

## ANNOUNCEMENT

### **Demand for UAPF online services remains at a high level**

For 9 months of the current year (from 01.01. to 01.10.2023), the Unified Accumulative Pension Fund provided 18.8 million services to its investors, of which more than 13 million in electronic format, more than 4 million in automatic format. 973,663 contributors were served, 856,794 people contacted the Fund's offices directly.

One of the most popular services remains the issuance of statements on the status of an individual pension saving account (IPSA) - since the beginning of the year, more than 17.1 million have been issued. Of these, about 13 million (or 69.28%) are in electronic form, about 3 more, 7 million were sent automatically to the addresses of contributors and beneficiaries who had previously chosen the "e-mail" method of information, and almost 456 thousand statements were provided at the Fund's offices.

Let us remind you that in the personal account on the website and in the UAPF mobile application, contributors (beneficiaries) have the opportunity to use services such as making changes and additions to their details, obtaining a certificate of availability of an individual pension saving account, submitting an application for pension benefits in connection with the determination of disability 1 or 2 groups for an indefinite period, tracking the status of an application for benefit payment, transferring part of the savings to an investment portfolio manager, predictive calculation of a future pension using a pension calculator, etc. 24/7 anywhere in the world.

Over the past 9 months since the beginning of the year, more than 262 thousand IPSAs have been opened automatically in the UAPF information base. This became possible thanks to the integration of the UAPF information systems and the State Database "Individuals", from where the Fund receives identification data about new contributors (full name, year of birth, etc.) using IIN.

About 251 thousand applications for changing details were accepted, of which more than 196 thousand were received at the Fund's offices.

UAPF field service departments: mobile agents and mobile office crews provided over 111 thousand services. As part of the outreach work, more than 26.5 thousand road presentations were held, attended by more than 568 thousand people. Let us remind you that any company can apply for a presentation and consultation on the funded pension system with a visit to the office, for which you just need to call the call center at 1418 or contact the UAPF website or mobile application.

For the UAPF, it is always a priority to provide high-quality consulting and information services to the Fund's contributors (beneficiaries). As of October 1, 2023, the number of requests from contributors through feedback channels amounted to about 561.8 thousand.

Consulting services of the UAPF can be obtained through messengers (chat bot on WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (calls within Kazakhstan are free), on the corporate website [enpf.kz](http://enpf.kz), as well as on official pages UAPF on social networks Instagram, Facebook, VKontakte, X, 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))*