

ANNOUNCEMENT

Since the beginning of the year, UAPF contributors have received more than 24 million services

The Unified Accumulative Pension Fund provided more than 24 million services to its contributors for seven months of 2021. This is 47% more than in the same period last 2020.

The priority is still given to services provided to contributors and beneficiaries in electronic format. Since the beginning of the year, about 17.3 million services have been provided using digital technologies, which is 72% of the total. Compared to the previous year, the increase in the popularity of online services has grown by more than one and a half times.

The UAPF is converting more and more types of services into an automatic format. Now, without contacting the Fund, in automatic mode (upon receipt of the first payment), individual pension saving accounts are opened for compulsory and voluntary pension contributions, lump-sum pension benefit payments are made to special accounts based on applications received from authorized operators, and other types of services are provided. From January 1 to August 1, 2021, about 4.3 million such transactions were carried out, which is 17.7% of all services.

About one and a half million services were provided to contributors in person. Of these, directly in the Fund's service offices - 1.4 million services, which is more than one and a half times more than in the same period last year.

Mobile field service departments are no less popular with contributors. They work in compliance with strict sanitary and epidemiological measures, while a preliminary consultation is carried out (including checking for the possibility of obtaining services online). In the event of a need for field service for processing applications for opening individual pension saving accounts for accounting for compulsory occupational pension contributions (including applications for joining an agreement on pension provision at the expense of a compulsory occupational pension contribution) and servicing contributors (beneficiaries) belonging to the category socially vulnerable segments of the population (persons with disabilities of groups 1 and 2), specialists of the Fund carry out visits in compliance with all sanitary and epidemiological measures. During field service, 46,247 operations were carried out since the beginning of 2021.

The most popular service of the UAPF is getting an extract from an individual pension saving account. Extracts from the IPSA were issued more than 21 million times, more than 71% of them in electronic format.

As part of the outreach work, the UAPF specialists held almost 8.4 thousand road presentations, which were attended by about 170 thousand people. Depending on the epidemiological situation, presentations at enterprises and organizations are held online and offline.

During this period, over 20 thousand explanatory materials were posted in the media.

The 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. Over the seven months of 2021, more than 1 million requests from contributors were registered through feedback channels, compared to last year, consultations increased by 23.7%.

We remind you that contributors and beneficiaries of the UAPF can get advice in the call-center at 1418 (call within Kazakhstan is free), as well as on the corporate website www.enpf.kz, via the chatbot in WhatsApp and Viber at +7 777 000 14 18 and on the official pages of the UAPF in social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki.

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)