

ANNOUNCEMENT

More than 11.5 million statements on the status of individual pension saving accounts were received by Kazakhstanis in six months

More than 11.5 million statements on the status of individual pension saving accounts (IPSA) were issued by the Unified Accumulative Pension Fund to contributors (beneficiaries) for six months (from January 01, 2023 to July 01, 2023). Of these, 8.7 million (75.8%) were issued in electronic format, 2.5 million (21.4%) in automatic mode, and 281.2 thousand (2.4%) at the Fund's offices. Thus, the issuance of the IPSA statements remains the most popular service of the UAPF.

For six months, the Fund has provided contributors (beneficiaries) with **12.5 million** services, of which 8.8 million in electronic format and 2.7 million in automatic format. Accordingly, **92%** of services are provided remotely.

However, some contributors (beneficiaries) still prefer the personal service of UAPF. For 6 months, **663.8 thousand** services were provided in full-time format (5.3% of the total volume of services), of which **570.9 thousand** services were provided in the Fund's divisions. Compared to the same period last year, face-to-face services were provided by 20.9% less, which confirms the growing popularity of online services. Let us remind you that the address of the branch of the Fund closest to you can be found on the website www.enpf.kz or in the БЖЗК/ENPF mobile application.

The UAPF field service departments are also actively working, providing more than 88.6 thousand services, of which about 6.6 thousand services were provided to people from socially vulnerable groups of the population.

The most important task for the UAPF is outreach to people, the purpose of which is to increase the level of literacy, knowledge about how to form a pension, and involve them in the process of accumulating and multiplying it. As part of outreach activities, 17.5 thousand road presentations were held, which is 20.6% more than in the same period last year. During the presentations, 379 thousand people received information about the funded pension system and individual consultations. For 6 months since the beginning of the year, more than 22.1 thousand materials have been placed in the media at the initiative of the UAPF, which is 29.7% more than in the same period last year.

UAPF pays special attention to the quality of consulting services. In addition to face-to-face appeals, contributors and beneficiaries can receive the information they need through various channels: in the call center at 1418 (calls within Kazakhstan are free), on the corporate website www.enpf.kz, in the БЖЗК/ENPF mobile application, through a 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

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)