

Service Offer Agreement

Date of placement: December 08th, 2020

This Public Offer (hereinafter referred to as the “Agreement”) shall constitute an official offer of FLG Limited Liability Company, INN 9704019967 (hereinafter referred to as the “Contractor”) in accordance with Article 435 and paragraph 2 of Article 437 of the Civil Code of the Russian Federation to the address of any entity (individual person) having powers to conclude a language service agreement on the website <https://flg-corp.ru/> (hereinafter referred to as the “Website”) owned by FLG LLC with the Contractor under the terms and conditions determined in the Offer, and contain all material terms and conditions of the Agreement. The text of the Offer Agreement (hereinafter referred to as the “Agreement / Offer / Offer Agreement / Service Agreement”) is located at the address: <https://flg-corp.ru/> (hereinafter referred to as the “Website”).

I. Terms and Definitions

1.1. For the purpose of this document the terms used herein shall have the meanings as follows:

“*Offer*” means this document placed in the Internet.

“*Offer Acceptance*” means complete and unconditional acceptance of the Offer by performing the actions specified in the Offer. The Offer Acceptance shall result in conclusion of the Language Service Agreement.

“*Language Service Agreement*” means an agreement between the User and the Contractor for rendering interpreting, translation and other language services in FLG LLC which is concluded by way of the Offer Acceptance.

“*Contractor*” means FLG Limited Liability Company with the legal address: 24 Smolensky Boulevard, building 2, floor/office/room 3/2/18, Moscow, 119002, OGRN 1207700211267, INN 9704019967, KPP 770401001.

“*Customer*” means any individual person, including an individual entrepreneur, and/or a legal entity which has accepted the public offer under the terms and conditions of the Offer.

“*Registration*” means entering of the account details (email, password, etc.) into the registration form on the Website <https://flg-corp.ru/>. A personal account of the Customer (Profile) to gain access to and use the facilities of the Website Service shall be created automatically as a result of registration. Besides that, it shall be allowed to make a payment based on the number of the Request (Request No.) without registration.

“*Bank Card*” means a debit or credit card which serves as an instrument of non-cash settlements and is designed for making transactions of the Customer with the funds kept in its bank accounts or the funds granted as a loan in accordance with the legislation of the Russian Federation or a bank account agreement, or within the established limit in accordance with the terms and conditions of a loan agreement; provided that such debt or credit card may be used by the Customer to pay for the services rendered by the Contractor.

“*Profile/Account*” means a section of the Website of the Contractor protected by the access control system which provides to the Customer an interface for interaction with the Contractor under this Agreement.

“*Website* <https://flg-corp.ru/>” means a facility (a tool kit) which renders information and language services within the framework of this Agreement and locates at the address: <https://flg-corp.ru/>.

“*Customer Interface*” means an interface for interaction of the Customer on the Website which contains information about information services within the framework of the Information Service Agreement and provides analytical information.

In the event of the absence of the definition of any term in the Offer the Parties shall be guided, for the first instance, by the definition established for such term in the legislation of the Russian Federation and, for the second instance, by the definition existing (being in common use) in the Internet.

II. Subject of the Agreement

2.1. The Contractor shall undertake to render information and/or language service(-s), and the Customer shall undertake to accept and paid for the rendered services in accordance with the terms and conditions of this Agreement (Public Offer).

After registration of the Customer in accordance with the procedure established by this Agreement a free-of-charge tool kit shall be provided to the Customer to choose the services. Where necessary and on the discretion of the Customer he/she may acquire in accordance with the procedure established by this Agreement an expanded tool kit by paying its price. The price of the Language Services (tariffs, subscription fee) shall be determined by the Contractor on a unilateral and uncontested basis and specified on the pages of the Website located at the address: <https://flg-corp.ru/>.

2.2. The services stipulated by this Agreement may be used by the registered Customers as well as by the non-registered Customers which have the Request No. obtained directly from the Contractor for payment for the language services using any available method.

2.3. The Contractor shall not be liable for accuracy and correctness of information provided by the Customer upon registration.

