for the period from January 1, 2024 to December 31, 2024.

The Report is presented in both Russian and English and is available on the Company’s official website: <https://jetcar.kz>.

The document has been approved by the Company’s highest governing body – the two Joint Chief Executive Officers (Co-CEOs).

Assessment of materiality

In accordance with the requirements of the GRI Standards for the preparation of our first Sustainability Report, the process of determining material topics was carried out in line with the principle of double materiality. This principle involves identifying and assessing both the Company’s impact on sustainability aspects, as well as the influence of external factors on the business, strategy, and financial planning.

- The process of defining material topics included several stages:
- compiling a list of relevant topics related to the Company’s activities and impacts;
 - analyzing industry standards, reports of leading international and Kazakhstani companies, as well as sustainability practices;
 - taking into account the requests and feedback from stakeholders, as well as sustainability rating criteria;
 - prioritizing the identified topics based on their importance and level of influence on the business, as well as the

Company’s impact on these topics through stakeholder engagement. As a result of this process, a final list of material topics was formed. These are disclosed in the Report in the most comprehensive and detailed way, ensuring transparency and completeness in presenting information on our key sustainability aspects.

Essential topics:

Responsible financing

Assistance to clients in settling debts

Data privacy

Fighting financial fraud

Comfortable and decent working conditions

Training, development and motivation of personnel

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
2-1	Name of the organization	The company operates in Kazakhstan.	
2-2	Legal entities included in the reporting	The head office is located in Almaty, at the address: 269A Nazarbayev Avenue LLP "Microfinance Organization Mogo Kazakhstan (Mogo Kazakhstan)"	
2-3	Reporting period, frequency and contact information	The Sustainable Development Report is published for the first time Reporting period: from 01.01.2024 to 31.12.2024 This Report was published in July 2025 Contact information is provided on the last page of the Report	
2-4	Revision of information	The Sustainable Development Report is published for the first time	
2-5	External assurance	External assurance of non-financial information was not carried out	
2-6	Business, value chain and other business relationships		About the Company Products
2-7	Employees	Data provided as of the end of the reporting period Information on the number of employees with irregular working hours is not relevant for the Company	Our People Quantitative Indicators of Sustainable Development
2-8	Workers other than employees	There were no such employees in the Company in 2024	

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
2-9	Corporate governance structure and composition		Corporate Governance
2-10	Nomination and selection of candidates for membership of the highest governance body	The supreme governing body is elected and approved by the General Meeting of Shareholders	Corporate Governance
2-11	Chair of the highest governance body	At the end of 2024, the Company did not have a Board of Directors, as well as a Chairman of the Board of Directors	Corporate Governance
2-12	The role of the highest governance body in overseeing impact management	Control over the management of the Company's impacts is assigned to the joint CEOs (co-CEOs)	Sustainability and ESG Management
2-13	Delegation of responsibility for impact management	The heads of various divisions of Jet Finance report to the co-CEO on the management of the organization's impact on the economy, the environment and people independently of each other and with different frequency	Sustainability and ESG Management
2-14	The role of the highest governance body in sustainability reporting	The supreme governing body approves the Sustainability Report	
2-15	Conflicts of interest	The Company takes all necessary measures to prevent and eliminate conflicts of interest. We strictly comply with the legislation of the Republic of Kazakhstan in matters related to potential conflicts of interest in order to ensure transparency and honesty in our activities	
2-16	Reporting critical matters	All critical issues are necessarily consolidated by the head of the legal department and brought to one of the joint CEOs, depending on their nature. In 2024, decisions were made on strategic development, investments, corporate reporting, audit and other key areas of the Company's activities	

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
2-17	Collective knowledge of the highest governance body	The Company does not conduct training on sustainable development issues	
2-18	Assessment of the highest governance body's performance	At present, a separate assessment of the activities of the highest governance body related to monitoring the Company's impacts on the economy, environment and society is not conducted	
2-19	Remuneration policy	Information on the remuneration of members of the highest governance body and senior managers is confidential	
2-20	Remuneration determination process	Information on the process for determining the remuneration of members of the highest governance body and senior managers is confidential	
2-21	Annual total remuneration ratio	Information on the remuneration of members of the highest governance body and senior managers is confidential	
2-22	Sustainability strategy statement	As of the end of the reporting period, the Company has not developed a sustainable development strategy	Sustainability and ESG Management
2-23	Policy commitments		Sustainability and ESG Management

