

## ANNOUNCEMENT

### Pension Services - Online

Accounting for KZT14.4 trillion on more than 12 million accounts of contributors and beneficiaries, the Unified Accumulative Pension Fund has transferred almost all operations to digital format. About **93%** of services are provided to the population online or automatically.

UAPF made **28.3 million** transactions for servicing contributors and beneficiaries in 11 months of 2022. Of these, **19.5 million** are in electronic format, **6.7 million** are in automatic mode.

The most demanded service of the UAPF is still obtaining information on the state of pension savings. More than **24.6 million pension account statements** were issued from January to November to contributors and beneficiaries. About 80% of statements are provided in electronic format.

In your personal account on the 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 your 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 a pension calculator.

Pension accounts for all types of contributions are opened automatically for the first installment. In this case, the identification of an individual is carried out according to the personal data of the contributor (full name, IIN, date of birth) specified in the payment order, and all the necessary information about the details of the document proving his identity, about the place of permanent residence of the UAPF receives from the information systems of state bodies. Since the beginning of the year, there have been 536,275 individual pension saving accounts in this way.

UAPF pays special attention to the quality of consulting services. Contributors and beneficiaries can find out the information they need through various channels: in the call center at 1418 (calls within Kazakhstan are free), on the corporate website [www.enpf.kz](http://www.enpf.kz), in the БЖЗҚ / ENPF mobile application, through a chat bot in WhatsApp and Viber by the number +7 777 000 14 18 and on the official pages of the UAPF in the social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki. In total, since the beginning of the year, the Fund's specialists have worked out about 765 thousand requests received through various feedback channels.

However, there are contributors and beneficiaries who prefer to visit the UAPF offices in person. From the beginning of the year until December 1, about **1.4 million** face-to-face services were provided in the course of face-to-face services, **1.3 million** of which were in the Fund's divisions. Recall that the address of the nearest branch of the Fund can be easily found on the [enpf.kz](http://enpf.kz) website, or in the БЖЗҚ / ENPF mobile application.

The UAPF field service departments are also actively working, which provided more than **106.7 thousand** services, of which more than 13.1 thousand services were provided to people from socially vulnerable segments of the population.

More than **30.4 thousand** field presentations were held as part of outreach activities, during which more than **658 thousand** people received information about the funded pension system in general and individual consultations.

*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*

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*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](http://www.enpf.kz))*