

ANNOUNCEMENT

The most popular UAPF service is the issuance of a statement from a pension saving account

About **18.4 million services** were provided by the Unified Accumulative Pension Fund to its contributors and beneficiaries in the 1st half of 2022. Of these, more than **12.6 million transactions** were carried out in electronic format, about 4.4 million - in automatic mode. Thus, Kazakhstanis receive about **93%** of pension services remotely, without leaving their home or office.

Kazakhstanis continue to scrutinize the status of their individual pension saving accounts. IPSA statements were issued more than **15.5 million times** in 6 months (this is 84% of all transactions). Of these, 12.6 million statements were received in electronic format - through a personal account on the enpf.kz website or in a mobile application, as well as on the e-government portal egov.kz. More than 2.5 million statements were sent automatically to contributors and beneficiaries who chose the method of informing via e-mail to the address entered in the UAPF database

In addition, in your personal account, you can make changes and additions to your details, get a certificate of the presence of an IPSA, application for the appointment of pension benefits in connection with the establishment of disability groups 1 or 2 indefinitely, as well as for voluntary pension contributions, track the status of an application for benefit and much more.

More than 1.4 million applications for the improvement of living conditions and medical treatment have been received automatically from authorized operators since the beginning of the year. This is the second most popular UAPF service in 2022.

Over 2.5 thousand applications were processed in 2022 for the transfer of part of pension savings by investment portfolio managers. Recall that the application can be submitted electronically in your personal account on the enpf.kz website.

The application-free (automatic) service format provides for the automatic opening of individual pension saving 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 is opened 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, about **342.3 thousand accounts** have been opened since the beginning of 2022.

To receive certain services (for example, registration of pension payments by inheritance or in connection with leaving for permanent residence, transfer of savings to life insurance companies), 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 visit to the Fund's specialists. Therefore, through the traditional face-to-face service in UAPF divisions throughout Kazakhstan, about **792 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.

Approximately **41,000 services** were rendered by UAPF field service departments - mobile agents and mobile office crews. In addition to the provision of services in the course of field service, the UAPF continues its information and explanatory work in labor collectives at enterprises and organizations. Since the beginning of the year, more than **14.5 thousand presentations** have been held at enterprises and organizations, with more than **313 thousand people** participating.

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 July 1, 2022, almost **6.5 thousand services** were provided to the fund's contributors in 376 post offices.

UAPF advisory services can be obtained through 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 UAPF in social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki and the development of information channels for contributors and beneficiaries of the Fund. As of July 1, 2022, over **510,000 requests** received through various communication channels with contributors and beneficiaries have been processed.

[Video material about UAPF online services - link.](#)

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)