

ANNOUNCEMENT

UAPF has provided over 13.6 million services to the population since the beginning of the year

The UAPF's primary objective is to accumulate citizens' pension savings and ensure their future benefits. The Fund's services help citizens not only accumulate the necessary funds for a decent retirement but also actively participate in financial planning for their future. UAPF provides various digital services to Kazakhstanis and continues to develop them, adapting to client needs. The 24/7 availability of the Fund's services on its website and mobile app is a key factor in increasing contributor interest.

From January 1, 2026, to February 28, 2026, the Fund provided 13.6 million services to the population. Of these, more than 5.0 million were provided electronically, and 8.3 million were automated. Thus, the share of services provided in automated, electronic, and remote formats amounted to 98.9% of the total. A total of 144,800 services were provided in person, including over 140,000 directly at the Fund's offices.

As a reminder, all pension accounts are opened automatically in the UAPF upon receipt of the first contribution. Target requirements are also automatically calculated for citizens of the Republic of Kazakhstan under 18 years of age, 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, a total of 533,898 individual pension savings accounts (IPSAs) were opened automatically for all types of individual pension contributions (IPCs), as well as notional pension savings accounts (NPSAs) for recording employer's compulsory pension contributions (ECPCs) made by employers from their own funds, and target savings accounts (TSA) opened to record and pay out target savings to recipients of target savings under the National Fund for Children program. Specifically, of the total number: 31,522 for CPCs, 9,749 for COPCs, 130,133 for ECPCs, and 5,881 for VPCs. A total of 356,613 NPAs were opened for participants in the National Fund for Children program.

Receiving statements from IPSAs, NPSAs, and TSAs remains the most popular service. Since the beginning of the year, 5.4 million statements have been issued for all types of accounts, 4.6 million of which were electronic and 737,400 were automatically issued. UAPF reminds that receiving account status information through your personal account is the most convenient, reliable, and efficient 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 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. UAPF notes that, starting in 2025, the annual automatic mailing of statements will no longer be provided. However, receiving information on pension savings by mail will still be 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 pension payments due to the establishment of a group 1 or 2 disability indefinitely or upon reaching the age of fifty through voluntary pension contributions, tracking the status of a pension benefit application, transferring a portion of their pension savings to an investment portfolio manager (IPM), forecasting their future pension using a pension calculator, etc. Over the past month, 17.2 thousand contributor applications for the transfer of a portion of their pension savings to the IPM trust management were received, the majority of which were in electronic format.

20.1 thousand applications for changes to account details for January- February 2026 were received, 18.6 thousand of which were submitted at the Fund's offices.

When seeking services from UAPF specialists, contributors typically receive additional consultations and advice on savings management. As part of outreach efforts, 10,100 road shows were held, attended by 212,000 people. UAPF media outlets published 7,800 materials based on UAPF announcements.

The number of contributor and beneficiary inquiries received through feedback channels (call center, website consultations, instant messaging, social media, and other communication channels) totaled 81,500.

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 through the Fund's website or mobile app.

UAPF consulting services are available through instant messengers (chatbot in WhatsApp and Viber at +7 777 000 14 18), the call center at 1418 (free call within Kazakhstan), on the corporate website 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)