

**Fraudsters are mastering new scams!
Be vigilant!**

With the rapid development of digital technologies, citizens are increasingly gaining access to government, financial, and other electronic services online. However, at the same time, the methods and techniques of online fraud are rapidly evolving. We ask you to be especially vigilant – **fraudsters are actively exploiting the capabilities of rapidly developing artificial intelligence, creating videos, audio recordings, and images in which people's faces and voices are replaced with real ones. Applying psychological pressure and exploiting citizens' trust in official structures, fraudsters often pose as employees of government agencies, banks, law enforcement agencies, telecom operators, and other organizations in order to gain access to personal and financial information.**

For your safety and to prevent fraud, UAPF JSC reminds:

- *Pension benefits are processed without intermediaries or commissions;*
- *UAPF does not charge a fee for services, and all payments are made strictly in accordance with the law;*
- *The targeted use of savings for housing and medical treatment is carried out only through authorized operators (second-tier banks);*
- *Employees of government agencies, banks, law enforcement agencies, telecom operators, and UAPF never request personal data, bank card details, SMS codes, or other confidential information by phone, email, or via instant messaging;*
- *If callers address you by your first name and patronymic and know your residential address and place of work, this does not mean they are official. All necessary information can be obtained in various ways.*

If you receive a suspicious call, message or email, we recommend:

- *Immediately cease communication with the suspected perpetrator.*
- *Record contact information (including screenshots of correspondence, phone numbers, email addresses, website links, and other data).*
- *Contact law enforcement agencies or the support service of the relevant organization (bank, telecom operator, etc.) to clarify the information and take further action.*

UAPF strongly recommends obtaining information from official sources and acting exclusively within the legal framework.

You can get answers to all questions and verify information regarding the withdrawal and transfer of your pension savings both at UAPF offices and remotely:

- *via the enpf.kz website, the БЖЗК/ЕНПФ mobile app;*
- *via the toll-free multi-channel call center at 1418, or via WhatsApp at +7 777 000 1418;*
- *on the UAPF official social media pages on popular platforms such as Odnoklassniki, Telegram, Facebook, VKontakte, X, and Instagram.*

Share information security rules with your loved ones, especially older relatives.

Take precautions to ensure the safety, security, and confidentiality of your personal data.