

## ANNOUNCEMENT

### **In just two months, UAPF contributors received over 7 million services**

The Unified Accumulative Pension Fund has provided 7.2 million services to its contributors since the beginning of 2021 in the period from 01.01.2021 to 01.03.2021. This is 2.2 times more than in the same period last year in 2020. It is worth noting that the growth was both in e-services and in services provided in person in the branches of the UAPF.

In the virtual space, 6.6 million of the Fund's services were provided, which is 91.8% of the total volume of services provided. Compared to the previous year, there has been a threefold increase in the popularity of online services. Recall that with the help of the Personal Account, which is available both on the website and in the UAPF mobile application, contributors, without leaving home, can receive: a statement from their individual pension saving account, a certificate of the availability of an IPSA, check the amount of pension savings for partial use and ( or) transfer to the IM, make changes and additions to your details, submit an application for the appointment of pension benefits in connection with the establishment of group 1 or 2 disability indefinitely, and much more.

Note that some of the contributors still apply to our branches located throughout Kazakhstan. As of March 1, in the branches of the UAPF, contributors received 581.8 thousand services, which is 37.8 thousand services (or 6.9%) more than last year.

It is important to note that one of the tasks of the UAPF is to provide high-quality consulting services and develop information channels for contributors and beneficiaries of the Fund. In the first two months of 2021, the number of contributors' requests through feedback channels has tripled compared to a year earlier. As of March 1, 2021, there were 461.9 thousand calls, and by March 1, 2020, 146.8 thousand calls.

We remind you that investors and recipients 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](http://www.enpf.kz), via a 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](http://www.enpf.kz))*