

ANNOUNCEMENT

For 7 months of 2024, the number of services provided by the UAPF approached 30 million

In the period from 01.01.2024 to 31.07.2024, the Unified Accumulative Pension Fund provided over 29.2 million services. Of the total, over 13.3 million services were provided electronically, 14.8 million automatically, and about 0.38 million remotely. Over 689 thousand services were provided in person, of which about 663 thousand were provided directly in the Fund's offices.

As you know, the UAPF is constantly expanding the list of services provided in digital format. Accordingly, the number of services that contributors receive without visiting the Fund's offices is growing. Including 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**. Target requirements and target savings are also automatically accrued to participants in the National Fund for Children program. Most of the services provided by the Fund are available due to the integration of the UAPF with the databases of state bodies. During the reporting period, the total number of opened individual pension savings accounts (IPSA) for all types of pension contributions, including conditional pension accounts (NPSA, opened as a result of the transfer of the ECPC by the employer) and target savings accounts (TSA, within the framework of the National Fund for Children program) exceeded 4.5 million.

Thanks to the digitalization of services, it is quite easy for UAPF contributors to use the service of receiving statements from an individual pension savings account (IPSA), a notional pension savings account (NPSA), as well as a target savings account (TSA). Since the beginning of the year, more than 15.2 million statements have been issued from the IPSA, NPSA, and TSA, of which more than 12.0 million were in electronic form and about 2.7 million in automatic mode.

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 payments 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), predictive calculation of a future pension using a pension calculator, etc. 24/7 anywhere in the world.

More than 128 thousand applications in all formats were accepted to change the details for the reporting period of 2024, of which more than 116.8 thousand were submitted to the Fund's offices. When turning to UAPF specialists for a particular service, investors, as a rule, receive additional consultations and advice on creating savings.

As part of the information and explanatory work, about 24.3 thousand off-site presentations were held, attended by 513.2 thousand people. All of them could ask questions about the funded pension system and receive qualified advice from specialists. The media published 23.4 thousand materials based on the messages of the UAPF.

The number of contributors' requests received through feedback channels amounted to about 385 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 in WhatsApp and Viber at +7 777 000 14 18), the call center at 1418 (call within Kazakhstan is free), on the corporate website enpf.kz, as well as on the official pages of the 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)