

## ANNOUNCEMENT

### UAPF contributors received over 15 million services

The Unified Accumulative Pension Fund provided 15.8 million services to its contributors for 10 months of 2020. Despite the current epidemiological situation and the coronavirus infection (COVID-19) pandemic caused a number of restrictive measures taken this year, the number of services provided increased by 8% or 1.2 million units compared to the same period in 2019.

Of the total number of transactions as of November 1 of this year, 14.5 million (i.e. more than 92%) services were carried out in electronic format. Compared to last year, the popularity of e-services increased by 23.8% or 2.8 million services. Thus, we see that most of our contributors, using the Personal Account, which is both on the website and in the UAPF mobile application, receive a whole range of services without leaving their homes. In particular, these are obtaining an extract from an individual pension saving account, making changes and additions to your details, obtaining a certificate of the availability of an IPSA, submitting an application for the appointment of pension benefits in connection with the establishment of permanent 1 or 2 disability group, tracking the status of the application for benefit and (or) moving and much more.

At the moment, in compliance with all sanitary measures, about 200 branch offices of the UAPF also provide services. In them, our contributors have received over 1.1 million services in 10 months. In addition, the UAPF also has field service departments, which, as of November 1, provided 80.4 thousand services to the Fund's contributors.

One of the tasks of the UAPF is to provide quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. For 10 months of this year, compared to the same period last year, the number of applications from depositors through feedback channels has more than doubled: 1.2 million applications in 2020, compared to 580.4 thousand applications for the same period in 2019.

We remind you that contributors and beneficiaries of the UAPF can get advice at the Call-Center at 1418 (Call within Kazakhstan is free), and consultations can be obtained on the corporate website [www.enpf.kz](http://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 Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki social networks.

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