

## ANNOUNCEMENT

### **The popularity of UAPF services doubled and their number exceeded 9 million**

The Unified Accumulative Pension Fund has provided 9.6 million services to its contributors since the beginning of 2021 in the period from 01.01.2021 to 01.04.2021. This is 2 times more than in the same period last 2020. It is important to note that the growth was both in e-services and in services provided in the branches of the UAPF.

More than 91% of the total volume of services was provided in electronic format, which is 8.9 million services. Compared to the previous year, there was a twofold increase in the popularity of online services. Thanks to the convenient and functional UAPF mobile application, as well as the [enpf.kz](http://enpf.kz) website, each contributor through the Personal Account can independently receive a significant number of services: receive a statement from an individual pension saving account or a certificate of the availability of an IPSA, check the amount of pension savings for partial use and (or) transfer to the IM, make changes and additions to your details, apply for the appointment of pension benefits in connection with the establishment of group 1 or 2 disability indefinitely, calculate the future pension using a pension calculator and much more.

Some of the contributors continue to apply to the Fund's branches located throughout Kazakhstan. As of April 1, in the branches of the UAPF, contributors received 777.5 thousand services, which is 131.2 thousand services (or 20.3%) more than last year.

The UAPF also has field service departments. They work in compliance with strict sanitary and epidemiological measures, while a preliminary consultation is carried out (including checking for the possibility of receiving services 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 contribution) and servicing contributors (beneficiaries) belonging to the category for socially vulnerable segments of the population (persons with disabilities of groups 1 and 2), the Fund's specialists carry out visits in compliance with all sanitary and epidemiological measures. During the field service, 12,628 operations were carried out as of April 1, 2021.

To provide pension services to remote settlements of the country, UAPF JSC and Kazpost JSC are implementing a joint project to provide services to contributors and beneficiaries of the Fund in the offices of the national postal operator. Let us remind you that the following types of operations can be performed in Kazpost subdivisions:

- **submit an application for changing (supplementing) the additional details of the contributor (beneficiary) (details of the identity card, phone number, email and postal addresses);**
- **sign an agreement on changing (determining) the method of informing (including for gaining access to the services of UAPF JSC in electronic format).**

In total, in the three months of 2021, these operations in the postal operator's offices were used 3.9 thousand times.

It is important to note that one of the tasks of the UAPF is to provide high-quality consulting services and develop information channels for contributors and beneficiaries of the Fund. Over the three months of 2021, the number of contributors' requests through feedback channels has tripled compared to a year earlier. As of April 1, 2021, there were 600.5 thousand calls, and by April 1, 2020, there were only 214.8 thousand calls.

We remind you that contributors and beneficiaries of the UAPF can get advice in the call-center at 1418 (a call within Kazakhstan is free), and consultations can be obtained on the corporate website

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