

## ANNOUNCEMENT

### Over 94 percent of UAPF services are provided in electronic format

The Unified Accumulative Pension Fund provided **3.2 million services** to its contributors in the first month of 2022.

It should be noted that **over 94%** of UAPF services are provided in a convenient, efficient and safe online format during the pandemic. Contributors and beneficiaries, without leaving their homes, can receive almost all the Fund's services literally in a matter of minutes. Of the total number of online services, over **2.1 million** or 66.5% of the total volume of services are provided on the website or in the ENPF mobile application.

Recall that in the Personal Account, which is available both on the website and in the ENPF mobile application, contributors have the opportunity to receive services anytime and anywhere. For example, this is 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, filing an application for the appointment of pension benefits in connection with the establishment of disability of group 1 or 2 indefinitely, as well as for voluntary pension contributions, tracking the status of benefit applications and more

In addition, the Fund has developed a no-application service format. It includes, for example, the automatic opening of individual pension accounts for accounting for compulsory pension contributions (CPC), compulsory occupational pension contributions (COPC) and voluntary pension contributions (VPC). Recall that if an individual does not have an open IPSA in the UAPF, it is opened in the UAPF information system automatically upon receipt of the first contribution. In this case, the identification of an individual is carried out according to the personal data specified in the electronic format of the payment order when transferring the CPC, COPC or VPC. All the necessary information about the details of the current document and the place of residence of the contributor, UAPF receives from the information systems of state bodies. Since the beginning of the year, **0.9 million services** or 27.8% of the total volume have been provided without application

The full-time service continues to be popular. In 176 divisions of the UAPF throughout Kazakhstan, over **116,000 services** were provided to contributors in the first month of 2022. Recall that the nearest branch of the Fund can always be easily clarified on the website [www.enpf.kz](http://www.enpf.kz), or on the ENPF mobile application.

During the ongoing pandemic and cold weather, remote consultations are especially in demand among UAPF contributors. Literally in a matter of minutes, our employees can answer any questions provided. As of February 1, 2022, the number of requests from contributors through feedback channels amounted to **65.6 thousand requests**.

We remind you that UAPF contributors and beneficiaries can get advice in the Call Center at 1418 (calls within Kazakhstan are free of charge), as well as advice can be obtained on the corporate website [www.enpf.kz](http://www.enpf.kz), through a chat bot in WhatsApp and Viber at +7 777 000 14 18 and on the official pages of UAPF in social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki.

*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](http://www.enpf.kz))*

