

Payment card type	Visa Gold/MasterCard Gold/MasterCard Gold PayPass
Issuance and annual card service	
Issuing a card and maintenance of a card account:	
by the basic card:	
- first year of service;	0 tenge
- second and subsequent years;	0 tenge
by the additional card:	
- first year of service;	0 tenge
- second and subsequent years;	0 tenge
Urgent card issuance:	
- for branches, within 3 working days	0 tenge
- for outlets, within 6 working days	0 tenge
Replacing a card at the request of a card holder or issuing a new card to replace a lost or stolen one*	0 tenge
Replacing a card at the bank's initiative	0 tenge
Subscription fee for card service/grace period use (when conducting transactions in Smartbank RBS and purchases of goods/services):	
In case of principal full repayment within the grace period	0 tenge
In case of principal full repayment within the grace period:	
- installment amount within a calendar month less than 200, 000 (two hundred thousand) tenge	2, 000 tenge
- installment amount within a calendar month more than 200, 000 (two hundred thousand) tenge	5, 000 tenge
Crediting and transfer of money	
Crediting of money to a card account:	
In cash:	
- at a Bank outlet cash desk	0.1% of amount
- via informational-payment terminal	0 tenge
- at cash-in ATM	0 tenge
In non-cash:	
- online transfers to the card	0 tenge
- crediting from other banks	0 tenge
Fes for using own funds:	
Receiving cash at an ATM:	
- network of Eurasian Bank	0 tenge
- network of other banks in Kazakhstan (up to 300,000 tenge within a calendar month)	0 tenge
- network of other banks in Kazakhstan (over 300,000 tenge within a calendar month)	1% of amount
- network of other banks outside of Kazakhstan (up to 300,000 tenge within a calendar month)	0 tenge
- network of other banks outside of Kazakhstan (over 300,000 tenge within a calendar month)	1.5% of amount
Receiving cash at a cash desk through a point-of-sale terminal:	
- network of Eurasian Bank, tenge	0 tenge
- networks of other banks	1.5% of amount, min. 350 tenge
Purchases of goods and services:	
- network of Eurasian Bank	0 tenge
- networks of other banks	0 tenge
Non-cash payment for casino/lottery/e-money purchase	1.5% of amount, min. 250 tenge
Payment for services in Smartbank	0 tenge
Transfer from a card:	
- via pay.smartbank.kz	1% of amount + 150 tenge
- online transfers at ATM	1% of amount + 150 tenge
- at a Bank outlet	1% of amount + 300 tenge
Obtaining statements	
Balance inquiry through an ATM or point-of-sale terminal:	
- network of Eurasian Bank	0 tenge
- networks of other banks	0 tenge
Information on the last 10 transactions:	0 tenge
Card account statement:	
- monthly	0 tenge
- additional	465 tenge
- additional, for each month, preceding the two last calendar months	1, 550 tenge
Blocking a lost/stolen card, resetting the PIN code counter, changing the PIN code at ATM	

- if the matter hasn't been referred to the international-exception file	0 tenge
- if the the matter has to go into the international exception file	0 tenge
- changing the PIN code*	0 tenge
- resetting the PIN code counter	0 tenge
Providing a customer with information on card/account activity by SMS	0 tenge
Reimbursement of expenses on provision of information on transactions conducted using an ATM, incl. Video records	
- Reimbursement of expenses on provision of information on transactions conducted using an ATM, incl. Video records*	5,000 tenge
Transfer of payment for an insurance certificate under traveller's insurance agreement on behalf of the insurance company	
Full	17,600 tenge
Light	13,440 tenge
Note:	
* VAT included	