

It is better to control your individual pension saving account via the Internet

UAPF JSC is constantly working to keep their contributors (beneficiaries) informed about the state of their individual pension saving accounts (IPSA).

You can find out about the status of your IPSA directly by contacting the UAPF offices in person, as well as by receiving an extract by traditional mail and electronic means.

The most popular way of informing about the state of the IPSA today is through the Internet connection. It was chosen by more than 6.6 million owners of IPSA (54.2% of the total number of all IPSA). At the same time, contributors and beneficiaries learn about the status of 5,762,454 accounts through their personal accounts on the enpf.kz website or the ENPF mobile application at any time and from anywhere in the world. The number of people who chose this method of informing increased by 225,125 people (4%) over the year.

853 954 people receive an e-mail statement to the address provided for the UAPF. It is sent to the account holder by e-mail according to the selected schedule: monthly, quarterly, semi-annually or annually.

1,297,726 people still prefer to receive statements by traditional mail. This is 44% less than, for example, 5 years ago in 2015, when 2,939,233 contributors and beneficiaries chose the postal service as a method of information, which indicates a decrease in the demand for this type of information.

UAPF JSC notifies that if the contributor (or beneficiary) still prefers to receive an extract from the IPSA once a year by regular mail, but at the same time has changed the address of residence, then he must inform the Fund about it. The Law of the Republic of Kazakhstan *On Pension Provision in the Republic of Kazakhstan* provides that this must be done within 10 days after the change of address. Otherwise, the postal operator will not be able to deliver the pension saving account statement to the addressee, and it will return to the Fund. For the next year, UAPF will not send an extract to such a contributor (beneficiary), the status of informing which will be listed as “undefined”. At the beginning of November, there were more than 1 million such contributors, or 8.8% of the total number of accounts for all types of pension contributions.

The method of informing in person when contacting the offices of the Fund is chosen by 3,029,417 people. The last year this figure was 1,938,547 calls. The increase was 56.3%. However, it should be borne in mind that these statistics were largely supplemented by the owners of newly opened accounts. In this regard, the UAPF reminds the newcomers of the pension system that, starting from 2019, there is no need to conclude an agreement in order to open an IPSA for compulsory pension contributions. The account is opened automatically upon receipt of the first installment. Identification of an individual is carried out according to personal data (full name, IIN, date of birth) specified in the electronic format of the payment order when transferring compulsory pension contributions, and all the necessary information about the details of the current identity document of an individual about the place of permanent residence the UAPF receives from information systems of state bodies. At the same time, the method of informing when opening such an account is automatically determined as “In personal contact”. That is, all contributors whose IPSA was recently opened are advised to come to the UAPF office with an identity document and choose the desired method of information. It can also be done remotely on the enpf.kz website if you have an electronic digital signature.

The UAPF reminds of the need to constantly monitor your pension saving account in any convenient way in order to be sure of its regular replenishment and plan your future retirement.

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)