2.4. The Customer who has registered on the Website shall obtain individual identification by providing the login and password. Individual identification of the Customer shall allow avoiding unauthorised actions of the third parties on behalf of the Customer and open access to additional services. The Customer may not transfer his/her login and password to any third party. The Customer shall be solely liable for any possible adverse consequences in the event of the transfer of his/her login and password to the third parties.

2.5. The Customer shall acknowledge that for the purpose of this Agreement and, in particular, for the purpose of determination of the used limits and spent resources FLG LLC applies only data of its automated accounting system.

2.6. The Contractor shall not grant any warranties in regard to the use and results (efficiency) of the use of analytical information obtained by the Customer within the framework of the service.

III. Offer Acceptance

3.1. Acceptance of the Offer shall represent a chain of sequential actions of the Customer aimed at concluding the Language Service Agreement, namely: Registration on the Website by specifying e-mail and password; confirmation of the consent to the Agreement and following payment in accordance with the chosen tariff (subscription payment) for the services rendered; or the performance of the above-mentioned actions without registration, but with the specification of the Request No. obtained directly from the Contractor.

3.2. Acceptance of the Offer shall mean that the Customer accepts all terms and conditions of interaction with the Contractor specified in this Agreement. Accepting the Offer the Customer shall expressly agree that:

- the Customer has specified its registration details (including his/her personal data) voluntarily;
- registration details (including personal data) are sent in electronic form through open communication channels in the Internet;
- registration details (including personal data) have been transferred to the Contractor to achieve the objectives specified in the Offer and may be transferred to any third party to achieve the objectives specified in the Offer; the registration details (including personal data) may be used by the Contractor to send to the Customer advertisements and information from the Contractor and/or its partners through the telecommunication networks, among other things, through the Internet, in accordance with Article 18 of the Federal Law On Advertising dated March 13th, 2006;

– for the purpose of additional protection against fraud the registration details specified by the Customer (including personal data) may be transferred to the bank which makes transactions of payment for the services executed on the Website <https://flg-corp.ru>;

– the Customer's consent to the processing of his/her registration details (including personal data) is not limited in time and may be withdrawn by the Customer or his/her legally authorised representative by submitting a written application delivered to the Contractor;

– after receipt of the results of the services rendered to the Customer the Contractor may not be liable for what will happen with the delivered results of the services (possible loss or distribution of personal data contained in the results of the services rendered to the Customer).

3.3. The person which has passed through the Registration and obtained access to the Profile or the Request No. for payment shall confirm by performing those actions that he/she has read the terms and conditions of the Offer, understands them completely and accepts them in full.

3.4. The Contractor shall amend the provisions of this Agreement on a unilateral basis. The Contractor shall notify about such amendments by placing the respective information on the Website at the address: <https://flg-corp.ru>.

3.5. All alterations (additions) introduced by the Contractor in this Agreement shall come into force and become mandatory for the Parties immediately after their placement on the Website <https://flg-corp.ru>.

3.6. All annexes, alterations and additions to this Agreement shall constitute an integral part hereto. It shall be deemed that the Customer has agreed with the new version of this Agreement if the Customer keep using the Website.

IV. Rights and Obligations of the Parties

4.1. *The Contractor shall undertake to:*

– ensure to the fullest extent from the date of conclusion of this Agreement the fulfilment of all obligations to the Customer in accordance with the terms and conditions of this Agreement and current legislation. The Contractor shall reserve the right not to fulfil its obligations under this Agreement in the event of occurrence of circumstances of insuperable force;

– ensure confidentiality of information provided by the service to the Customer and confidentiality of data obtained from the Customer;

– process the Customer's personal data in accordance with the procedure established by the current legislation and the Contractor's policy in regard to the arrangements for processing and providing security of personal data;

– in the event of achievement of the objective of the personal data processing the Contractor shall undertake to cease the processing of personal data or cause such cessation (if the processing of personal data is performed by another person acting on behalf of the Contractor) and destroy personal data or cause their destruction (if the processing of personal data is performed by another person acting on behalf of the Contractor) within the period not exceeding thirty days from the date of the achievement of the objective of the personal data processing unless otherwise provided by the agreement a party, a beneficiary or a principal to which the Customer is, or by another agreement between the Contractor and the Customer;

– in the event that the Customer withdraws its consent to the processing of his/her personal data the Contractor shall undertake to cease the processing of personal data or cause cessation of such processing (if the processing of personal data is performed by another person acting on behalf of the Contractor); and, in the event that the personal data maintenance is no longer required for the purpose of the processing of

personal data, destroy personal data or cause their destruction (if the processing of personal data is performed by another person acting on behalf of the Contractor) within the period not exceeding thirty days from the date of receipt of the specified withdrawal unless otherwise provided by the agreement a party, a beneficiary or a principal to which the Customer is.

