

## ANNOUNCEMENT

### **The number of services provided by UAPF automatically is constantly growing**

In the period from January 01, 2024 until May 31, 2024, the Unified Accumulative Pension Fund provided over 24.0 million services to the population. Of the total number, more than 9.7 million services were provided in electronic format, 13.5 million in automatic format, about 0.3 million in remote format. More than 492 thousand services were provided in person, including directly in offices The fund is about 471 thousand.

It is worth noting that the number of services provided automatically is constantly growing. First of all, opening accounts (IPSA/NPSA/TSA) and cards for participants of target requirements. This growth is due to the introduction of employer compulsory pension contributions (ECPC) in Kazakhstan from January 1, 2024, as well as the expansion of the UAPF functionality for accounting and calculating payments under the National Fund for Children program. 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. Most services, including automatic opening of accounts, accrual of target claims for minor citizens and accounting of ECPC amounts, became available thanks to the integration of the UAPF with government databases. During the reporting period, the total number of open individual pension saving accounts (IPSA) for all types of pension contributions, including notional pension accounts (NPSA, opened as a result of transfer of ECPC by the employer) and target savings accounts (TSA, within the framework of the National Fund for Children program) exceeded 4.2 million

Receiving an extract from an individual pension account, a notional pension account (NPA), as well as a target savings account (TSA) remains a popular service. Since the beginning of the year, more than 11.0 million statements have been issued from the IPSA, NPSA and TSA, of which 8.7 million are in electronic form (more than 79% of the total number of statements) and about 2 million in automatic mode (18% of the total number of statements).

The UAPF reminds that in the personal account on the website and in the mobile application, contributors (beneficiaries) have the opportunity to use services such as making changes and additions to their details, eliminating accounts payable, obtaining a certificate of account availability, filing an application for the assignment of pension benefits in connection with the establishment of group 1 or 2 disability indefinitely or through voluntary pension contributions, tracking the status of an application for payment, transferring part of the savings to an investment portfolio manager (IPM), forecast calculation of a future pension using a pension calculator, etc. 24/7 anywhere in the world.

For the reporting period of 2024, more than 96.7 thousand applications in all formats were accepted to change details, of which more than 86.9 thousand were received 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 outreach work, about 17.3 thousand road presentations were held, which were attended by 373.2 thousand people. 16.5 thousand materials based on the messages of the UAPF were published in the media.

The number of contributor requests received through feedback channels amounted to about 287.7 thousand.

Let us remind you that any company can apply for a presentation and consultation 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.

Consulting services of the UAPF can be obtained through 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](http://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](http://www.enpf.kz)).*