

ANNOUNCEMENT

This year UAPF provided over 17.4 million services

The Unified Accumulative Pension Fund has provided over 17.4 million services to its contributors in just 11 months of 2020. Despite the current epidemiological situation and the coronavirus infection (COVID-19) pandemic, causing a number of restrictive measures adopted this year, the number of services rendered increased by 10.9% or 1.7 million units compared to the same period in 2019.

This growth was largely due to the popularity of the UAPF's electronic services: over 92% (16.1 million) of the services provided by the Fund were online. Let us remind you that in the Personal Account, which is available both on the website and in the UAPF mobile application, contributors have the opportunity to receive services anytime and anywhere, for example, obtaining an extract from an individual pension saving account, making changes and additions to your details, obtaining a certificate of the presence of an IPSA, applying for the appointment of pension benefits in connection with the establishment of group 1 or 2 disability indefinitely, tracking the status of the application for benefit, and much more.

171 branch offices of the UAPF continues its work in compliance with all sanitary measures. In them, our contributors received about 1.3 million services in 11 months. Note that the UAPF also has field service departments, which as of December 1 provided 83.7 thousand services to the Fund's contributors.

In addition, 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 branches of the national postal operator. In settlements where there are no UAPF service centers, contributors can now receive services, while previously it was necessary to go to the nearest large settlements. For 11 months of 2020, the Fund's contributors received about 5.6 thousand services in Kazpost.

One of the tasks of the UAPF is to provide high-quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. From January 1 to November 30, 2020, the number of contributors' calls through feedback channels more than doubled compared to the same period last year: 1.3 million calls in 2020, against 648.3 thousand calls in the same period in 2019

We remind you that contributors and beneficiaries of the UAPF can get advice in the Call-Center at 1418 (call within Kazakhstan is free), and consultations can be obtained on the corporate website www.enpf.kz, via the 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)

