

ANNOUNCEMENT

UAPF contributors prefer to use services in electronic format

In January 2023, the Unified Accumulative Pension Fund provided **about 2.6 million services** to its contributors and beneficiaries, of which **1.6 million** - in electronic format, **780.5 thousand** - in automatic, more than **60 thousand** - in a remote format in the form of consultations. Thus, Kazakhstanis receive 95% of pension services remotely.

The most requested service in January 2023 was the provision of information on the status of individual pension saving accounts (IPSA). More than **2.4 million (93.4%** of all transactions) IPSA statements were issued in January 2023. Of these, **1.6 million (62.2%** of the total) were in electronic format: through the personal account on the website enpf.kz or in a mobile application, as well as on the e-government portal egov.kz. More than **739 thousand** statements (28.8% of the total) were sent automatically to contributors and beneficiaries who chose the method of informing via e-mail specified in the UAPF database. Over **32.4 thousand** applications were processed in January 2023 for changing details.

Recall that in your personal account on the UAPF website and in the UAPF mobile application, in addition to receiving information about your savings, you can choose the method of informing about them, change personal details, choose the method of informing about savings, transfer part of the savings to the investment portfolio manager, make a predictive calculation of the future pension using pension calculator, etc.

30.4% of the total volume of services is provided automatically without direct contact with the UAPF offices.

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 installment. In this case, the identification of an individual is carried out according to the personal data specified in the electronic format of the payment order when transferring the CPC, COPC or VPC. All the necessary information about the details of the current document and the place of residence of the contributor, UAPF receives from the information systems of state bodies. Since the beginning of the year, **23.3 thousand** IPSA have been opened in this way in automatic mode.

Lump-sum pension benefits are made automatically to special accounts upon applications received from authorized operators and other types of services. Since the beginning of the year, about **8.4 thousand** applications for the improvement of housing conditions and medical treatment have been received.

Despite the possibility of receiving services remotely, there are contributors who prefer a personal appeal to the Fund's specialists. Therefore, over **126.5 thousand** services (**4.9%** of the total volume of services) were provided to contributors and beneficiaries through face-to-face service in UAPF divisions throughout Kazakhstan in January, of which **107.1 thousand** were provided directly at the Fund's service offices. About **19.0 thousand** services were rendered by UAPF field service departments – mobile agents and mobile office crews. In addition to the provision of services in the course of field service, the UAPF continues its information and explanatory work in labor collectives at enterprises and organizations. Since

the beginning of the year, more than **2,000** presentations have been held at enterprises and organizations, with over **47,000** participants.

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 February 1, 2023, over **60,000** requests received through various feedback channels have been processed.

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

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)