

## ANNOUNCEMENT

### UAPF electronic services remain in most demand

The Unified Accumulative Pension Fund for 12 months of 2023 (from January 01, 2023 to December 31, 2023) provided its contributors with 24.8 million services, of which 17.4 million in electronic format, 5.5 million in automatic format. 1.2 million transactions were carried out in person, including more than 1 million directly in the Fund's offices.

One of the most popular services in the past year was the issuance of statements on the status of an individual pension savings account (IPSA) - more than 22.7 million of them were issued. Of these, about 17.3 million (or 69.8%) were in electronic form, and 4.7 million (19.0%) were sent automatically to the addresses of contributors and beneficiaries who had previously chosen the "e-mail" notification method.

UAPF reminds that in the personal account on the website and in the mobile application, contributors (beneficiaries) have the opportunity to use services such as making changes and additions to their details, obtaining a certificate of availability of an individual pension insurance system, submitting an application for pension benefits in connection with the determination of disability 1 or 2 groups for an indefinite period or for voluntary pension contributions, 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.

Over the past year, more than 352 thousand individual pension savings accounts (IPSA) were opened automatically in the UAPF information base. This became possible thanks to the integration of the UAPF information systems and the State Database "Individuals", from where the Fund receives identification data about new contributors (full name, year of birth, etc.) using IIN.

During the reporting period, a total of 327 thousand applications were accepted to change details, of which 253 thousand were received at the Fund's offices.

UAPF field service departments: mobile agents and mobile office crews provided more than 136 thousand services. As part of the outreach work, more than 35 thousand road presentations were held, which were attended by over 761 thousand people. More than 46 thousand materials based on messages from the UAPF were published in the media.

The number of contributors requests received through feedback channels was about 750 thousand.

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 through the Fund's website or mobile application.

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.

*ЕНПФ создан 22 августа 2013 года на базе АО «НПФ «ГНПФ». Учредителем и акционером ЕНПФ является Правительство Республики Казахстан в лице ГУ «Комитет государственного имущества и приватизации» 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))*