4.2. *The Contractor shall have a right to:*

- amend this Agreement, change the tariffs for the services rendered, methods and terms of payment on a unilateral basis by placing them on the page of the Website <https://flg-corp.ru>. All amendments and changes shall come into force immediately after publication and be deemed to be brought to the Customer's knowledge from the time of such publication;
- assign its rights and obligations related to the performance of this Agreement to the third parties without consent of the Customer;
- send to the Customer messages of advertising and informational nature by e-mail or bulk sms messaging with information about discounts, promotional events, etc. Periodicity of messaging shall be determined by the Contractor independently on a unilateral basis;
- change the terms and conditions of the promotional events placed on the Website <https://flg-corp.ru> on a unilateral basis without the Customer's consent by placing such changes on the Website <https://flg-corp.ru>;
- suspend rendering Information Services to the Customer under this Agreement on technical, technological or other reasons preventing from rendering the Services for a period of elimination of such reasons;
- block the access of the Customer to the system for a time or for good for the incompliance with the rules of the service without giving reasons;
- suspend the access of the Customer to the system and terminate this Agreement on a unilateral basis in the event of damage to the business reputation of FLG LLC and/or distribution of knowingly false statements and/or information which compromises the good standing of FLG LLC, among other things, by using social networks, bulk e-mails or other resources in the Internet;
- use anonymised data obtained from the Customer to improve the quality of operation of the online instruments and carrying out of research activity with the following presentation of the results of the research in the public domain (in an anonymised and aggregate form);
- delete the Projects created by the Customer in the service; provided that the Projects have not been used for more than 90 (Ninety) calendar days and absence of activity in the Customer's Account within 45 (Forty five) calendar days with a prior notice to the Customer's electronic address (e-mail).

4.3. *The Customer shall undertake to:*

- get familiarised with the content and terms and conditions of this Agreement, cost of the services offered by the Contractor on the Website <https://flg-corp.ru> before entering into this Agreement;
- for the purpose of the fulfilment by the Contractor of its obligations to the Customer the latter shall transfer all required data which unambiguously identify him/her as the Customer and sufficient for rendering of the services by the Contractor;
- pay for the rendered Information Services under the terms and conditions of this Agreement;
- prepare by himself/herself data required for the use of the instruments of the service;

- comply with all requirements of FLG LLC for the provided data when preparing and entering data for the use of the service;
- not to misuse the possibilities of applying of the instruments provided by the Customer under this Agreement, in particular, not to use the instruments in order to do harm to third parties or FLG LLC;
- not to use solely or with the engagement of the third parties the Information Services and/or options of the Website for the purposes which can be qualified as infringement of the rights of the third parties; not to perform actions which have influence on the normal operation of the service and instruments of FLG LLC or serve for their dishonest use;
- not to transfer to the third parties his/her login and password; all actions performed on the Website using the Customer's login and password or the Request No. shall be deemed to be performed by the Customer; the Customer shall be solely liable to the third parties for all actions performed with the use of his/her login and password; the Contractor shall not bear liability for the unauthorised use of the registration details of the Customer by the third parties;
- keep the details contained in the Profile of the Customer up to date and corresponding to the reality; introduce respective changes in the details of the Customer's Profile within 3 (Three) business days from the date of change of such details; the Customer shall update the details by himself/herself by introducing the respective changes in the Profile;
- present substantiated objections as to the results of the services within 5 (Five) business days from the date of familiarisation therewith; in the event that the Customer has not presented his/her substantiated objections within the specified period the results of the rendered services shall be deemed to be accepted in full and subject to payment.

