

## ANNOUNCEMENT

### **More than 98% of services provided by UAPF since the beginning of the year have been carried out in digital format.**

The Unified Accumulative Pension Fund (UAPF) provides a variety of digital services to Kazakhstanis and continues to develop them, adapting to client needs. These services help citizens plan their financial future by building their pension capital. Their 24/7 availability on the website and in the mobile app is a key factor in increasing contributor interest.

From January 1, 2026, to March 31, 2026, the Fund provided 17.7 million services to the population. Of these, 8.6 million were provided electronically, and 8.8 million were automated. Thus, the share of automated, electronic, and remote services amounted to 98.9% of the total. A total of 200,900 services were provided in person, including 194,900 directly at the Fund's offices.

As a reminder, all pension accounts are opened with the UAPF automatically upon receipt of the first contribution. Also, target requirements are automatically accrued to citizens of the Republic of Kazakhstan who have not reached the age of 18, and target savings accounts (TSA) are opened to record and pay out target savings to adult recipients of target savings under the National Fund for Children program.

During the reporting period, the total number of automatically opened individual pension savings accounts (IPSAs) for all types of individual pension contributions, as well as notional pension accounts (NPAs) for recording employer's compulsory pension contributions (ECPCs) transferred by employers from their own funds, and targeted savings accounts (TSAs, opened to record and pay out targeted savings to recipients of targeted savings under the "National Fund for Children" program) totaled 690,400.

Getting statements from IPSAs, NPAs, and TSAs remains the most popular service. Since the beginning of the year, more than 9.0 million statements have been issued for all account types, 8.0 million of which were electronic and 956.4 million statements were issued automatically. The UAPF reminds everyone that accessing account status information through your personal account is the most convenient, reliable, and timely way to monitor your pension savings. The service operates online 24/7, allowing you to receive up-to-date information at any time and from anywhere. Account status information is available not only through the UAPF mobile app and your personal account on the UAPF website, but also through the egov.kz portal or the e-government mobile app. This provides additional convenience for users who prefer to interact with government services through a single platform. However, receiving information about your pension savings by mail is still possible by submitting a request to the UAPF address. In addition to receiving statements in their personal account on the website and in the mobile app, contributors (beneficiaries) can use services such as making changes and additions to their account details, obtaining a certificate of account availability, submitting an application for permanent pension benefits due to disability of Groups 1 or 2 or upon reaching the age of 50 through voluntary pension contributions, tracking the status of payment applications, transferring a portion of pension savings to investment portfolio managers (IPMs), and calculating a projected future pension using a pension calculator.

Over the three months since the beginning of 2026, 28.4 thousand applications for account changes were received, 26.6 thousand of which were submitted at the Fund's offices.

When applying for a service from UAPF specialists, contributors typically receive additional consultations and advice on savings management. As part of its outreach efforts, 14,700 roadside presentations were held, attended by 296,000 people. The number of materials published in the media based on UAPF announcements amounted to 9,900.

The number of inquiries received from contributors and beneficiaries through feedback channels (call center, website consultations, instant messaging, social media, and other communication channels) amounted to 115,500.

As a reminder, any company can request an on-site presentation and consultation on the funded pension system by simply calling the call center at 1418 or contacting the Fund through its website or mobile app.

UAPF consulting services can be obtained through instant messengers (chat bot in WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (free call within Kazakhstan), on the corporate website [enpf.kz](http://enpf.kz), as well as on the official UAPF pages on social networks Instagram, Facebook, VKontakte, Telegram, Odnoklassniki.

*UAPF was founded on August 22, 2013 on the basis of GNPf APF JSC. The founder and shareholder of the UAPF 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. Trust management of UAPF pension assets is carried out by the National Bank of the Republic of Kazakhstan. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, employer's compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, as well as carries out enrollment and accounting of voluntary pension contributions formed at the expense of the unclaimed amount of guaranteed compensation for the guaranteed deposit, transferred by the organization carrying out mandatory guarantee of deposits, in accordance with the Law of the Republic of Kazakhstan "On mandatory guarantee of deposits placed in second-tier banks of the Republic of Kazakhstan", ensures the implementation of pension benefits. The Fund also carries out accounting of target assets and target requirements, accounting and crediting of target savings (TS) to target savings accounts, payments of TS to their recipients in bank accounts, accounting for returns of TS in the manner determined by the Government of the Republic of Kazakhstan within the framework of the National Fund for Children program (More details at [www.enpf.kz](http://www.enpf.kz))*