

ANNOUNCEMENT

For 9 months of 2024 the number of services provided by the UAPF approached 34 million

In the period from 01.01.2024 to 30.09.2024, the Unified Accumulative Pension Fund provided over 33.9 million services to the population. Of the total number, more than 16.6 million were carried out electronically, and about 15.9 million automatically. Thus, more than 96% of transactions were carried out remotely. More than 871 thousand services were provided in person, including about 840 thousand directly in the Fund's offices.

In connection with the introduction of the employer compulsory pension contribution (ECPC) in Kazakhstan from January 1, 2024, as well as the expansion of the functionality of the UAPF for accounting and accrual of target requirements and target savings under the National Fund for Children program, the number of services provided automatically has increased. First of all, this is the opening of accounts (IPSA / NPSA / TSA) and cards for participants in target requirements. Let us remind you that all pension accounts are opened in the UAPF automatically upon receipt of the first contribution. Also, target requirements and target savings are automatically accrued to participants in the National Fund for Children program.

In total, for the reporting period of 2024, the total number of opened individual pension saving accounts (IPSA) for all types of pension contributions, including notional pension saving 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) exceeded 4.9 million in all formats.

The most popular service is still obtaining statements from individual pension savings accounts, notional pension savings accounts (NPSA), as well as target savings accounts (TSA). Since the beginning of the year, more than 18.9 million statements have been issued from IPSA, NPSA, TSA, of which more than 15.0 million were issued electronically and more than 3.3 million automatically.

In addition to receiving statements 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 benefits 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 pension benefit, 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 158.1 thousand applications were accepted for changing the details for January-September 2024, of which more than 144.2 thousand were submitted at the Fund's offices. When turning to UAPF specialists for a particular service, contributors, as a rule, receive additional consultations and advice on creating savings.

As part of the information and explanatory work, more than 31.5 thousand on-site presentations were held, attended by about 658.5 thousand people. 30.6 thousand materials on UAPF messages were posted in the media.

The number of requests received from contributors and beneficiaries through feedback channels amounted to about 481.7 thousand.

Let us 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 website or mobile application of the Fund.

Consulting services of the UAPF can be obtained through instant messengers (chat bot on 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 official pages UAPF 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).