

ANNOUNCEMENT

UAPF contributors received over 11 million services in online format

As of September 1, 2020, the Unified Accumulative Pension Fund provided 11.8 million services to its contributors. Compared to the same period in 2019, the indicators decreased slightly by 0.9%. At the same time, despite the current epidemiological situation and the coronavirus infection (COVID-19) pandemic, in connection with which a number of restrictive measures were taken in order to prevent the spread of a dangerous virus and ensure the safety of workers and the population, UAPF contributors continued to receive services in full.

The UAPF managed to keep the volume of services rendered thanks to the well-functioning work of the Fund's electronic systems. Out of all services rendered as of September 1 of this year, 92.4% or 10.9 million transactions were carried out in online format. Compared to last year, the popularity of e-services increased by 13.2%. With the help of the Personal Account, which is both on the website and in the ENPF mobile application, most of our contributors, without leaving their homes, receive a whole range of services - this is receiving an extract from an individual retirement account, making changes and additions to their details, obtaining a certificate of availability of an IPSA, filing an application for the appointment of pension payments in connection with the establishment of permanent disability group 1 or 2, tracking the status of the application for benefit payment and (or) relocation, and much more.

After the relaxation of restrictive measures and with the opening of our branches in full-time operation with the observance of all security measures, such as pre-appointment, airing, wet cleaning and disinfection, some of the contributors are served in the offices of the Fund. For eight months of 2020, 820.8 thousand services were provided in our branches.

The UAPF also has field service departments, which as of September 1 provided 74.4 thousand services to the UAPF contributors. At the moment, these departments operate with the involvement of no more than 50% of the staff in compliance with strict sanitary and epidemiological measures. In this case, a preliminary consultation is carried out (including a check for the possibility of obtaining services online or in person). In the event of a need for field service for processing applications for opening individual pension saving accounts for accounting for compulsory occupational pension contributions (including applications for joining an agreement on pension provision at the expense of a compulsory occupational pension contributions) and servicing contributors (beneficiaries) belonging to the category of socially vulnerable segments of the population (disabled people of 1-2 groups), they carry out their visits in compliance with all sanitary and epidemiological measures.

Let us remind you that some services of the UAPF can also be obtained in 300 branches of the national postal operator Kazpost JSC. In settlements where there are no UAPF service centers, contributors can now receive services, for the provision of which they previously had to go to the nearest large settlements. So, since the beginning of the year, 2392 services have been received by our contributors in Kazpost offices.

Note that one of the tasks of the UAPF is to provide quality consulting services and the development of information channels for the Fund's contributors and beneficiaries. So, for 8 months of this year, compared to the same period last year, the number of applications from contributors through feedback channels increased almost 2.4 times - 942.3 thousand calls in 2020, against 410.7 thousand calls for the same period in 2019.

Remind you that contributors and beneficiaries of the UAPF can get advice in the call center at 1418 (Calls within Kazakhstan are free), and consultations can be obtained on the corporate website 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.

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)