

## ANNOUNCEMENT

### **The number of services provided to UAPF in 2024 increased by more than one and a half times**

In 2024, the Unified Accumulative Pension Fund provided over 43.1 million services to the population. This figure increased more than 1.5 times compared to 2023 - in the period from 01.01.2023 to 31.12.2023, the Unified Accumulative Pension Fund provided 24.8 million services. Of the total number of services provided in 2024, more than 23.6 million were carried out electronically, and about 17.6 million were automatically provided. Thus, the share of services provided in automatic, electronic and remote formats amounted to 96% of the total. More than 1.1 million services were provided in person, including about 1.0 million directly in the Fund's offices.

In connection with the introduction of the employer's compulsory pension contribution (ECPC) in Kazakhstan from January 1, 2024, as well as the expansion of the functionality of the UAPF for accounting and accrual of target requirements and target savings within the framework of the National Fund for Children program, the number of services provided automatically has increased. First of all, this is the opening of accounts (IPSA/NPSA/TSA) and cards for participants in target requirements. Let us remind you that all pension accounts are opened in the UAPF 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, in 2024, the total number of individual pension savings accounts (IPSA) opened automatically for all types of pension contributions, including notional pension accounts (NPSA, opened as a result of the transfer of ECPC by the employer) and target savings accounts (TSA, under the National Fund for Children program) exceeded 5.3 million.

The most popular service is still receiving a statement from an individual pension savings account, a notional pension savings account (NPSA), and a target savings account (TSA). Since the beginning of the year, more than 26.5 million statements have been issued from IPSA, NPSA, TSA, of which more than 21.5 million were in electronic form and more than 4.2 million automatically.

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 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 payment, 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 195.2 thousand applications were accepted to change the details for 2024, of which more than 178.2 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 42.1 thousand on-site presentations were held, attended by about 880.1 thousand people. More than 42.4 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 622.5 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.

Consulting services of the UAPF can be obtained through instant messengers (chat bot on WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (calls within Kazakhstan are free), on the corporate website [enpf.kz](http://enpf.kz), as well as on official pages UAPF 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](http://www.enpf.kz)).*