

ANNOUNCEMENT

How do the branches of UAPF JSC work after the introduction of restrictive measures?

In Kazakhstan, due to the complication of the epidemiological situation and the increase in the incidence of coronavirus infection (COVID-19), a fourteen-day quarantine has been introduced since July 5 with a number of restrictive measures in order to prevent the spread of coronavirus.

Thus, in order to prevent the spread of coronavirus infection (COVID-19) and ensure the safety of workers and the public, Unified Accumulative Pension Fund announces the following mode of operation of its regional branches.

In seven regions, intramural service will be maintained by appointment (with employment not more than 50% of all branch employees). Full-time admission is carried out in regional branch offices in Almaty, East Kazakhstan (except for the branches of the village of Karaul, Art. Aktogay, village of Kalbatau and the regional branch in Semey), West Kazakhstan, Kyzylorda (except for the branch office in the village of Zhanakorgan), Mangistau and Pavlodar regions, as well as in the regional branch office in the city of Zhezkazgan.

You can make an appointment on the corporate site enpf.kz, literally in two or three clicks. It is necessary to go to the tab “Electronic Services” on the main page of the site, then click on the banner “Book a queue for service”, after which you can choose the time convenient for you to visit our branch. Opening hours of branches on weekdays from 9:00 to 18:00, Saturdays and Sundays are weekends

Note that during the lunch break from 13:00 to 14:00 the operating room will be closed for ventilation, wet cleaning and disinfection / quartzing. In addition, there are two technical breaks of 15 minutes in the morning and afternoon for the disinfection of work surfaces, chairs, door handles, handrails, etc., and ventilation of the premises.

In other regions UAPF left a number of restrictive measures until July 31, inclusive. So, in order to protect the life and health of citizens, as well as to ensure the safety of the population, the Fund’s units have been transferred to the remote service and contactless reception of documents.

The working hours of the branches of contactless services on weekdays from 9:00 to 18:00 with a lunch break from 13:00 to 14:00. In this mode, regional branches operate in Akmola, Aktobe, Atyrau, Zhambyl, Kostanai, North Kazakhstan and Turkestan regions, as well as in branches in the city of Nur-Sultan and Almaty. You can familiarize yourself with the addresses of branches operating in contactless mode on the site enpf.kz.

The Fund’s duty staff, by appointment, will contactlessly accept documents for services that cannot be obtained in electronic format, subject to strict sanitary and epidemiological measures and the principles of social distance. Services that cannot be obtained online include:

- execution of applications for the appointment of pension benefits in connection with the death of the contributor / beneficiary (burial expenses);
- registration of applications for the appointment of pension benefits in connection with the death of the contributor / beneficiary (inheritance);
- registration of applications for the assignment of pension benefits in connection with a leave for a permanent place of residence outside the Republic of Kazakhstan (in exceptional cases, at the request of a consumer of the services of the Fund);
- execution of applications for the transfer of pension accumulations from UAPF JSC to insurance organizations.

Other types of UAPF services, for example, obtaining an extract from an individual pension saving account, changing details, signing of pension provision agreements at the expense of VPC, etc., you can receive online without leaving your home using the ENPF mobile application and My Account

posted on the Fund's corporate website www.enpf.kz (step-by-step instructions on how to receive electronic services are attached in the relevant sections).

Remember that UAPF also has an on-site service department. At the moment, it operates with the involvement of no more than 50% of the staff, in compliance with strict sanitary and epidemiological measures. At the same time, preliminary consultation is carried out (including checking for the possibility of receiving services in person). If there is a need for on-site services for filling out applications for opening individual pension saving accounts for accounting for compulsory professional pension contributions (including applications for joining the pension agreement at the expense of compulsory occupational pension contribution) and servicing contributors (beneficiaries) that belong to the category socially vulnerable segments of the population (disabled people of 1-2 groups), they travel in compliance with all sanitary and epidemiological measures.

In addition, the employees of the Fund are always ready to provide contributors (beneficiaries) with advice on the accumulative pension system and remote support for receiving electronic services of the Fund through:

- 1) telephone calls from duty officers of regional offices (a list of which is available on the site enpf.kz);
- 2) contacting the Fund's call center at short number 1418;
- 3) chatbot in Whats app, Telegram by phone number +7 777 000 14 18;
- 4) an online consultant on the corporate website of the Fund www.enpf.kz;
- 5) by sending applications by e-mail enpf@enpf.kz;
- 6) accounts in social networks: Instagram, Facebook, VKontakte, Twitter. Telegram, Odnoklassniki.

In addition, it is envisaged to receive UAPF services by sending a package of documents by mail (Kazpost JSC) with the possibility of preliminary online verification of a package of documents on the Foundation's corporate website.

A list of all branches of UAPF JSC and their operating modes are available here.

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)