

## ANNOUNCEMENT

### In 2020, UAPF provided over 19.4 million services to contributors

Despite the current epidemiological situation and the coronavirus infection (COVID-19) pandemic, caused a number of restrictive measures adopted in 2020, the Unified Accumulative Pension Fund increased the number of services provided by 15% compared to 2019. Thus, as of January 1, 2021, the UAPF rendered 19.4 million services to contributors, which is 2.5 million more than a year earlier.

The growth was largely due to the popularity of the UAPF's electronic services: over 92% (17.9 million) of the services the Fund provided online. With the help of the Personal Account, which is available both on the website and in the UAPF mobile application, contributors received the following services without leaving home: obtaining an extract from an individual pension saving account, making changes and additions to their details, obtaining a certificate of the availability of an IPSA, submitting applications for the pension benefits settlement in connection with the establishment of disability group 1 or 2 for an unlimited period, tracking the status of the application for benefit and many others.

Some of the contributors still apply to our branches located throughout Kazakhstan. In the branches of the UAPF, contributors received 1.4 million services.

In addition, in order to cover the country's remote communities with pension services, UAPF JSC and Kazpost JSC are implementing a joint project to provide services to contributors and recipients of the Fund in the offices of the national postal operator. Let us remind you that the following types of operations can be performed in Kazpost subdivisions:

- **submit an application for changing (supplementing) additional details of the contributor (beneficiary) (details of the identity card, telephone number, email and postal addresses);**
- **sign an agreement on changing (determining) the method of informing (including for gaining access to the services of UAPF JSC in electronic format).**

In total, in 2020, these operations in the postal operator's offices were used 6.3 thousand times.

It is important to note that one of the tasks of the UAPF is to provide high-quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. In 2020, the number of requests from contributors through feedback channels has doubled compared to a year earlier. In 2020, there were 1.4 million requests, and in 2019, 705 thousand requests.

We remind you that contributors and beneficiaries of the UAPF can get advice in the call-center at 1418 (call within Kazakhstan is free), and consultations can be obtained on the corporate website [www.enpf.kz](http://www.enpf.kz), via the chat bot 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.

*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))*