

ANNOUNCEMENT

About 15 million services were provided by the Unified Accumulative Pension Fund for the period from January to July of this year

Being a high-tech financial institution with a personalized approach to the formation and planning of funded pensions, UAPF provides its contributors and beneficiaries with the opportunity to receive services in a format convenient for them. The priority is electronic services. Over 10 million (68.9%) transactions were carried out over 7 months of the current year in electronic format.

Thanks to the interaction of the UAPF with the information systems of state bodies, some services are provided automatically. About 23% of transactions (or 3.4 million) have been carried out since the beginning of the year in this format. Over the past 7 months, more than 191.3 thousand individual pension saving accounts were opened automatically upon receipt of the first pension contribution. In addition, applications for benefits upon reaching retirement age (more than 58 thousand since the beginning of the year) are processed automatically through the "Government for Citizens" State Corporation. Applications for lump-sum pension benefits for housing and medical treatment are automatically received from authorized operators (116.8 thousand for 7 months).

At the same time, the face-to-face format of appeals, which the residents of Kazakhstan used 774,107 times, remains relevant. More than 675.8 thousand services were rendered at the UAPF offices, another 93.5 thousand operations were carried out in the course of field service by the Fund's mobile teams of specialists, over 4.7 thousand pension services were received by Kazakhstanis through the subdivisions of Kazpost JSC.

The most popular UAPF service is still receiving a statement from an individual pension saving account (IPSA). Since the beginning of the year, contributors and beneficiaries have applied for information on the state of the IPSA more than 13.6 million times. This is 92% of all operations performed. At the same time, the preferred way to receive statements is also the electronic format, to which more and more UAPF clients are switching. Since the beginning of the year, 105.2 thousand times, contributors have applied to change the way of informing.

The activities of the UAPF enjoy great attention from the media. Over the past period (from January 1 to July 31 of the current year), the volume of materials about the Fund posted in various media based on UAPF reports amounted to about 26 thousand publications.

About 427 thousand requests were processed through feedback channels.

We remind you that 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 of 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)