4.4. *The Customer shall have a right to:*

- refuse to receive e-mails and bulk sms messages; to do this the Customer should click the respective button in the information message or send a message in response to the respective information message via e-mail or send a message to the electronic address of the Contractor specified in the details of the Offer Agreement without giving reasons and without additional expenses;
- access to the statistical data in accordance with the established procedure;
- use the instruments provided by the service according to his/her needs to receive analytical information which they provide;
- manage the possibilities of his/her Account based on the options provided by the service.

V. Cost of the Services, Payment Procedure and Acceptance of the Services

5.1. The Contractor shall provide to the Customer complete and reliable information about the tariffs on the Website as well as by issuing an invoice with the indication of the number of the Request sent by the Customer by e-mail.

5.2. The Contractor shall have a right to change the cost of any of the tariffs (subscriptions), delete the current tariff (subscription), add a new tariff (subscription) on a unilateral basis. In the event of change of the cost of the current tariff (subscription), its deletion or adoption of a new tariff (subscription) the Contractor shall place information about it on the Website <https://flg-corp.ru> at least one day before introduction of the respective change.

5.3. In the event of deletion of the current tariff (subscription) the Contractor shall provide information on the Website about a new tariff (subscription) to which the Customers will be transferred. The Customers

paid the cost of the deleted and/or changed subscription before its change or deletion shall keep using the service to the end of the paid term without additional payment.

5.4. The reporting period of rendering of Information Services shall be established within one calendar month.

5.5. The Customer's obligations to pay for the subscription shall be deemed to be fulfilled from the time of crediting of the funds to the Contractor bank account.

5.6. The services shall be rendered to the Customer on the basis of payment in the time of approval of the results of the service. The Customer shall make a payment in the amount of 100% (One hundred percent) of the total value of the rendered Services using the payment options specified on the Website <https://flg-corp.ru>. The cost of the Information Services rendered by the service shall not be subject to VAT in accordance with paragraph 2 of Article 346.11 of the Tax Code of the Russian Federation.

5.6.1. In the event that the amount of the order is more than 10,000 (Ten thousand) roubles the Customer shall make an advance payment in the amount of 30% (Thirty percent) before the receipt of the results of the services.

5.7. The Contractor shall not guarantee a possibility of a transaction on the Bank Card.

5.8. The Customer shall represent and warrant that he/she is a holder of the Bank Card; enters the required details of the Bank Card knowingly, correctly and completely when paying for the services rendered by the Contractor.

5.9. The cost of the Services shall be written off from the balance of the Customer in the system upon the change of the tariff plan or upon the purchase of additional limits and presented in the Profile in accordance with the cost of the Services to the end of the chosen period.

5.10. For the purpose of accounting of the cost of the Information Services, among other things, in the statistical data of the service, the limits of the Website <https://flg-corp.ru> may be used.

5.11. The Contractor shall not be liable for inoperability and/or temporary inoperability of the payment services. The Customer shall control solely the fulfilment of its obligation to pay under this Agreement. In the event of inoperability and/or temporary inoperability of the payment system the Customer shall use other methods of the fulfilment of its obligations under this Agreement.

5.12. The Contractor shall give the Customer an access to the results of the services after full payment. The access to the results of the services shall be given for an unlimited period.

5.13. The Parties have established that the Services shall be deemed to be rendered by the Contractor in a proper way and accepted by the Customer in the specified scope in the event that the Contractor has not received from the Customer substantiated written objections within 5 (Five) calendar days from the date of expiration of the period of subscription. After expiration of the above-mentioned period the claims in regard to the shortcomings of the Services, including those for the quantity (scope), cost and quality, shall not be accepted.

5.14. In the event that the Customer has made an advance payment, but declined the services without substantiated reasons the advance payment shall not be repaid.

5.15. In the event that the Customer declines the results of the services on a reasonable basis the Customer's payment shall be repaid less the actual expenses for the rendering of the service ordered earlier.

