

Choose the most convenient way to inform about the state of pension savings

The UAPF recommends that you regularly inquire about the timely receipt and correctness of the amount of pension contributions deducted from your salary and transferred to individual pension saving accounts (IPSA) in the UAPF.

To obtain information about the state of pension savings, you can use different methods:

- in your personal account on the enpf.kz website or in the UAPF mobile application 24/7;
- on the e-government portal egov.kz 24/7;
- upon personal application of the contributor (beneficiary) to the offices of the UAPF;
- by e-mail (according to the schedule);
- through postal services (once a year).

Currently, the UAPF is conducting an annual campaign to inform contributors (beneficiaries) about the state of pension savings by sending out extracts from the IPSA based on the results of 2022 to contributors (beneficiaries) who have chosen to receive information about their savings via electronic or traditional mail.

Approximately 747,000 people chose the method of informing about the state of their pension savings to the e-mail address provided by the UAPF. At the same time, a statement on the IPSA is sent to the e-mail addresses of contributors (beneficiaries) according to the schedule chosen by them (monthly, quarterly, semiannually or annually). It should be noted that the number of those wishing to receive extracts from the IPSA by e-mail decreased over 12 months at the beginning of March 2023 by 24 thousand people. The popularity of such services at one time gained momentum along with the development of e-mail communications: from 312.2 thousand people in June 2014 to a maximum value in January 2019 - 879 thousand people, and then began to decline as an increase in the activity of the population using information services on the Internet (on the website, in the UAPF mobile application, the e-government portal).

The number of contributors (beneficiaries) who prefer to receive a postal envelope with the statement once a year is also rapidly declining.

For comparison: in 2014, when all accounts and pension assets in the UAPF were merged, about 4 million contributors (beneficiaries) received information about the status of the IPSA via postal services at the addresses specified in pension agreements. Since then, the number of people wishing to receive their statements from the IPSA by mail has been decreasing from year to year and has dropped to 1.05 million (as of March 6, 2023). In just 12 months from March 09, 2022 to March 06, 2023, the number of such service users decreased by 84.4 thousand.

We remind those who are waiting for statement from the IPSA by mail that, according to the Law of the Republic of Kazakhstan *On Pension Provision in the Republic of Kazakhstan*, in case of a change in the address of residence, it is necessary to report this to the UAPF within 10 calendar days. Otherwise, the letter sent to the previous address of residence will be returned to UAPF and in the future UAPF will not deliver envelopes with IPSA statements until the contributor (beneficiary) is notified of the new address or he chooses another method of informing.

The vast majority of citizens chose the **method of informing online (24/7 from anywhere in the world) through a personal account on the enpf.kz website and in the UAPF mobile application** - as of March 6, 2023, about 6.4 million people.

Since 2014, the number of contributors (beneficiaries) who have chosen information on the Internet has grown by almost 20 times. Over the past 12 months alone, as of March 6, 2023, the number of users of these services has increased by 159.5 thousand people.

As of March 6, 2023, about 3.3 million contributors and beneficiaries chose the method of informing by contacting the office in person. Basically, such statistics are formed by the owners of accounts that are automatically opened upon the initial receipt of funds.

The opening of the IPS in the UAPF is carried out on an unannounced basis for all types of pension contributions, while the method of providing information on the state of pension savings is automatically determined as “by personal contact with the UAPF”, which the contributor (beneficiary) has the right to change independently.

In order to determine or change the method of obtaining information, the contributor (beneficiary) must conclude an appropriate agreement directly at the UAPF office or on the UAPF website.

It should be noted that:

- on the UAPF website, you can choose only one method - “through your personal account”;
- using the EDS, you can get information about the state of pension savings both on the website and in the UAPF mobile application, and on the e-government portal without concluding an agreement.

It should be noted that the most prompt ways of informing allow you to objectively assess your pension rights in order to take the necessary steps to increase pension savings on the IPSA. With the help of statement from the IPSA, you can check the correctness, completeness and timeliness of contributions transferred by employers. The control carried out today will allow you to be confident in your future.

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 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)