

ANNOUNCEMENT

Since the beginning of the year, UAPF contributors have received over 19.8 million services

As of August 1, 2022, more than **19.8 million services** have been provided by the Unified Accumulative Pension Fund to contributors and beneficiaries since the beginning of 2022. Of these, more than **13.8 million** transactions were carried out in electronic format, and **4.5 million** in automatic mode. Thus, Kazakhstan citizens receive about 93% of pension services remotely.

UAPF contributors at the moment, literally in two or three clicks, can receive an extract from an individual pension saving account, make changes and additions to their details, receive a certificate of availability of IPSA, apply for the assignment of pension benefits in connection with the establishment of disability group 1 or 2 indefinitely, as well as on voluntary pension contributions, track the status of an application for benefit, and much more.

The no-claim service format provides for the automatic opening of individual pension accounts for accounting for compulsory pension contributions (CPC), compulsory occupational pension contributions (COPC) and voluntary pension contributions (VPC). Recall that if an individual does not have an open IPSA in the UAPF, it opens in the UAPF information system automatically upon receipt of the first installment. In this case, the identification of an individual is carried out according to the personal data specified in the electronic format of the payment order when transferring the CPC, COPC or VPC. All the necessary information about the details of the current document and the place of residence of the contributor, UAPF receives from the information systems of state bodies. Thus, more than 4 million services were automatically provided to the Fund's contributors.

To receive some services (for example, registration of pension benefits by inheritance or in connection with leaving for permanent residence), the provision of original documents is required, which can be provided by mail or in person, or through an attorney at the UAPF office. In addition, there are contributors who still prefer a personal appeal to the Fund's specialists. Therefore, through the traditional face-to-face service in UAPF divisions throughout Kazakhstan, about **882.3 thousand** services have been provided to contributors and beneficiaries since the beginning of the year. Recall that the nearest branch of the Fund can be easily clarified on the enpf.kz website, or on the UAPF mobile application.

About **46.3 thousand** operations were performed during field service. This type of provision of the Fund's services is provided, first of all, for contributors (beneficiaries) belonging to the category of socially vulnerable segments of the population (disabled people of the 1st and 2nd groups, having disability indefinitely).

As part of the joint project of UAPF JSC and Kazpost JSC on the provision of pension services in remote settlements in the branches of the national postal operator, as of August 1, 2022, more than **6.9 thousand** services were provided to the Fund's contributors in 347 post offices.

UAPF pays special attention to the provision of high-quality consulting services and the development of information channels for contributors and beneficiaries of the Fund. As of August 1, 2022, over **559.3 thousand** requests received through various communication channels with contributors and beneficiaries were processed.

We remind you that UAPF contributors and beneficiaries can get advice in the call center at 1418 (calls within Kazakhstan are free), as well as on the corporate website enpf.kz, via a chat bot in WhatsApp and Viber at +7 777 000 14 18 and on UAPF official pages on 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)