

ANNOUNCEMENT

UAPF members receive online over 90 percent of services

Despite the ongoing quarantine in some cities of Kazakhstan in connection with the spread of coronavirus infection (COVID-19), contributors to the Unified Accumulative Pension Fund receive full services.

As of June 1, 2020, more than 90% of the UAPF services are provided in electronic format. Thanks to the developed modern technologies and well-functioning work of the Fund's information systems, contributors can receive most of the services without leaving their home.

In the first five months of 2020 alone, UAPF contributors were provided with over 8.2 million services, more specifically 8,264,756. This is 7.3% higher than last year. Of all the services, 91.1% or 7.5 million were provided in electronic format. At the moment, the most popular service is to receive a statement from an individual pension saving account: more than 7.7 million times contributors have chosen this service. Compared to June 1, 2019, the figure increased by 22.6%. Almost 7.5 million times the statement was received electronically.

Please note that in the My Account both on the website and in UAPF mobile application, you can get not only the statement, but also a number of services provided by UAPF. For example, to make changes and additions to your details, obtain a certificate of the availability of an IPSA, apply for a pension benefit in connection with a disability of group 1 or 2 determined indefinitely, monitor the status of the application for benefit payment and (or) relocation, and much more.

Note that one of the objectives of UAPF is the provision of high-quality consulting services and the development of information channels for the Fund's members. So, over the five months of this year, compared to the same period last year, the number of calls by contributors through feedback channels of 558,005 calls in 2020 almost doubled compared to 253,063 calls for the same period in 2019.

UAPF members can get advice in the call center at 1418 (Calling in Kazakhstan is free), as well as consultations can be obtained at the corporate website www.enpf.kz, via the chat-bot on WhatsApp and Viber at +7 777 000 14 18 and on the official UAPF pages on social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki.

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)