VI. Withdrawal of the Offer

6.1. Withdrawal of the Offer (termination of the Agreement) may be performed by the Contractor in any time, but it shall not serve as a ground for the abandonment of the Contractor's obligations under the

already concluded agreements. The Contractor shall undertake to place a notice of withdrawal of the Offer on the Website <https://flg-corp.ru> with the indication of the precise time of the withdrawal of the Offer at least 12 hours before the fact of occurrence of the event of withdrawal (suspension) of the Offer.

VII. Liability of the Parties

7.1. The Parties shall be liable for a failure to comply or improper compliance with the terms and conditions of this Agreement in accordance with the procedure established by this Agreement and current legislation of the Russian Federation.

7.2. The Parties shall not be held liable for a failure to fulfil their obligations under this Agreement if such failure results from the events of insuperable force ("force majeure"), i.e., extraordinary and unavoidable circumstances in the given conditions, including riots, prohibitive acts of government agencies, fires, acts of God, disasters and other circumstances recognised as such by the Chamber of Commerce and Industry of the region of the respective Party.

7.3. The Parties shall be obliged to notify each other in a written form by e-mail about existence of the force majeure circumstances within 7 (Seven) calendar days from the date of their occurrence.

7.4. If the occurrence of the force majeure circumstances has directly influenced on the fulfilment of the Parties' obligations within the period established in the Service Agreement then such period shall be prolonged for a period proportional to the period of existence of such circumstances.

7.5. None of the provisions of the Offer shall exclude or restrict the Parties' liability for wilful incompliance with its terms and conditions, fraud and deliberately false representations and/or warranties, or unlawful use of the Confidential Information.

7.6. The Contractor shall not be liable to the Customer for the completeness and accuracy of the data provided. The provided data shall not serve as a basis for making decisions, but have exclusively informational (reference) nature. The Customer shall assume liability, and the Contractor shall not be held liable, for any decision of the Customer which is based on the data received from the Website of the Contractor as well as for all consequences of the decisions made by the Customer.

7.7. The Customer shall assume liability for any claim of the third parties related to the receipt, processing and use of information obtained in the course of data processing on the Website of the Contractor.

7.8. The Contractor shall not be liable under this Agreement in any circumstances for: a) any actions/omission resulting directly or indirectly from the actions/omission on the part of the Customer and/or third parties; b) any indirect losses and/or lost benefit of the Customer and/or third parties irrespective of whether the Contractor can foresee a possibility of such losses or not; c) use (impossibility to use) and any consequences of the use (impossibility to use) by the Customer of the chosen option of payment for the Services under this Agreement as well as the use / impossibility to use by the Customer and/or third parties of any other means and/or methods of transfer/receipt of information.

7.9. The aggregate amount of the Contractor's liability, including the amount of penalties (forfeits, fines) and/or damages to be repaired under any lawsuit or claim in regard to this Agreement or its performance shall be limited by 10% (Ten percent) of the cost of Information Services according to the tariffs.

7.10. The Customer shall bear full liability for: a) compliance with all requirements of the legislation, content and filling-in of the forms of the service instruments the access to which is given on the Website <https://flg-corp.ru>; b) reliability of the details specified by him/her upon registration as the Customer and reliability of the representations and warranties of the Customer contained in the Offer.

7.11. In the event that the Customer fails to comply with the terms and conditions of this Agreement the Contractor shall have a right to suspend rendering the Information Services until the Customer has

eliminated such incompliances and reimburse (compensate) in full the losses inflicted on the service thereby and/or terminate this Agreement by sending a notice the Customer's electronic address specified upon registration. Upon termination of this Agreement on the above-mentioned ground the Contractor shall have a right to collect from the Customer by way of deduction the amounts of forfeits and losses charged in accordance with this Agreement.

VIII. Representations and Warranties

8.1. The representations of the Customer presented in this section shall be the representations of the circumstances which have material significance for the Contractor. The Customer shall agree that the Contractor relies on such representations upon conclusion and performance of this Agreement.

8.2. Accepting the Offer the Customer shall confirm and warrant to the Contractor that the former has specified reliable details upon registration.

