

ANNOUNCEMENT

How did the UAPF Open Day go on the topic of the Fund's digital services and fraud protection?

On June 26, 2026, UAPF JSC held its latest Open Day, entitled "Digital Services of UAPF JSC. Protecting Personal Data from Fraudsters and Fake Intermediaries When Obtaining Fund Services."

UAPF JSC provides a wide range of digital services and is constantly improving them to meet the needs of depositors and recipients. Online services allow citizens to quickly obtain the necessary information about their pension savings and make more informed decisions when planning their financial future. The 24/7 availability of services through the website and mobile app makes interaction with the Fund as convenient as possible and helps increase citizen interest in pension matters.

The Fund's key digital tools include:

- A personal account on the official UAPF website and the UAPF mobile app, providing full access to the Fund's electronic services;
- A "Pension Calculator" and "Personal Pension Plan," which allow you to pre-calculate your future pension and create a plan for increasing it;
- Online services for processing services on the website, including preliminary document verification, receiving statements by email, booking appointments at the Fund's offices, etc.

Meeting participants were provided with detailed information about UAPF's digital services, including the official website, mobile app, Telegram bot, and the Fund's information resources aimed at improving financial literacy. They were also provided with feedback options via the Call Center, website, messengers, social media, and other communication channels.

Today, UAPF's digital ecosystem is the primary channel for interaction with contributors and beneficiaries. Through their personal account on the website and mobile app, users can receive statements from individual pension savings accounts, make changes to account details, obtain account confirmations, apply for certain types of pension benefits, track application status, transfer a portion of their pension savings to an investment portfolio manager (IPM), and use the Pension Calculator and Personal Pension Plan services.

It was noted that demand for electronic services continues to grow. In the first four months of 2026, 21.1 million of the 21.5 million services provided by UAPF were provided electronically and automatically. Thus, remote services accounted for 98.8% of the total.

A separate section of the event was devoted to information security and fraud prevention. UAPF specialists discussed the most common fraudulent schemes faced by citizens, including cases in which fraudsters pose as employees of government organizations, medical institutions, or the Fund and, under various pretexts, attempt to obtain SMS confirmation codes and access personal data.

Participants were reminded that UAPF provides services free of charge and without intermediaries. Fund employees do not request SMS codes, passwords, bank card details, or other confidential information by phone, email, or messaging apps.

During the meeting, practical recommendations for protecting personal data and financial security were provided. Experts urged citizens not to disclose verification codes or personal information to strangers, to verify information only through official communication channels, and to immediately contact law enforcement agencies if they suspect fraud.

Following the event, participants received answers to their questions and individual consultations on pension issues and the use of UAPF digital services.

UAPF was founded on August 22, 2013 on the basis of GNPf APF JSC. The founder and shareholder of the UAPF 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. Trust management of UAPF pension assets is carried out by the National Bank of the Republic of Kazakhstan. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, employer's compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, as well as carries out enrollment and accounting of voluntary pension contributions formed at the expense of the unclaimed amount of guaranteed compensation for the guaranteed deposit, transferred by the organization carrying out mandatory guarantee of deposits, in accordance with the Law of the Republic of Kazakhstan "On mandatory guarantee of deposits placed in second-tier banks of the Republic of Kazakhstan", ensures the implementation of pension benefits. The Fund also carries out accounting of target assets and target requirements, accounting and crediting of target savings (TS) to target savings accounts, payments of TS to their recipients in bank accounts, accounting for returns of TS in the manner determined by the Government of the Republic of Kazakhstan within the framework of the National Fund for Children program (More details at www.enpf.kz)