

Rules of the Payment Organization

Terms and Definitions:

1. **Fund** – Autonomous Cluster Fund "Astana Hub";
 2. **Forum** – International Forum **Digital Qazaqstan**.
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Ticket Payment Instructions:

Payment by bank cards is processed through **Freedom Pay**. VISA and MasterCard are accepted for payment.



Online payment services are provided in accordance with the rules of international payment systems **Visa** and **MasterCard**, ensuring confidentiality and security. The latest verification, encryption, and data transmission methods are used via secure communication channels. Bank card data is entered on a secure payment page of **Freedom Pay**.

On the card details entry page, you will need to provide:

- Card number
- Cardholder's name
- Card expiration date
- Three-digit security code (**CVV2** for **VISA** or **CVC2** for **MasterCard**)

All necessary information is printed on the card itself.

The **three-digit security code** is located on the back of the card.

After entering the details, you will be redirected to your bank's page to enter a **3DSecure code**, which will be sent to you via SMS. If you do not receive the **3DSecure code**, please contact the bank that issued your card.

Cases of Payment Rejection:

- The bank card is **not enabled** for online transactions. Please check with your bank.
 - **Insufficient funds** on the bank card. You can verify your balance by contacting the bank that issued your card.
 - **Incorrect card details** have been entered.
 - The **card has expired**. The expiration date is usually printed on the front of the card (month and year). For further details on card validity, please contact your bank.
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Contact Information:

For payment-related inquiries or any other questions regarding the website, please contact us at:

☎ **Phone:** 1818, +7 7172 73 50 89

✉ **Email:** support@astanahub.com

Confidentiality of Personal Information:

The personal information you provide (**name, address, phone number, email, and bank card number**) is confidential and will not be disclosed. Your credit card data is transmitted in encrypted form only and is **not stored** on our web server.