

## ANNOUNCEMENT

### **For the 1<sup>st</sup> quarter of 2024, the number of services provided by the UAPF exceeded 18 million**

In the period from January 01, 2024 until March 31, 2024, the Unified Accumulative Pension Fund provided over 18.7 million services to the population. Of the transactions carried out, more than 6.1 million were carried out in electronic format, 12.1 million in automatic format, and more than 180 thousand in remote format. More than 296 thousand services were provided in person, including more than 279 thousand directly in the offices of the Fund.

As you know, the main operations of the UAPF, such as opening accounts and making many types of payments, are carried out automatically. The number of such services is growing steadily. In the first three months of 2024, the total number of open individual pension savings accounts (IPSA) for all types of pension contributions, including notional pension accounts (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 3.8 million. Target requirements of participants in the National Fund for Children program and payments to recipients of target savings are also taken into account in an automatic format.

Receiving a statement from an individual pension savings account is still a popular service. Since the beginning of the year, more than 6.9 million statements have been issued from the IPSA/NPSA/TSA, of which 5.4 million are in electronic form and more than 1.2 million in automatic mode.

During the reporting period, 90.9 thousand applications for lump sum pension benefits were accepted automatically. Of these, 63.6 thousand are for improving living conditions, 27.3 thousand are for paying for medical treatment.

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, bank details, obtaining a certificate of availability of an individual pension savings account, submitting an application for the assignment of pension benefits in connection with establishing disability of group 1 or 2 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, transfer of voluntary pension contributions, etc. 24/7 anywhere in the world.

For January-March 2024, more than 64.2 thousand applications were accepted to change details, of which 56.3 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.

В рамках информационно-разъяснительной работы проведены более 8,4 тыс. выездных презентаций, на которых присутствовали 187 тыс. человек. В средствах массовой информации были размещены более 9,7 тыс. материалов по сообщениям ЕНПФ.

The number of contributor requests received through feedback channels amounted to more than 180 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, 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)).*