

## ANNOUNCEMENT

### **8.3 million statements on the status of individual pension saving accounts have been issued to Kazakhstanis since the beginning of the year**

**8.3 million** statements on the status of individual pension saving accounts (IPSA) issued by the Unified Accumulative Pension Fund to contributors (beneficiaries) for 4 months of the current year (between January 01, 2023 and May 01, 2023). Of these, 6.09 million (73.3%) were issued in electronic format, in automatic mode - 1.99 million (24%), in the offices of the Fund - 193.5 thousand (2.3%), through field service 28.9 thousand (0.3%). Thus, the issuance of IPSA statements is the most popular service of UAPF.

In general, over 4 months, the Fund provided about **8.97 million** services to contributors (beneficiaries), of which 6.11 million in electronic format, 2.16 million in automatic format. Accordingly, more than **92.26%** of the total volume of services were provided remotely.

Nevertheless, there are contributors and beneficiaries who prefer a personal appeal to UAPF specialists. Over **468 thousand** services (5.22% of the total volume of services) were provided in the course of face-to-face services over 4 months. **396.14 thousand** of them were rendered in the subdivisions of the Fund. Compared to the same period last year, face-to-face services were provided by 25.28% less, which confirms the growing demand for 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](http://www.enpf.kz) or in the BZhZK/ENPF mobile application.

The field service departments of the UAPF also work dynamically, providing more than 69 thousand services, of which more than 4.4 thousand services were provided to people from socially vulnerable segments of the population.

As part of the joint project of UAPF JSC and Kazpost JSC on the provision of pension services in remote settlements in the branches of the national postal operator, over 2.7 thousand services were provided to fund contributors as of May 1, 2023. Recall that when servicing at the branches of Kazpost JSC, you can choose the method of informing about pension savings and change personal details.

The most important priority and strategic task for the UAPF is outreach to people, the purpose of which is to increase the level of literacy, knowledge about the methods of forming a pension, to involve in the process of accumulating and multiplying it. As part of outreach activities, 10.78 thousand road presentations were held, which is 25.27% more than in the same period last year. During the presentations, over 237.8 thousand people received information about the funded pension system in general and individual consultations. For 4 months since the beginning of the year, more than 14.45 thousand materials have been placed in the media at the initiative of the UAPF, which is 28.64% 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, depositors and recipients can get 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](http://www.enpf.kz), in the BZhZK / ENPF mobile application, through the chat bot in WhatsApp and Viber at +7 777 000 14 18 and on the official

pages of the UAPF on social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki. In total, since the beginning of the year, the Fund's specialists have processed more than 225 thousand requests.

*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))*