

ANNOUNCEMENT

The popularity of online services is growing among UAPF contributors

For 5 months of 2023 (in the period from January 01, 2023 to June 01, 2023), the Unified Accumulative Pension Fund provided **about 10.7 million services** to its contributors and beneficiaries, of which **7.4 million (69.83%)** - in electronic format, **2.4 million (22.24%)** - in automatic format, more than **277 thousand (2.60%)** - in a remote format in the form of consultations. Thus, Kazakhstanis receive about **95%** of pension services remotely.

The most popular service following the results of 5 months of the current year was the provision of information on the status of individual pension saving accounts (IPSA). More than **9.8 million** (92.35% of all transactions) IPSA statements were issued from January to May 2023. Of these, **7.4 million** (69.62% of the total) were in electronic format, **2.2 million** statements (20.2% of the total) - in automatic mode, **235.7 thousand** (2.21% of the total) statements - in the offices of the Fund.

Over **142.7 thousand** applications were processed for 5 months of 2023 for changing details.

Recall that in your personal account on the website and in the UAPF mobile application, in addition to receiving information about savings, you can choose the method of informing about them, change personal details, transfer part of the savings to the investment portfolio manager, make a predictive calculation of the future pension using a pension calculator, etc.

Note 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 the personal data specified in the electronic format of the payment order when transferring compulsory pension contributions (CPC), compulsory occupational pension contributions (COPC) or voluntary pension contributions (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, **128.7 thousand** IPSA have been opened in this way in automatic mode.

Lump-sum pension benefits are made automatically. Since the beginning of the year, about **50.4 thousand** applications for the improvement of living conditions and treatment have been received.

Despite the possibility of receiving services remotely, there are contributors who prefer a personal appeal to the Fund's specialists. Thus, over **567.6 thousand** services (5.33% of the total volume of services) were provided to contributors and recipients through face-to-face service at UAPF units throughout Kazakhstan for 5 months of 2023, of which **481.9 thousand** were provided directly at the Fund's service offices. Compared to the same period last year, face-to-face services were provided by 21.95% less, which confirms the growing popularity of online services. Let us remind you that the address of the branch of the Fund closest to you can be found on the website www.enpf.kz or in the БЖЗК/ENPF mobile application.

UAPF JSC pays attention to information and explanatory work in labor collectives. Approximately **82.2 thousand** services were rendered by UAPF field service departments - mobile agents and mobile office crews. Since the beginning of the year, more than **14.5 thousand** presentations have been held at enterprises and organizations, with more than **316.7 thousand** people participating.

As part of the joint project of UAPF JSC and Kazpost JSC on the provision of pension services in remote settlements in the branches of the national postal operator, about 3.6 thousand services were

provided to the fund's contributors as of June 1, 2023. Recall that when servicing at the branches of Kazpost JSC, you can choose the method of informing about pension savings and change personal details.

UAPF pays special attention to the provision of high-quality consulting services and the development of information channels for contributors and recipients of the Fund. As of June 1, 2023, over **277 thousand** requests received through various feedback channels were processed.

For 5 months since the beginning of the year, more than 17.73 thousand materials have been placed in the media at the initiative of the UAPF, which is 23.01% more than in the same period last year.

UAPF consulting services can be obtained through instant messengers (chat bot in WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (calls within Kazakhstan are free), on the corporate website enpf.kz, as well as on the official pages 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)