8.3. The Customer shall give his/her consent to the processing by the Contractor of his/her personal data specified upon conclusion of this Agreement, among other things, for the performance by the Contractor of the actions stipulated in paragraph 3 of Article 3 of the Federal Law dated July 27th, 2006, No. 152-FZ On Personal Data using any methods for the purpose of conclusion and performance of this Agreement.

8.4. The Customer shall enter into this Agreement voluntarily; and upon that the Customer: a) has read in full the terms and conditions of the Offer; b) understands in full the subject of the Offer and this Agreement; c) understands in full the role and consequences of his/her actions in regard to the conclusion and performance of this Agreement; d) has all rights and authorities required for the conclusion and performance of this Agreement.

8.5. The Contractor shall exert all its efforts within the period of validity of this Agreement to eliminate any failures or errors, if any, as soon as possible. Upon that, the Contractor shall not guarantee the absence of errors and failures upon operation in the system or in operation of the external services, including software.

8.6. The Contractor shall not grant any warranties under this Agreement other than those expressly specified in the Offer and expressly refuse any warranties or conditions in regard to noninfringement of the rights and correspondence of the Information Services to the particular purposes of the Customer.

IX. Confidentiality

9.1. The Parties shall agree to keep in secret and consider as confidential the Service Agreement and all information received by either of the Parties from the other Party and marked by the receiving Party as confidential information of such receiving Party (hereinafter referred to as the "Confidential Information"); not to disclose, or divulge, or distribute or provide such information in any other way to any third party without a prior written consent of the Party transferring this information unless otherwise stipulated by the legislation of the Russian Federation.

9.2. Each of the Parties shall take all measures required for protection of the Confidential Information with such degree of thoroughness with which an intelligent and fair party takes the required measures. The access to the Confidential Information shall be given only to those employees of each of the Parties who need it reasonably for the fulfilment of their employment (position) duties aimed at performing this Agreement. Each of the Parties shall bind such employees to assume the same obligations in regard to the Confidential Information which are imposed by this Agreement on the respective Party.

9.3. The Confidential Information shall always remain in the ownership of the Party transferring such information; and it may not be copied or reproduced in any other way without a prior written consent of such transferring Party.

9.4. To prevent possible misuse upon determination of the scope and content of the Confidential Information the obligation to protect and keep in secret the Confidential Information of the disclosing Party

shall also cover information which:

- as of the time of disclosure has been or become publicly available;
- becomes known to the receiving Party from the source other than the disclosing Party without incompliance with the terms and conditions of this Agreement on the part of the receiving Party;
- has been known to the receiving Party before its disclosure under this Agreement.

9.5. The obligation to keep in secret the Confidential Information in compliance with the terms and conditions of this section shall come into force from the time of acceptance of the Offer by the Customer and remain in force within 3 (Three) years from the date of termination of this Offer Agreement irrespective of the reason.

X. Miscellaneous

10.1. This Agreement, its conclusion and performance shall be governed by the legislation of the Russian Federation.

10.2. The Parties shall endeavour to settle all disputes and differences by way of negotiations. The period of consideration of the claim shall be 30 (Thirty) business days from the date of its receipt by the Party. The claim shall be sent in a written form to the address of location of the other Party. In the event that the Parties fail to settle the occurred differences amicably the dispute shall be subject to consideration by the court at the place of actual business activity of the Contractor (the City of Moscow).

10.3. Any notice under this Agreement may be sent by one Party to the other Party: by e-mail; by mail with return receipt or by courier service with delivery confirmation.

10.4. The Customer and the Contractor shall have a right to execute this Agreement in a form of a written bilateral document; provided that it does not contravene the Offer.

XI. Details of the Contractor:

FLG LLC

Address of location: 24 Smolensky Boulevard, building 2, office 18, Moscow, 119002

Postal address: 24 Smolensky Boulevard, building 2, office 18, Moscow, 119002

Telephone: +7(495)136-84-04

S/a: 40702810802660003255

Bank: ALFA-BANK JSC

Moscow

Corr./acc.: 30101810200000000593

BIC: 044525593

INN/KPP: 9704019967/7704001

Director General

<signature>

/ Gerasimenko A.E. /

<a round seal>:

FLG

INN 9704019967

OGRN 1207700211267

Limited Liability Company

Moscow