

ANNOUNCEMENT

Over 90% of UAPF services are provided online

The Unified Accumulative Pension Fund only for 11 months of the current year (in the period from 01.01.2021 to 01.12.2021) provided **36.3 million services** to its contributors. This is **42.5%** more than in the same period last 2020.

Note that **over 90%** of UAPF services are provided in a convenient, prompt and safe online format during a pandemic. Contributors and beneficiaries, without leaving their homes, can literally in a matter of minutes receive almost all the services of the Fund. Of the total number of online services, **over 26.6 million**, or 73.3% of the total volume of services, were provided on the UAPF website or mobile application. Compared to the previous year, the indicators increased by almost one and a half times (for 11 months of last year, the Fund's contributors received 16.1 million services in the virtual space).

Let us remind you that in the Personal Account, which is 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 obtaining a statement from an individual pension saving account, making changes and additions to your details, obtaining a certificate of the availability of an IPSA, submitting an application for the appointment of pension benefits in connection with the establishment of a disability group 1 or 2 for an indefinite period, as well as for voluntary pension contributions, tracking the status applications for benefit and much more.

In addition, a no-application service format has been developed. It includes, for example, the automatic opening of individual retirement accounts for compulsory pension contributions (CPC), compulsory occupational pension contributions (COPC) and 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 contribution. In this case, the identification of an individual is carried out according to personal data specified in the electronic format of the payment order when transferring CPC, COPC or VPC. The UAPF receives all the necessary information about the details of the current document and the place of residence of the contributor from the information systems of state bodies. Since the beginning of the year **6.2 million services** or 17.1% of the total volume have been rendered without an application.

In-person service continues to be popular. In 183 units of the UAPF throughout Kazakhstan, **1,996,118** services were provided to contributors, which is almost two times more than last year. Let us remind you that the nearest branch of the Fund can be easily clarified on the website www.enpf.kz, or on the ENPF mobile application.

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, as of December 1, 2021, the Fund's contributors were provided **16,736 services** in 347 branches of the postal operator, which is three times more than in the past year.

The UAPF field service departments are also working. They act in compliance with strict sanitary and epidemiological measures, while a preliminary consultation is carried out (including checking for the possibility of obtaining services online). During the field service as of December 1, 2021, **108,617 operations** were carried out, which is 30% more than in the same period last year.

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. As of December 1, 2021, the number of contributors' requests through feedback channels amounted to **1.4 million requests**. We remind you that contributors and beneficiaries of the UAPF can get advice in the call-center at 1418 (a call within Kazakhstan is free), and consultations can be obtained on the corporate website [ww.enpf.kz](http://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 GPNF 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)