

## ANNOUNCEMENT

### High Demand Services

The Unified Accumulative Pension Fund provided 24.1 million services to its contributors in just 9 months of this year (between 01.01.2022 and 01.10.2022). Of these, 16.5 million were provided in electronic format, 5.8 million in automatic format, and 1.2 million in face-to-face format, that is, almost 93% of the total volume of services were provided remotely: on the website or in the UAPF mobile app, as well as in a no-application mode.

The most demanded service is still the service of issuing statements on the status of an individual pension saving account (IPSA). More than 20.7 million of them have been issued since the beginning of the year. Of these, about 16.4 million (or 79%) were issued online and more than 3.8 million were sent automatically to the addresses of contributors and beneficiaries who chose the method of Email informing. Also, in the Personal Account, which is available both on the website and in the UAPF mobile application, contributors have the opportunity to receive such services anytime and anywhere, such as making changes and additions to their details, obtaining a certificate of the IPSA availability, filing an application for appointment pension benefits in connection with the establishment of disability of group 1 or 2 indefinitely, as well as on voluntary pension contributions, tracking the status of an application for benefit and much more.

The most active operation in the automatic mode was the opening of the IPSA. Over 475 thousand of them were opened in 9 months of 2022.

More than 187 thousand applications were accepted by the UAPF for the payment of pension savings, including in connection with permanent disability of groups 1 and 2. This can be done both in electronic format and at the UAPF offices.

About 1.5 million applications were received from authorized operators for the improvement of living conditions (1.03 million applications) and medical treatment (more than 420 thousand).

2.5 thousand applications were processed for the transfer of savings to life insurance companies and companies managing investment portfolios.

The full-time service continues to be popular. In 176 divisions of the UAPF throughout Kazakhstan, 1.1 million services were provided to contributors, although this is 600 thousand less than in the same period last year, which again indicates the popularity of online services.

Let us remind you that the branch of the Fund closest to you can be easily checked on the website [www.enpf.kz](http://www.enpf.kz), or in the BZhZK / ENPF mobile application.

The UAPF field service departments are also actively working, they provided about 67 thousand services, of which 10.8 thousand services were provided to 4.5 thousand people from socially vulnerable segments of the population.

As part of outreach activities, 24.4 thousand roadshows were held, which were attended by more than 500 thousand people. By the way, any company can apply for an on-site presentation. To do this, you must submit an application by calling the call center at 1418 or through the UAPF website or mobile application.

UAPF pays special attention to the provision of high-quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. As of October 1, 2022, the number of requests from contributors through feedback channels amounted to 661.4 thousand.

UAPF contributors and beneficiaries can get advice in the call center at 1418 (calls within Kazakhstan are free), on the corporate website [www.enpf.kz](http://www.enpf.kz), in the BZhZK / ENPF mobile application, through a chat bot in WhatsApp and Viber at +7 777 000 14 18 and on the official pages of UAPF in social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki.

The number of materials placed in the media according to UAPF for 9 months amounted to 26.4 thousand, in which explanations were given on all issues related to the pension system.

*The UAPF was established on August 22, 2013 on the basis of GNPf APF JSC. The UAPF founder and shareholder is the Government of the Republic of Kazakhstan represented by the State Institution “Committee of State Property and Privatization” of the Ministry of Finance of the Republic of Kazakhstan. UAPF pension assets are managed by the National Bank of the Republic of Kazakhstan. From January 1, 2016, the functions for developing proposals to improve the management of pension assets were transferred to the National Fund Management Council. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, pension benefits, individual accounting of pension accumulations and benefits, provides the contributor (beneficiary) with information on the status of his pension accumulations (for more information visit [www.enpf.kz](http://www.enpf.kz))*