

## ANNOUNCEMENT

### UAPF branches continue to work as usual

About 200 offices of the Unified Accumulative Pension Fund continue to work in the usual full-time service while observing all sanitary safety measures.

Advance registration is recommended. You can sign up for a face-to-face appointment on the corporate website [enpf.kz](http://enpf.kz) in just two or three clicks. On the main page of the site, go to the tab "Electronic services", then click on the banner "Book a queue for service", after that you can independently choose a convenient time for you to visit the office.

Opening hours of branches on weekdays from 9:00 to 18:00, Saturday and Sunday are days off. During the break from 13:00 to 14:00, the operating rooms are closed for ventilation, wet cleaning and disinfection / quartzing. There are also two technical breaks of 15 minutes in the first and second half of the day to disinfect work surfaces, chairs, door handles, handrails, etc., and ventilate the premises. In addition, special signs are outlined inside the offices to maintain social distancing.

At the same time, we remind you that some of the services from the UAPF, for example, obtaining an extract from an individual pension saving account, changing details, concluding agreements on pension benefits at the expense of voluntary pension contributions, etc., can be obtained without leaving home, online via the ENPF mobile application and the Personal Account on the corporate website [www.enpf.kz](http://www.enpf.kz) (step-by-step instructions on how to receive electronic services are attached in the relevant sections).

The UAPF also organizes field services in compliance with strict sanitary and epidemiological measures. In this case, a preliminary consultation is carried out (including checking the possibility of obtaining services remotely, without leaving). When providing outreach services to citizens, services are provided for processing applications for opening individual pension saving accounts for accounting for compulsory occupational pension contributions (including applications for joining the contract on pension provision at the expense of compulsory occupational pension contributions). It also serves contributors (beneficiaries) belonging to the category of socially vulnerable segments of the population (disabled people of groups 1-2, having permanent disability) in compliance with sanitary and epidemiological measures.

Note that UAPF employees are always ready to provide contributors (beneficiaries) with advice on the accumulative pension system and remote support for receiving electronic services through:

**1) phone calls from employees on duty at regional offices (the list is posted on the website [enpf.kz](http://enpf.kz));**

**2) contacting the call-center by short number 1418;**

**3) a chat bot in Whats app and Viber at +7 777 000 14 18;**

**4) an online consultant on the corporate website [www.enpf.kz](http://www.enpf.kz);**

**5) sending applications by e-mail [enpf@enpf.kz](mailto:enpf@enpf.kz);**

**6) accounts on social networks: Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki.**

Additionally, it is envisaged to receive services with the sending of a package of documents by post (Kazpost JSC) with the possibility of preliminary online verification of documents on the corporate website of the UAPF.

At the same time, from December 1 of this year, based on the results of the analysis of the attendance of the UAPF branch offices, in order to optimize business processes and reduce costs, twenty-nine service points working in the format of remote workplaces will cease their activities in

some settlements of Akmola, Aktobe, Almaty, Zhambyl, West Kazakhstan, Karaganda, Kostanay, Mangistau, Pavlodar, North Kazakhstan regions, as well as in the cities of Nur-Sultan, Zhezkazgan and Semey.

The current list of all branches of UAPF JSC and their addresses are available on the UAPF website.

*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](http://www.enpf.kz))*