

## ANNOUNCEMENT

### **In the first month of 2024, the largest number of services were provided automatically**

The Unified Accumulative Pension Fund provided 10.5 million services to the population from January 01, 2024 to February 01, 2024, which is 4 times more than the same period last year. Of these, more than 2 million were in electronic format, 8.3 million were in automatic format. More than 115 thousand services were provided in person, including about 107 thousand directly in the Fund's offices.

The observed growth in services in the first month of 2024, including those provided automatically, is due to the expansion of the functions of the UAPF and, as a consequence, the range of services provided by the UAPF to the population. As you know, from January 1, 2024, an employer's compulsory pension contribution (ECPC) was introduced in Kazakhstan. In this connection, to account for ECPC, based on the list of individuals provided by the agent to the UAPF through the Government for Citizens State Corporation, when transferring ECPC, notional pension savings accounts (NPSA) are automatically opened. In January 2024, 269 thousand such NPSAs were opened.

Also in January of this year, within the framework of the National Fund for Children program, data on the amount of target claims for the reporting year and the amount of investment income for 6,919,131 Target Claims Participants (TCP) were entered into the UAPF information system, including 304,815 that were automatically opened targeted savings accounts (TSA) for Kazakhstanis who have already turned or will turn 18 in 2024.

In total, during the reporting period (January 01, 2024 – February 01, 2024), the total number of open individual pension accounts for all types of pension contributions, as well as NPSA and TSA, reached 598 thousand. Automatic opening of accounts, as well as the accrual of target claims for minor citizens, is possible thanks to the integration of the UAPF with databases of government bodies.

During the reporting period, 2.6 million statements were issued from IPSA, NPSA, TSA, of which about 1.8 million were issued electronically (70.3% of the total number of statements) and more than 697 thousand automatically (26.8%).

UAPF reminds that in the personal account on the website and in the mobile application, contributors (beneficiaries) have the opportunity to use services such as making changes and additions to their details, obtaining a certificate of IPSA, submitting an application for pension benefits in connection with the determination of disability 1 or 2 groups for an indefinite period or for voluntary pension contributions, tracking the status of an application for payment, transferring part of the savings to an investment portfolio manager (IPM), predictive calculation of a future pension using a pension calculator, etc. 24/7 anywhere in the world.

Thus, about 5 thousand applications were accepted in electronic format for the transfer of part of pension savings to the IPM or return to the management of the NBRK.

However, there are services that, despite the availability of electronic format, citizens prefer to receive in person. For example, for January 2024, more than 26.3 thousand applications were accepted to change details, of which 22.7 thousand were received at the Fund's offices. When turning to UAPF specialists for a particular service, contributors, as a rule, receive additional consultations and advice on creating savings.

UAPF field service departments: mobile agents and mobile office crews provided about 8 thousand services during the reporting period. As part of the outreach work, about 3 thousand road presentations were held, which were attended by over 68 thousand people. More than 3 thousand materials based on messages from the UAPF were published in the media.

The number of contributor requests received through feedback channels amounted to about 62 thousand.

Let us remind you that any company can apply for a presentation and consultation 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 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, 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](http://www.enpf.kz))*