

## ANNOUNCEMENT

### **98% of UAPF services are provided in digital format**

In recent years, there has been a significant increase in the interest of depositors in the services provided by UAPF in digital format. An important aspect is the availability of such services 24/7. Let us remind you that all pension accounts are opened in UAPF automatically upon receipt of the first contribution. Targeted requirements and target savings are also automatically accrued to participants in the National Fund for Children program.

In the period from 01.01.2025 to 31.07.2025, the Fund provided 27.9 million services to the population. Of their total number, 15.6 million were provided electronically, 11.4 million automatically. Thus, the share of services provided in automatic, electronic and remote formats amounted to 98.0% of the total. In person, 565.8 thousand services were provided, including 555.1 thousand services directly in the Fund's offices.

In total, during the reporting period, the total number of individual pension savings accounts (IPSA) opened automatically for all types of pension contributions, as well as notional pension savings accounts (NPSA, opened as a result of the transfer of ECPC by the employer) and target savings accounts (TSA, opened within the framework of the National Fund for Children program) amounted to 1.0 million accounts.

The most popular service is still receiving statements from individual pension accounts, notional pension accounts (NPSAs), and target savings accounts (TSAs). Since the beginning of the year, 17.2 million statements have been issued from IPSAs, NPSAs, and TSAs, of which 14.3 million were issued electronically and 2.4 million were issued automatically. UAPF reminds that receiving information about the status of accounts through your personal account is the most convenient, reliable, and efficient way to control your pension savings. The service operates online around the clock (24/7), which allows you to receive up-to-date information at any time and from anywhere in the world. Also, information about the status of accounts is available not only through your personal account on the UAPF website, but also through the egov.kz portal or the e-government mobile application. This provides additional convenience for users who prefer to interact with government services through unified platforms. UAPF notes that, starting in 2025, the annual automatic mailing of statements by mail has ceased. However, it is still possible to receive information about the status of pension savings by mail by submitting a corresponding request to UAPF JSC.

In addition to receiving a statement in their personal account on the website and in the mobile application, contributors (beneficiaries) have the opportunity to use such services as making changes and additions to their details, receiving a certificate of account availability, filing an application for the appointment of pension benefits in connection with the establishment of disability of group 1 or 2 indefinitely or for voluntary pension contributions, tracking the status of an application for pension benefit, transferring part of the savings to the investment portfolio manager (IPM), predicting the future pension using a pension calculator, etc. 24/7 anywhere in the world.

82.1 thousand applications were accepted to change the details for January-July 2025, of which 77.6 thousand were in the Fund's offices.

When applying for a particular service to UAPF specialists, depositors, as a rule, receive additional consultations and advice on the formation of savings. As part of the information and outreach work, 29,613 road presentations were held, attended by 608.2 thousand people. The number of materials posted in the media based on UAPF messages amounted to 25.9 thousand.

The number of inquiries received from contributors and beneficiaries via feedback channels amounted to 314.9 thousand.

We remind you that any company can apply for a presentation and consultations on the funded pension system with a visit to the office, for which you just need to call the call center at 1418 or contact through the Fund's website or mobile application.

UAPF consulting services can be obtained through instant messengers (chat bot in WhatsApp and Viber at +7 777 000 14 18), the call center at 1418 (call within Kazakhstan is free), on the corporate website [enpf.kz](http://enpf.kz), as well as on the official UAPF pages on social networks Instagram, Facebook, VKontakte, Telegram, Odnoklassniki.

*UAPF was founded on August 22, 2013 on the basis of GNPf APF JSC. The founder and shareholder of the UAPF 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. Trust management of UAPF pension assets is carried out by the National Bank of the Republic of Kazakhstan. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, employer's compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, as well as carries out enrollment and accounting of voluntary pension contributions formed at the expense of the unclaimed amount of guaranteed compensation for the guaranteed deposit, transferred by the organization carrying out mandatory guarantee of deposits, in accordance with the Law of the Republic of Kazakhstan "On mandatory guarantee of deposits placed in second-tier banks of the Republic of Kazakhstan", ensures the implementation of pension benefits. The Fund also carries out accounting of target assets and target requirements, accounting and crediting of target savings (TS) to target savings accounts, payments of TS to their recipients in bank accounts, accounting for returns of TS in the manner determined by the Government of the Republic of Kazakhstan within the framework of the National Fund for Children program (More details at [www.enpf.kz](http://www.enpf.kz))*