

ANNOUNCEMENT

The popularity of online services from the UAPF grew by 15.2 percent

The Unified Accumulative Pension Fund provided 10.7 million services to its contributors as of August 1, 2020. Despite the current epidemiological situation and the coronavirus infection (COVID-19) pandemic, with which a number of restrictive measures were taken in order to prevent the spread of the dangerous virus and ensure the safety of workers and the population, UAPF contributors continued to receive services in full. In comparison with the previous year, there has even been a slight increase in the services provided. So, in 2020, the Fund's contributors received 106 thousand services more than in 2019 (an increase of 1%).

It should be noted that due to the development of new technologies and well-functioning electronic systems, 92.2% of all services or 9.86 million transactions were carried out online. Compared to last year, the popularity of e-services increased by 15.2%. At the moment, most of our contributors, without leaving their homes, receive a whole range of services. In particular, with the help of the Personal Account, which is both on the website and in the UAPF mobile application, everyone can receive a statement from their individual pension saving account, make changes and additions to their details, get a certificate of the availability of an IPISA, apply for the appointment of pension benefits in connection with the establishment of disability group 1 or 2 for an unlimited period, track the status of the application for benefits and (or) moving and much more.

At the same time, despite the fact that in some regions there is a full-time service by appointment (with employment of no more than 50% of all branch employees), and in other areas, the UAPF left a number of restrictive measures, some of the contributors are still served in the offices of the Fund. For seven months of 2020, 762.8 thousand services were provided in our branches.

The UAPF also has field service departments, which as of August 1 provided 74.3 thousand services to the UAPF contributors. At the moment, this department operates with the involvement of no more than 50% of the staff, in compliance with strict sanitary and epidemiological measures. In this case, a preliminary consultation is carried out (including a check for the possibility of obtaining services online or in person). In the event of a need for field service for processing applications for opening individual pension saving accounts for accounting for compulsory occupational pension contributions (including applications for joining an agreement on pension provision at the expense of a compulsory occupational pension contribution) and servicing contributors (beneficiaries) belonging to the category of socially vulnerable segments of the population (disabled people of 1-2 groups), they carry out their visit in compliance with all sanitary and epidemiological measures.

Note that one of the tasks of the UAPF is to provide quality consulting services and the development of information channels for the Fund's contributors and beneficiaries. So, for 7 months of this year, compared to the same period last year, the number of contributors' applications through feedback channels increased by almost 2.4 times 825.3 thousand calls in 2020, against 347.2 thousand calls for the same period in 2019.

Recall that members of the UAPF can get advice in the call-center at 1418 (Calls within Kazakhstan are free), and consultations can be obtained on the corporate website www.enpf.kz, 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.

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)