

ANNOUNCEMENT

Since the beginning of the year UAPF contributors have received 15 million services

The Unified Accumulative Pension Fund has provided its contributors with 15 million services since the beginning of 2021 in the period from 01.01.2021 to 01.05. 2021. This is 39% more than in the same period of 2020.

More than 11.1 million services were provided in electronic format, which is 74% of the total volume of services. Compared to the previous year, there was an almost double increase in the popularity of online services. The second most popular way of providing services is an automatic format (without application forms). Its share is 14.5% or 2.2 million services.

Contributors received about 1 million services directly at the Fund's service offices. During four months of 2021, 183 office points throughout the Kazakhstan provided 968.3 thousand services to contributors, which is 321 thousand services (or 49.6%) more than last year.

The joint project of UAPF JSC and Kazpost JSC for the provision of services in remote settlements in the offices of the national postal operator continues to gain popularity. The following types of operations can be conducted in Kazpost subdivisions:

- **submit an application for changing (supplementing) the additional details of the contributor (recipient) (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, since the beginning of the year as of May 1, these operations in the postal operator's offices have been used 5.5 thousand times.

Mobile offices are also popular among contributors. They work in compliance with strict sanitary and epidemiological measures, with a preliminary consultation (including checking for the possibility of obtaining services online). The UAPF mobile office specialists provide services with all sanitary and epidemiological measures in the case of processing applications for opening individual retirement accounts for mandatory occupational pension contributions (including application on agreement for joining mandatory occupational pension contribution) for those contributors who belong to the category for socially vulnerable segments of the population (persons with disabilities with grade 1 and 2). Mobile offices conducted, 20 043 operations as of May 1 2021. .

The UAPF pays special attention to the provision of high-quality consulting services and the development of information channels for UAPF's contributors. In four months of 2021, the number of contributors' requests through feedback channels has doubled compared to previous year. As of May 1 2021 there were about 714 thousand calls, and by May 1 2020 there were only 440.8 thousand calls.

We remind you that contributors of UAPF can get consultation via call center 1418 (calls within Kazakhstan region are free), also on the corporate web-page www.enpf.kz, or via 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 22nd of August 2013 on the basis of NPF GNPF JSC. The founder and shareholder of the UAPF is the Government of the Republic of Kazakhstan represented by the State Institution "Committee for 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. From 1st of January 2016, the functions of developing proposals to improve the efficiency of pension assets management have been transferred to the National Fund Management Council. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, compulsory professional pension contributions, voluntary pension contributions, pension payments, individual accounting of pension savings and payments, provides the contributor (recipient) with information on the state of his pension savings (for more details see www.enpf.kz).