

ANNOUNCEMENT

How contributors receive information from UAPF JSC

Obtaining a statement from your pension account is a legally enshrined right of contributors and beneficiaries of the UAPF. Today everyone can find out about the state of their savings in one of the following ways:

- **personal visit directly to the service offices of the UAPF;**
- **electronically:**
 - by e-mail to the address provided in the UAPF. The contributor (beneficiary) receives a statement from the pension account by e-mail according to the chosen schedule: monthly, quarterly, once every six months or annually;
 - through the My Account using an electronic digital signature or login and password;
 - on the e-government portal through the My Account or using a one-time sms password that will be sent to the contributor's (beneficiary's) mobile phone number registered in the mGov mobile citizens database;
- **by traditional mail.**

To choose the method of obtaining information, a contributor can come to the UAPF office with an identity document. Or, if you have an electronic digital signature (EDS), you can choose or change the method of informing on the enpf.kz website in your My Account yourself.

Initially, most contributors, when concluding a pension agreement, chose the method of informing by traditional mail. However, this method has inconveniences for contributors. The frequency of such information is once a year. In addition, when changing the postal address, it is imperative to notify the UAPF. If this is not done, then the UAPF has the right not to send information on the state of pension savings in the future.

As of August 3, 2020, about 1.3 million people receive information about the state of their individual pension saving account (IPSA) through traditional postal services. More than 858 thousand people received information on the state of their IPSA by e-mail.

The face-to-face contact is popular too, more than 3 million owners of the IPSA received information directly at the UAPF offices.

The most popular way, however, is online reporting. About 5.7 million contributors have chosen the most convenient and prompt format for obtaining information. In general, as a result of the introduction of remote digital services, more than 90% of UAPF services are rendered online.

The advantage of this method of obtaining information about pension savings is obvious: the contributor has access to information 24/7 (24 hours a day, 7 days a week), at any location, regardless of place of residence.

We remind you that for UAPF contributors who are much more comfortable and more accustomed to receiving all services through smartphones or tablets, there is also a simple and functional ENPF mobile application. It is available in two languages: Kazakh and Russian, in Google Play or AppStore.

To register in the mobile application, you can use a one-time password, which will be sent to your mobile phone via SMS. There are two authorization methods available in the mobile application: enter the IIN and password, or use an electronic digital signature. Also in the future, you can use the entrance via Touch ID for Android and IOS and Face ID for IOS, if available on a mobile device.

With the help of the What's App service, you can write to the UAPF specialist on number +7 777 000 1418 and get the information you are interested in. Telegram-bot can also be attributed

to the services in demand, with which you can receive a mini-statement or send it to an email address. By the way, using this service, you can also recover your password from your My Account, get acquainted with the current news and current indicators of the UAPF, and also find the branch office nearest to you.

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)

UAPF JSC
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