

## ANNOUNCEMENT

### The most popular UAPF service in Kazakhstan is checking pension savings

Electronic services that do not require a personal appeal of citizens to the UAPF branches remain popular in Kazakhstan. They are accessible and convenient, many contributors prefer to use them 24/7 in the Personal Account on the [enpf.kz](http://enpf.kz) website, in the mobile application.

For three months since the beginning of this year, the Unified Accumulative Pension Fund has provided its contributors and beneficiaries with about **6.8 million** services, and citizens preferred to receive **68% (4.6 million)** of services in electronic format, **24.8% (1.7 million)** - in automatic, **2.51% (170.5 thousand)** - in a remote format in the form of consultations. Thus, about 95% of pension services can be received remotely.

Based on the results of 3 months of 2023, the most demanded service is still the provision of information on the status of individual pension saving accounts (IPSA). More than **6.3 million** IPSA statements (**92.71%** of the total volume of transactions) were issued from January to March 2023. Of these, **4.6 million** (over **73%** of the total volume of statements) were in electronic format: through an account on the [enpf.kz](http://enpf.kz) website or in a mobile application, as well as on the e-government portal [egov.kz](http://egov.kz). More than **1.5 million** statements (more than **24%** of the total volume of statements) were sent to contributors and beneficiaries who chose the method of informing via e-mail, specified in the UAPF database, in automatic mode.

Over **90.6 thousand** applications for changing details have been processed since the beginning of the year as of the reporting date.

Recall that in the Personal Account on the website and in the UAPF mobile application, in addition to receiving information about your savings, you can choose the method of informing about them, change personal details, choose the method of informing about your savings, transfer part of the savings to the investment portfolio manager, make a forecast calculation of the future pension using pension calculator, etc.

If an individual does not have an open IPSA in the UAPF, it opens in the UAPF information system automatically upon receipt of the first installment. Since the beginning of the year, **76.62 thousand** IPSA have been opened in automatic mode for all types of contributions.

Despite the growing popularity of remote services, some contributors prefer to contact the Fund's specialists in person. Thus, in the process of face-to-face servicing in UAPF divisions throughout Kazakhstan, over **354.6 thousand** services (5.21% of the total volume of services) were provided to contributors and recipients for 3 months since the beginning of the year, of which 303.3 thousand were directly at the Fund's service offices.

Approximately **49.3 thousand** services were provided by UAPF field service departments - mobile agents and mobile office crews. In addition to providing services in the course of field services, UAPF conducts information and explanatory work at meetings with employees of enterprises. Since the beginning of the year, **7.1 thousand** presentations have been held at enterprises and organizations, more than **155 thousand** people have become participants.

UAPF always pays special attention to the provision of high-quality consulting services and the development of information channels for contributors and recipients of the Fund. As of April 1, 2023, over **170.5 thousand** requests received through various feedback channels have been processed.

UAPF advisory services can be obtained through instant messengers (chat bot in 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 the official pages 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](http://www.enpf.kz))*