

ANNOUNCEMENT

Demand for UAPF e-services is in line with global digitalization trends

For 2 months of the current year (from 01.01.23 to 01.03.2023), the Unified Accumulative Pension Fund provided its contributors with **4.6 million** services, of which **3.1 million** in electronic format, **1.14 million** in automatic format. Thus, more than **92%** of the total volume of services were provided remotely: on the website or in the UAPF mobile application, as well as in an application-free mode.

The most demanded service is the issuance of statements on the status of an individual pension saving account (IPSA), provided since the beginning of the year in the amount of more than **4.2 million**. Of these, about **3.05 million** (or **66.87%**) were issued online, more than **1 million** were sent automatically to the addresses of contributors and beneficiaries who chose the “e-mail” notification method, and only **102.6 thousand** statements were provided at the Fund’s offices

Recall that in the personal account on the UAPF website and in the UAPF mobile application, contributors (beneficiaries) have the opportunity to use services such as making changes and additions to their details, obtaining a certificate of the presence of an IPSA, filing an application for the appointment of pension benefits in connection with the establishment of disability 1 or 2 groups indefinitely, tracking the status of an application for benefit, transferring part of the savings by the investment portfolio manager, forecasting the future pension using a pension calculator, etc., 24/7 anywhere in the world.

For 2 months since the beginning of the year, more than **50 thousand** services for opening an IPSA were provided automatically. More than **51 thousand** applications were accepted by the UAPF for the payment of pension savings, including lump sums. About **63.6 thousand** applications were accepted for changing the details, of which about **50 thousand** were in the offices of the Fund.

Kazakhstanis continue to use face-to-face services: about **244.5 thousand** services have been provided in this format since the beginning of the year. However, compared to the same period last year, they were provided by 15.3% less, which confirms the growing popularity of online services. Recall that the branch of the Fund closest to you can be easily found on the website www.enpf.kz or in a mobile application БЖЗК/ENPF.

The UAPF field service departments continue to work actively, mobile agents and mobile office crews have provided over **34 thousand** services, of which more than **2.4 thousand** services have been provided to persons from socially vulnerable segments of the population.

More than **15.7 thousand** statements from the IPSA were provided for field service. About **4,900** road presentations were held as part of outreach activities, attended by over **106,000** people. Recall that any company can apply for a presentation and consultations on the funded pension system with a visit to the office, for which you just need to call the call center at 1418 or contact the UAPF website or mobile application.

For UAPF, it is always a priority to provide quality consulting and information services to contributors (beneficiaries) of the Fund. As of March 1, 2023, the number of requests from contributors through feedback channels amounted to about **117.9 thousand**.

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, 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)