

ANNOUNCEMENT

How do branch offices of UAPF JSC work now?

In Kazakhstan, in recent weeks, a phased removal of the quarantine restrictions has begun. It is very important to take into account the current situation with the spread of coronavirus infection (COVID-19) and the ongoing quarantine in some cities of our republic. In this regard, the Unified Accumulative Pension Fund reports that in five regional branches (Aqmola, Aqtobe, Kostanai, Kyzylorda and North Kazakhstan regions) and a branch office in the city of Nur-Sultan, a gradual transition to full-time in-person customer service has begun.

Please note that the UAPF introduces a number of restrictive measures in these branches, in particular, admission by appointment. This is very easy to do on the corporate site enpf.kz in just two or three clicks. By clicking on the tab “Electronic Services”, you can click on the banner “Book a Service Queue”, then you can choose the time of visiting our branch office convenient for you. The branch opening hours are from 9:00 to 18:00, Saturdays and Sundays are days off.

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

In other regions until June 15 inclusive, UAPF JSC left a number of restrictive measures. So, in order to protect the life and health of citizens, as well as to ensure the safety of the population, the Fund’s departments carry out non-contact receipt of documents, with the involvement of no more than 50% of specialists from the staff of the branch office.

The working hours of the branch offices of contactless services on weekdays are from 9:00 to 18:00 with a lunch break from 13:00 to 14:00. You can see addresses of the branch offices operating in non-contact mode on the site enpf.kz.

The Fund’s duty staff (by appointment) will in non-contact form 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:

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

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

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 to duty officers of regional branch offices (a list of them is available on the site enpf.kz);**

- 2) contacting the Fund's call center at short number 1418;
- 3) chatbot in Whats app, Viber, Facebook, VKontakte 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 on enpf@enpf.kz;
- 6) accounts in social networks: Instagram, Facebook, VKontakte, Twitter, Telegram,

Odnoklassniki.

In addition, you can receive UAPF services by sending a package of documents by mail (Kazpost JSC) with the option of preliminary online verification of a package of documents on the Fund's corporate website.

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)