

## ANNOUNCEMENT

### THE NUMBER OF SERVICES PROVIDED TO UAPF IN 10 MONTHS EXCEEDED 20 MILLION

*Contributors choose different formats for receiving them*

The Unified Accumulative Pension Fund for 10 months of the current year (from 01.01 to 01.11. 2023) provided its contributors with more than 20 million services, of which about 14.4 million in electronic format, more than 4.7 million in automatic format. Over 1 million transactions were carried out in person, including in the fund's offices and during field service.

One of the most popular services remains the issuance of statements on the status of an individual pension saving account (IPSA) - since the beginning of the year, more than 19 million have been issued. Of these, over 14.3 million were in electronic form, about 4.1 million more were sent automatically to addresses of contributors and beneficiaries who previously chose the "e-mail" method of informing and about 503 thousand statements were provided at the Fund's offices.

Over the past 10 months since the beginning of the year, more than 293 thousand individual pension saving accounts were opened in the UAPF information base automatically upon receipt of the first contribution.

About 280 thousand applications were accepted to change details, of which more than 214 thousand were received in the Fund's offices, and as a result of field services - more than 42 thousand. More than 18 thousand applications were received electronically.

Let us remind you that in the personal account on the website and in the mobile application of the UAPF, contributors (beneficiaries) have the opportunity to receive such services as making changes and additions to their details, obtaining a certificate of availability of an individual pension saving account, submitting an application for pension benefits in connection with the determination of disability 1 or 2 groups for an indefinite period, tracking the status of an application for benefit, transferring part of the savings to an investment portfolio manager, predictive calculation of a future pension using a pension calculator, etc. 24/7 anywhere in the world.

Behind the uninterrupted and safe operation of all UAPF information systems that provide services in electronic format, there is a clear organization of business processes, which is ensured by UAPF specialists. Thanks to their well-coordinated work, all new services introduced to improve services are in demand among the Fund's investors.

In addition, many consumers of pension services prefer to contact the Fund's employees personally. Over 10 months, over 1 million operations were carried out in a face-to-face format, more than 937 thousand services were provided directly at the Fund's offices, and more than 125 thousand operations were carried out during on-site services.

Over the course of 10 months, Fund employees processed 8,654 applications for the transfer of pension savings to life insurance companies (LICs), and also executed 7,692 applications for the transfer of pension savings to pension portfolio managers.

For the UAPF, it is always a priority to provide high-quality consulting and information services to the Fund's contributors (beneficiaries). As of November 1, since the beginning of 2023, the number of contributor requests through feedback channels amounted to 619 thousand.

As part of the outreach work, about 30 thousand road presentations were held, which were attended by more than 641 thousand people. Let us remind you that any company can apply for a presentation and consultation 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.

Пресс-центр АО «ЕНПФ»

More than 39 thousand materials were published in the media.

Consulting services of the UAPF can be obtained through messengers (chat bot on WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (calls within Kazakhstan are free), on the corporate website [enpf.kz](http://enpf.kz), as well as on official pages UAPF on 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](http://www.enpf.kz))*