

## ANNOUNCEMENT

### How UAPF is represented in the regions?

UAPF services are available in all corners of the republic: both in large cities and in small towns. As of January 1, 2023, the regional structure of the Fund includes 18 branches: in cities of republican significance (Astana, Almaty, Shymkent) and in 15 regional centers.

In the cities where the branches are located, there are 26 operation units, including 18 operation units directly at the branch offices.

There are 61 service centers (SCs) in large district centers and cities, and in district centers with low population density and some other settlements - 89 remote workplaces (RTW), where service is provided by one employee of the Fund. **In total, UAPF has 176 service offices.** The number and distribution of regional divisions is established taking into account the needs of the population.

As a result of the creation of new regions in the republic, the Regional Branch of UAPF JSC in the city of Semey was renamed to **the Abay Regional Branch of UAPF JSC** and the Almaty Regional Branch of UAPF JSC to the **Zhetisu Regional Branch of UAPF JSC**.

In connection with the renaming of the city of Nur-Sultan to the city of Astana, the **Branch of UAPF JSC in the city of Astana** was also renamed.

To ensure the availability of services and the involvement of the population in the pension system, the regions also operate a multifunctional field service center "**Mobile Office**" - a minibus equipped with everything necessary to receive and service contributors (beneficiaries) in remote settlements.

Mobile office works online with the help of satellite equipment installed on the car. Mobile office visits are carried out according to a predetermined route and schedule for visiting remote settlements, which is agreed with local executive bodies. Now 13 Mobile offices work in Almaty, Akmola, Aktobe, Atyrau, East Kazakhstan, Zhambyl, West Kazakhstan, Karaganda, Kostanay, Kyzylorda, Pavlodar, North Kazakhstan and Turkestan regions.

Also, for contributors and beneficiaries living in remote settlements of the Republic of Kazakhstan, where there are no service offices of the Fund, transfer-agency services are available in the branches of Kazpost JSC since 2019. In 376 such branches, you can apply to change the details of the contributor (beneficiaries) and sign an agreement to change (determine) the method of informing.

As a result of face-to-face services provided both in the regional divisions of the Fund and through mobile offices and branches of Kazpost, in 2022 UAPF provided about 1.5 million pension services to contributors and beneficiaries.

*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))*