

ANNOUNCEMENT

Since the beginning of the year, UAPF contributors have received over 30 million services

The Unified Accumulative Pension Fund only for the first nine months of this year (in the period from 01.01.2021 to 01.10.2021) provided **30.3 million services** to its contributors. This is **45.8%** more than in the same period last 2020.

Most of the services are provided in electronic format. More than **22.2 million online services** were provided to contributors, **accounting for 73.2% of the total volume of services**. Compared to the previous year, the indicators have almost doubled (last year, the Fund's contributors received about 13 million services in the virtual space). 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 at any time and in any place. For example, this is receiving a statement from an individual pension saving account, making changes and additions to your details, obtaining a certificate of the availability of an IPSA, applying for the appointment of pension benefits in connection with the establishment of a group 1 or 2 disability indefinitely, tracking the status of the application for benefit, and much more.

5.1 million services or 16.9% of the total volume were rendered in the automatic format (no-application requests). This includes, for example, the automatic opening of individual pension saving accounts to record compulsory pension contributions (CPC) or voluntary pension contributions (VPC). Recall that if an individual does not have an open IPSA in the UAPF, it opens in the UAPF information system automatically upon receipt of the first installment. In this case, the identification of an individual is carried out according to personal data specified in the electronic format of a payment order when transferring CPC or VPC, and the UAPF receives all the necessary information about the details of a valid document and place of residence from the information systems of state bodies.

Contributors received about 1.7 million services directly at the Fund's service offices. In 183 offices of the UAPF throughout Kazakhstan, contributors were provided **1,722,696 services**, which is 732.6 thousand services (or 74.0%) more than last year.

Thanks to the joint project of UAPF JSC and Kazpost JSC for the provision of services in remote settlements in the branches of the national postal operator, as of October 1, 2021, **13,216 services** were provided to the Fund's contributors in 347 branches of the postal operator, which is four times more than in the past year. Note that the following types of operations can be performed in Kazpost subdivisions:

- **submit an application for changing (supplementing) the additional details of the contributor (beneficiary) (details of the identity card, telephone number, email and postal addresses);**
- **sign an agreement on changing (determining) the method of informing (including for gaining access to the services of UAPF JSC in electronic format).**

There are also field service departments in the UAPF. They work in compliance with strict sanitary and epidemiological measures, while a preliminary consultation is carried out (including checking for the possibility of obtaining services online). During the field service as of October 1, 2021, **69,971** operations were carried out.

The UAPF pays special attention to the provision of high-quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. As of October 1, 2021, the number of contributors' requests through feedback channels amounted to **1.2 million calls**, and in the last 2020, 1.1 million calls, an increase of **8.4%**.

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 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.

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)