

ANNOUNCEMENT

Since the beginning of the year, UAPF contributors have received over 27 million services

The Unified Accumulative Pension Fund only for eight months of this year (in the period from 01.01.2021 to 01.09.2021) provided its contributors **27.2 million services**. This is **50.8%** more than in the same period last 2020.

More than **19.8 million services** were provided in electronic format, which is **72.7% of the total volume of services**. Compared to the previous year, there was an almost twofold increase in the popularity of online services. Let us remind you that in the Personal Account, which is available both on the website and in the UAPF mobile application, contributors have the opportunity to receive services at any time and in any place. For example, this is receiving an extract from an individual retirement account, making changes and additions to your details, obtaining a certificate of the availability of an IPSA, applying for the appointment of pension benefits in connection with the establishment of a group 1 or 2 disability indefinitely, tracking the status of the application for benefit, and much more.

4.7 million services or 17.2% of the total volume were rendered in an automatic format (unannounced requests). This includes, for example, the automatic opening of individual pension saving accounts to record compulsory pension contributions (CPC) or voluntary pension contributions (VPC). Recall that 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. In this case, the identification of an individual is carried out according to the personal data specified in the electronic format of the payment order when transferring CPC or VPC, and the UAPF receives all the necessary information about the details of the current document and place of residence from the information systems of state bodies.

Contributors received about 1.6 million services directly at the Fund's service offices. In 183 service points throughout Kazakhstan, contributors were provided **1,564,837 services**, which is 746.4 thousand services (or 91.2%) more than last year.

Thanks to the joint project of UAPF JSC and Kazpost JSC for the provision of services in remote settlements in the branches of the national postal operator, **11,038 services** were provided to the Fund's contributors as of September 1, 2021, in the postal operator's branches, which is almost four times more than in the past year. Note that the following types of operations can be performed in Kazpost subdivisions:

- **submit an application for changing (supplementing) the additional details of the contributor (beneficiary) (details of the identity card, phone number, email and postal addresses);**
- **sign an agreement on changing (determining) the method of informing (including for gaining access to the services of UAPF JSC in electronic format).**

There are also field service departments in the UAPF. They work in compliance with strict sanitary and epidemiological measures, while a preliminary consultation is carried out (including checking for the possibility of obtaining services online). 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 for socially vulnerable segments of the population (persons with disabilities of groups 1 and 2), the Fund's specialists carry out travel in compliance with all sanitary and epidemiological measures. During field service, **54,144 operations** were carried out.

The UAPF pays special attention to the provision of high-quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. So, as of September 1, 2021, the number of contributors' requests through feedback channels increased compared to the

indicators a year earlier. This year there were over **1.1 million calls**, and last year, in 2020, 942 thousand calls. Thus, the growth was **18%**.

We remind you that contributors and beneficiaries of the UAPF can get advice in the call-center at 1418 (call within Kazakhstan is free), and consultations can be obtained on the corporate website www.enpf.kz, via 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.

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)