

# Payment Procedure Instructions

## Definitions and Terms:

1. Fund - the Corporate Fund "International Technopark of IT Start-ups 'Astana Hub'".
2. Forum - the International Forum Digital Bridge 2023.

## VIP Ticket Payment Instructions:

Payments via bank cards are processed through Freedom Pay.  
Only VISA and MasterCard are accepted for payment.



Payment Service via the Internet is conducted in accordance with the Rules of international payment systems Visa and MasterCard, based on principles of maintaining confidentiality and ensuring the security of transactions. The most modern methods of verification, encryption, and data transmission through secure communication channels are used for this purpose. Bank card details are entered on the secure payment page of Freedom Pay.

On the data entry page, you will need to input the card number, cardholder's name, card expiration date, and the three-digit security code (CVV2 for VISA or CVC2 for MasterCard). All the necessary information is printed on the card itself.

The three-digit security code consists of three numbers located on the back of the card.

Subsequently, you will be redirected to your bank's page to enter the 3DSecure code, which will be sent to you via SMS. If you do not receive the 3DSecure code, you should contact the bank that issued your card.

## Cases of Payment Denial:

- The bank card is not intended for making online payments. You can verify this by contacting your bank;
- There are insufficient funds on the bank card. For more information about the balance on your bank card, please contact the issuing bank;
- Bank card details have been entered incorrectly;

- The expiration date of the bank card has passed. The card's expiration date is typically printed on the front of the card, indicating the month and year until which the card is valid. For more details on the card's expiration, you should reach out to the issuing bank;

For inquiries regarding card payments or other issues related to the website's operations, please contact us at the following phone numbers: **2222, +7 7172 73 50 89**, or email us at [tickets@digitalbridge.kz](mailto:tickets@digitalbridge.kz)

The personal information you provide (name, address, phone number, e-mail, bank card number) is treated as confidential and will not be disclosed. Your credit card details are transmitted only in encrypted form and are not stored on our web server.

## **Declination of Participation and Refund of Funds**

In the case of card payments, cash refunds are not permitted. The refund procedure is governed by the rules of international payment systems.

- A Forum participant may decline participation in the Forum. To do this, the participant must notify the Foundation in writing (according to the Application in the appendix, with a mandatory attachment of a scanned identity document/passport) by sending an email to [tickets@digitalbridge.kz](mailto:tickets@digitalbridge.kz), no less than 2 days prior to the start of the Forum. The date the Foundation receives the written notification is considered the date of receiving the withdrawal notice. In this case, the amount paid by the Forum participant is refundable, minus any actual expenses incurred by the Foundation.
- If a Forum participant does not attend the event for reasons beyond the Foundation's control and does not notify the Foundation within the specified timeframe, or in the event of non-performance due to the fault of the participant, the Foundation will not refund the fees received for the provided services.
- The Foundation will process the refund to the Forum participant within 30 (thirty) calendar days from the date of receiving the participant's notice of withdrawal from the Forum.