

ANNOUNCEMENT

98% of services provided by UAPF since the beginning of the year were provided digitally

The Unified Accumulative Pension Fund continues to actively provide a wide range of services aimed at supporting and informing its clients. In the period from 01.01.2025 to 01.05.2025, about 19.4 million services were provided to the population. Of the total number of services provided since the beginning of the year, more than 9.1 million were provided electronically, and more than 9.6 million automatically. Thus, the share of services provided in automatic, electronic and remote formats amounted to 98.2% of the total. About 343.0 thousand services were provided in person, including more than 334.9 thousand directly in the Fund's offices.

We remind you that all pension accounts in the UAPF are opened automatically upon receipt of the first contribution. Target requirements and target savings are also automatically accrued to participants in the National Fund for Children program. In total, during the reporting period, the total number of individual pension savings accounts (IPSA) opened automatically for all types of pension contributions, including conditional pension savings accounts (NPSA, opened as a result of the transfer of the ECPC by the employer) and target savings accounts (TSA, within the framework of the National Fund for Children program) amounted to 718.1 thousand.

As before, the most popular service is obtaining an extract from an individual pension savings account, conditional pension savings account (NPSA), and target savings account (TSA). Since the beginning of the year, about 10.1 million extracts have been issued from IPA, UPSA, TSA, of which more than 8.3 million were in electronic form and more than 1.4 million automatically. UAPF reminds that obtaining information about the status of accounts through your personal account is the most convenient, reliable and prompt 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 on the status of accounts is available not only through the 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 single platforms.

In addition to receiving a statement in the 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, obtaining a certificate of the availability of accounts, 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 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. More than 50.1 thousand applications were accepted to change the details for January-April 2025, of which more than 46.8 thousand were submitted to the Fund's offices.

When applying for a particular service to UAPF specialists, contributors, as a rule, receive additional consultations and advice on the formation of savings. As part of the information and explanatory work, more than 15.8 thousand on-site presentations were held, attended by about 332.5 thousand people. More than 15.3 thousand materials on UAPF messages were posted in the media.

The number of requests received from contributors and beneficiaries through feedback channels amounted to about 205.4 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 via instant messengers (chat bot in WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (call within Kazakhstan is free), on the corporate website enpf.kz, as well as on the official UAPF pages on social networks Instagram, Facebook, VKontakte, X (Twitter), 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)