

ANNOUNCEMENT

Kazakhstanis are actively interested in the state of their pension savings

22.6 million statements on the status of individual pension saving accounts (IPSA) were issued by the Unified Accumulative Pension Fund to contributors and beneficiaries for 10 months of the current year (in the period from 01.01.2022 to 01.11.2022). Of these, 17.8 million (78.5%) were issued in electronic format. Issuance of statements is the most popular service of UAPF.

In general, for 10 months the Fund provided its contributors with about **26.2 million services**. Payments of lump-sum pension benefits (5.6% of all transactions), opening of IPSA in automatic mode (1.92%, 502.6 thousand since the beginning of the year), change of personal details (1.37%) are in demand.

About **93%** of the total volume of services (or **24.2 million**) was provided remotely: on the website or in the UAPF mobile application, as well as in a non-application mode. Of these, 17.9 million were provided online, and 6.3 million in automatic format.

However, there are contributors and beneficiaries who prefer a personal appeal to UAPF specialists. Over 1.2 million services were provided during 10 months in the course of full-time services, 93% of which were in the Fund's divisions. Recall that the address of the nearest branch of the Fund can be easily found on the website www.enpf.kz, or in the БЖЗК/ENPF mobile application.

Field service departments of the UAPF are also actively working, which provided more than 78.4 thousand services, of which more than 13 thousand services were provided to people from socially vulnerable segments of the population.

As part of outreach activities, 27.4 thousand road presentations were held, during which about 600 thousand people received information about the funded pension system as a whole and individual consultations.

UAPF pays special attention to the quality of consulting services. In addition to face-to-face appeals, depositors and recipients can get the information they need through various channels: in the call center at 1418 (calls within Kazakhstan are free), on the corporate website www.enpf.kz, in the БЖЗК/ENPF mobile application, through the chat bot in WhatsApp and Viber at +7 777 000 14 18 and on the official pages of the UAPF on social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki. In total, since the beginning of the year, the Fund's specialists have processed more than 710 thousand requests.

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)