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
2-24	Implementation of policy commitments		Sustainability and ESG Management Business Ethics
2-25	Processes to prevent adverse impacts	The Company has not approved a process for assessing the effectiveness of corporate mechanisms for handling complaints and appeals at the end of the reporting period.	Ethical Communications Business Ethics Anti-Corruption and Fraud
2-26	Mechanisms for seeking advice and reporting concerns	In 2024, only 1 violation was registered, measures were taken to eliminate it, and the Company's activities were brought into full compliance with the requirements of the legislation of the Republic of Kazakhstan.	Ethical Communications Business Ethics Anti-Corruption and Fraud
2-27	Compliance with laws and regulations	Jet Finance is a member of the Association of Microfinance Organizations of Kazakhstan (AMFOK) and the Antifraud Center	
2-28	Membership associations		
2-29	Approach to stakeholder engagement	As of the end of the reporting period, the Company has not developed a sustainable development strategy.	Business Ethics Interaction with Stakeholders
2-30	Collective agreements		

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
3-1	Process for identifying material topics		Materiality Assessment
3-2	List of material topics		Materiality Assessment
3-3	Management of material topics	The management data for each material topic is located in the relevant topic sections.	Materiality Assessment
205-2	Communication and training on anti-corruption policies and methods		Anti-Corruption and Fraud
205-3	Confirmed cases of corruption and actions taken	No corruption offenses were identified in 2024	Anti-Corruption and Fraud
206-1	Total number of legal actions against the organization in connection with the obstacle to competition and violation of antitrust laws and their results	In 2024, there were no recorded cases of legal measures against the Company related to obstruction of competition or violation of antitrust laws	Anti-Corruption and Fraud
207-1	Tax strategy	The Company's tax strategy is to strictly comply with the tax legislation of Kazakhstan.	

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
302-1	Energy consumption within the organization	The Company does not consume fuel from renewable energy sources The Company does not have practices of consuming steam and energy for cooling The Company does not have practices of consuming produced energy	Environmental responsibility
303-1	Interaction with water as a common resource	The Company uses water exclusively for domestic and technical purposes, and the only consumers of water are the Company's office Water intake and discharge are carried out from/to municipal water supply sources (water circulation) In areas with water shortages, the Company does not consume water	
303-3	Water abstraction	Water is taken from municipal water supply sources (water circulation)	Environmental responsibility
401-2	Benefits for full-time employees that are not available to temporary or part-time employees	All our employees work full-time and under permanent employment contracts	Employee profile Motivation and performance evaluation
401-3	Parental leave		Quantitative indicators of sustainable development
402-1	Minimum notice period for changes in the organization's operations	In matters of the period of notification of employees regarding changes in the Company's activities, we fully comply with the legislation of Kazakhstan.	
403-1	Occupational health and safety management system		Occupational safety

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
403-5	Occupational Health and Safety Training for Employees		Occupational Safety
403-8	Employees Covered by the Occupational Health and Safety Management System	The occupational health and safety management system covers 100% of employees	Occupational Safety
403-9	Occupational Injuries	No accidents were recorded in 2024	Occupational Safety
403-10	Occupational Diseases	In 2024, the Company had no recorded occupational diseases or fatalities related to occupational diseases	Occupational Safety
404-1	Average Annual Hours of Training Per Employee		Training and Development Quantitative Indicators of Sustainable Development
404-2	Employee Development and Continuous Professional Development Programs		Training and Development
404-3	Percentage of Employees Receiving Regular Performance and Career Development Feedback	100% of employees receive regular feedback on their performance and career development	Training and Development
405-1	Managerial and Employee Diversity		Quantitative Indicators of Sustainable Development

GRI indicators

Indicator number	Indicator	Comments	Disclosed in the Report under
405-2	Ratio of women's to men's base wages	The amount of base salary is determined solely by professional criteria and does not depend on the employee's gender or age. It is influenced by the employee's qualifications, the complexity of assigned tasks, as well as the volume and quality of work performed.	
406-1	Incidents of discrimination and actions taken	During the reporting period, the Company did not record a single confirmed case of discrimination.	Business Ethics
408-1	Operations and suppliers at significant risk of incidents of child labor	The Company strictly complies with the legislation of Kazakhstan, which establishes a strict prohibition on the use of child labor. In addition, under its corporate ethics framework, the Company enforces a zero-tolerance policy toward any form of exploitation of underage workers.	Business Ethics
409-1	Operations and suppliers at significant risk of incidents of forced labor	The Company strictly complies with the legislation of Kazakhstan, which establishes a strict prohibition on the use of forced labor. In addition, under its corporate ethics framework, the Company enforces a zero-tolerance policy toward any form of forced labor.	Business Ethics
411-1	Total number of incidents of violations affecting the rights of indigenous peoples and actions taken	In 2024, no cases of violations affecting the rights of indigenous peoples and ethnic minorities were identified.	
418-1	Complaints regarding violations of consumer privacy and loss of consumer data	In 2024, there were no complaints or orders related to violations of client privacy or loss of client data.	Data security

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