

ANNOUNCEMENT

UAPF continues to demonstrate high efficiency and accessibility of the services provided

The Unified Accumulative Pension Fund is actively introducing modern technologies and digital solutions to improve interaction with the population. In January 2025, about 10.6 million services were provided to the population. Of the total number of services provided since the beginning of the year, more than 2.3 million were provided electronically, and 8.1 million were provided automatically. Thus, the share of services provided in automatic, electronic and remote formats amounted to 99.1% of the total. About 98.0 thousand services were provided in person, including 95.4 thousand directly in the Fund's offices.

We remind you that all pension accounts are opened in UAPF automatically upon receipt of the first contribution. Target requirements and target savings are also automatically accrued to participants in the National Fund for Children program. In total, during the reporting period, the total number of individual pension savings accounts (IPSA) opened automatically for all types of pension contributions, including notional pension savings accounts (NPSA, opened as a result of the transfer of ECPC by the employer) and target savings accounts (TSA, within the framework of the National Fund for Children program) amounted to 404.5 thousand.

The most popular service is still obtaining a statement from an individual pension savings account, a notional pension savings account (NPSA), and a target savings account (TSA). Since the beginning of the year, about 2.8 million statements have been issued from IPSA, NPSA, TSA, of which more than 2.1 million were issued electronically and more than 605.5 thousand were issued automatically.

In addition to receiving a statement in their personal account on the website and in the mobile application, contributors (beneficiaries) have the opportunity to use such services as making changes and additions to their details, obtaining a certificate of the availability of accounts, filing an application for the appointment of pension payments in connection with the establishment of disability of group 1 or 2 indefinitely or by voluntary pension contributions, tracking the status of an application for payment, transfer of part of the savings by the investment portfolio manager (IPM), forecast calculation of the future pension using a pension calculator, etc. 24/7 anywhere in the world. More than 14.1 thousand applications were received to change the details for January 2025, of which more than 13.1 thousand were submitted to the Fund's offices.

When applying for a particular service to UAPF specialists, contributors, as a rule, receive additional consultations and advice on how to form savings. As part of the information and explanatory work, 3.2 thousand on-site presentations were held, attended by about 68.4 thousand people. More than 4.1 thousand materials on UAPF messages were posted in the media.

The number of requests received from depositors and recipients through feedback channels amounted to about 65.0 thousand.

We remind you that any company can apply for a presentation and consultations on the funded pension system with a visit to the office, for which you just need to call the call center at 1418 or contact through the Fund's website or mobile application.

UAPF consulting services can be obtained via instant messengers (chat bot in WhatsApp and Viber at +7 777 000 14 18), call center at 1418 (free call within Kazakhstan), on the corporate website enpf.kz, as well as on the official UAPF pages on social networks Instagram, Facebook, VKontakte, X (Twitter), Telegram, Odnoklassniki.

UAPF was founded on August 22, 2013 on the basis of GNPF APF JSC. The founder and shareholder of the UAPF 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. Trust management of UAPF pension assets is carried out by the National Bank of the Republic of Kazakhstan. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, employer's compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, as well as carries out enrollment and accounting of voluntary pension contributions formed at the expense of the unclaimed amount of guaranteed compensation for the guaranteed deposit, transferred by the organization carrying out mandatory guarantee of deposits, in accordance with the Law of the Republic of Kazakhstan "On mandatory guarantee of deposits placed in second-tier banks of the Republic of Kazakhstan", ensures the implementation of pension benefits. The Fund also carries out accounting of target assets and target requirements, accounting and crediting of target savings (TS) to target savings accounts, payments of TS to their recipients in bank accounts, accounting for returns of TS in the manner determined by the Government of the Republic of Kazakhstan within the framework of the National Fund for Children program (More details at www.enpf.kz).