

ANNOUNCEMENT

UAPF has provided over 24.5 million services to contributors since the beginning of the year

The Unified Accumulative Pension Fund (UAPF) plays a key role in the country's pension system, providing citizens with reliable tools for saving for retirement. UAPF provides a variety of digital services to Kazakhstanis and continues to develop them, adapting to customer needs. The 24/7 availability of the Fund's services on its website and mobile app is a key factor in increasing contributor interest.

Over the five months from January 1, 2026, to May 31, 2026, 24.7 million services were provided to the public. Of these, 14.3 million were provided electronically, and 9.9 million were automated. Thus, the share of automated, electronic, and remote services amounted to 98.7% of the total. 322,100 services were provided in person, including more than 313,400 directly at the Fund's offices.

As a reminder, all pension accounts are opened automatically in the UAPF upon receipt of the first contribution. Targeted requirements are also automatically accrued to citizens of the Republic of Kazakhstan under 18 years of age, and targeted savings accounts (TSA) are opened to record and pay out targeted savings to adult recipients of targeted savings under the National Fund for Children program.

During the reporting period, the total number of automatically opened individual pension savings accounts (IPSAs) for all types of compulsory pension contributions (CPCs), notional pension accounts (NPSAs) for recording compulsory occupational pension contributions (COPCs) paid by employers from their own funds, and targeted savings accounts (TSAs, opened to record and pay targeted savings to recipients of targeted savings under the National Fund for Children program) amounted to 891,700.

Getting statements from IPSAs, NPSAs, and TSAs remains the most popular service. Since the beginning of the year, more than 15.0 million statements have been issued for all account types, 13.3 million of which were electronic and 1.5 million statements were issued automatically. The UAPF reminds that accessing account status information through your personal account is the most convenient, reliable, and timely way to monitor your pension savings. The service operates online 24/7, allowing you to receive up-to-date information at any time and from anywhere. Account status information is available not only through the UAPF mobile app and your personal account on the UAPF website, but also through the egov.kz portal or the e-government mobile app. This provides additional convenience for users who prefer to interact with government services through a single platform. UAPF notes that, starting in 2025, the annual automatic mailing of statements will no longer be provided. However, receiving information on pension savings by mail is still possible upon submitting a request to the UAPF address.

In addition to receiving statements in their personal account on the website and in the mobile app, contributors (beneficiaries) can use services such as making changes and additions to their account details, obtaining a certificate of account availability, submitting an application for pension benefits due to the establishment of a Group 1 or 2 disability for life or upon reaching the age of 50 through voluntary pension contributions, tracking the status of a benefit application, transferring a portion of their pension savings to an investment portfolio manager (IPM), calculating a projected future pension using a pension calculator, etc. Over the past period, 38.7 thousand contributor applications for transferring a portion of their pension savings to IPM trust management were accepted, the majority of which were in electronic format.

During the reporting period, 46.7 thousand applications for changing account details were accepted, of which approximately 44.0 thousand were submitted at the Fund's offices.

When seeking a service from UAPF specialists, contributors typically receive additional consultations and advice on savings management. As part of outreach efforts, 25,100 roadside presentations were held, attended by 505,100 people. The number of materials published in the media based on UAPF announcements amounted to 17,000.

The number of inquiries received from contributors and beneficiaries through feedback channels (call center, website consultations, instant messaging, social media, and other communication channels) amounted to 192,500.

As a reminder, any company can request an on-site presentation and consultation on the funded pension system by simply calling the call center at 1418 or through the Fund's website or mobile app.

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 (free call within Kazakhstan), on the corporate website enpf.kz, as well as on the official UAPF pages on social networks Instagram, Facebook, VKontakte, Telegram, Odnoklassniki.

UAPF was founded on August 22, 2013 on the basis of GNPF APF JSC. The founder and shareholder of the UAPF 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. Trust management of UAPF pension assets is carried out by the National Bank of the Republic of Kazakhstan. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, employer's compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, as well as carries out enrollment and accounting of voluntary pension contributions formed at the expense of the unclaimed amount of guaranteed compensation for the guaranteed deposit, transferred by the organization carrying out mandatory guarantee of deposits, in accordance with the Law of the Republic of Kazakhstan "On mandatory guarantee of deposits placed in second-tier banks of the Republic of Kazakhstan", ensures the implementation of pension benefits. The Fund also carries out accounting of target assets and target requirements, accounting and crediting of target savings (TS) to target savings accounts, payments of TS to their recipients in bank accounts, accounting for returns of TS in the manner determined by the Government of the Republic of Kazakhstan within the framework of the National Fund for Children program (More details at www.enpf.kz)