

ANNOUNCEMENT

Since the beginning of 2026, UAPF has provided more than 10 million services

The UAPF is a key element of Kazakhstan's pension system, ensuring the reliability and transparency of pension savings. Its 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. The 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 January 31, 2026, the Fund provided 10.8 million services to the population. Of these, 2.7 million were provided electronically, and 7.9 million were automated. Thus, the share of services provided in automated, electronic, and remote formats amounted to 99.2% of the total. A total of 80,500 services were provided in person, including 78,500 directly at the Fund's offices.

As a reminder, all pension accounts are opened automatically in the UAPF upon receipt of the first contribution. Targeted 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, the total number of individual pension savings accounts (IPSA) opened automatically for all types of individual pension contributions, as well as notional pension savings accounts (NPSA) for recording employer's compulsory pension contributions (ECPC) transferred by the employer 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, amounted to 414,500.

Receiving statements from the IPSA, NPSA, and TSA remains the most popular service. Since the beginning of the year, 3.1 million statements have been issued for all types of accounts, 2.5 million of which were electronic and 515,900 were automatically issued. UAPF reminds that receiving account 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 information is available not only through the UAPF mobile app and your 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 unified platform. UAPF notes that, starting in 2025, the annual automatic mailing of statements will no longer be provided. However, receiving information on the status of pension savings by mail remains 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 details, obtaining a certificate of account availability, submitting an application for pension benefits due to the establishment of a Group 1 or 2 disability for life or upon reaching the age of 50 through voluntary pension contributions, tracking the status of a benefit application, transferring a portion of pension savings to an investment portfolio manager (IPM), calculating a projected future pension using a pension calculator, etc. Over the past month, 9,500 contributor applications for the transfer of a portion of their pension savings to IPM trust management were accepted, the majority of which were submitted electronically.

10,500 applications for account details changes were received in January 2026, 10,000 of which were submitted at the Fund's offices.

When requesting a service from UAPF specialists, contributors typically receive additional consultations and advice on savings management. As part of outreach efforts, 4,500 on-site presentations

were held, attended by 97,700 people. The number of materials published in the media based on UAPF announcements amounted to 4,200.

The number of contributor and beneficiary inquiries received through feedback channels (call center, website consultations, instant messaging, social media, and other communication channels) amounted to 43,700.

As a reminder, any company can submit a request for an on-site presentation and consultation on the funded pension system by contacting the Fund through the website or mobile app.

UAPF consulting services can be obtained through instant messengers (chat bot in WhatsApp and Viber at +7 771 171 72 01), 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)