

ANNOUNCEMENT

Contact us and you will be answered!

Since the beginning of the year, UAPF specialists have processed about 130,000 applications remotely

UAPF provides services to contributors and recipients through various communication channels. The most convenient of them is through the Personal Account on the enpf.kz website ([you can read about it here](#))

In addition, the necessary information can also be obtained via voice and non-voice communication channels. For example, from the operators of the Fund by short number **1418** from **09:00** to **18:00** you can get advice on all issues of interest. The call is free and available from the phone numbers of any mobile operator in the Republic of Kazakhstan, as well as from a fixed (landline) phone. In the first three months of this year alone, more than **95,000** such calls were processed.

And for contributors (beneficiaries) located outside the Republic of Kazakhstan, there is an opportunity to receive advice by calling +7 (727) 356-10-60 or using the “Call Online” service posted on the Fund's corporate website.

In addition to providing pension services over the telephone line, the UAPF Remote Consulting Department provides services to consumers of the Fund's pension services through non-voice communication channels, such as the ["Write to us" electronic service](#) posted on the Fund's website or in the UAPF mobile application, Chat2Desk cloud messenger, What's App, Viber chat, Telegram, personal messages on social networks Facebook, VKontakte, Instagram, Tik Tok or the Fund's official email address enpf@enpf.kz.

For the first quarter of this year, about **35,000** inquiries were processed in this way.

UAPF continues to improve its services and access to them for everyone. Contact us and we will definitely answer you!

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)