**Content quality** 



## Dear readers!

1. Name of the organization:

For your attention, the corporate website of "E-Finance Center" JSC (hereinafter – the Company) at <a href="https://ecc.kz/">https://ecc.kz/</a> presents the integrated Report on the Implementation of the Action Plan in the Area of the Company's Sustainable Development Policy for 2023 (hereinafter – the Report).

It is important for us to maintain the most transparent and honest dialogue with all stakeholders, and your feedback, suggestions, and recommendations will help us improve the quality and comprehensiveness of future reports, as well as their informativeness and relevance.

In order to assess the level of disclosure regarding various aspects of the Company's activities, as well as to improve the quality of information disclosure and identify material topics, we kindly ask you to complete this feedback questionnaire.

	<ul><li>Please indicate which stakeholder group your organization belongs to:</li><li>Shareholders</li></ul>
	• Partners
	<ul> <li>Creditors</li> </ul>
	<ul> <li>Suppliers of goods, works, and services</li> </ul>
	• Consumers
	<ul> <li>Subsidiaries and affiliated organizations</li> </ul>
	Management and staff
	Government authorities
	<ul> <li>Local executive authorities</li> </ul>
	• Trade unions
	Mass media
	<ul> <li>Public organizations and local communities</li> </ul>
	Business communities (Associations, National Chamber of
	Entrepreneurs, Non-profit organizations)
	International organizations
	• Investment analysts
	• Other (point)

	Very good	Good Satisfactory				Unsatisfactory						
	Ease of navigation											
	Very	Good		Satisfactory		Unsatisfactory						
Value of information												
	Very good	Good		Satisfactory		Unsatisfactory						
	Report s	structure										
	Very good	Good		Satisfactory		Unsatisfactory						
	<b>Overall</b>	rating										
	Very good	Good		Satisfactory		Unsatisfactory						
You	ır suggestioi	ns for improving	g th	e Company's Sustainab	oility	Report:						
	4. Which se	ections of the re	por	t did you find most sign	ifico	ant and useful?						
		• •		de any additional reco ent, style, or format of t		eendations, comments, or 2023 Report						
				e your recommendation gagement with the Com		omments, or observations y's stakeholders						

7. Please assess to what extent the information disclosed in the Company's 2023 Report meets your expectations on the following issues, using a scale from 1 to

## 10 (where 1 means very low and 10 means very high):

1	2	3	4	5	6	7	8	9	10
	1	1 2	1 2 3	1 2 3 4	1 2 3 4 5	1 2 3 4 5 6	1 2 3 4 5 6 7	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8 9

8. Please assess the effectiveness of the following channels of interaction with the Company's stakeholders, including for collecting and considering stakeholders' opinions and suggestions during the preparation of the Report, using a scale from 1 to 10 (where 1 means very low and 10 means very high):

	1	2	3	4	5	6	7	8	9	10
Hotline										
Individual requests										
The website										
Email										
Other:										

9.	Please provide your contact details so that we can reach out to you, if necessary,
	for clarification regarding your assessment of the quality of information
	disclosure and the feedback received:
	Name and Surname:
	Phone number:
	Email address:
10	). We kindly ask you to submit the completed feedback form by to
	the Company's address: 18 Dostyk Street, Astana, Republic of Kazakhstan,
	and/or send an electronic copy of your response to the following email address: