

Comparative and Quantitative Analysis of Call  
Center Calls at "Fund of Problem Loans" JSC for  
Q3 2025





# Analysis of Calls by Nature of Inquiry

NATURE OF INQUIRIES	TOTAL INCOMING CALLS				
	Q3 2024	Q2 2025	Q3 2025	Comparison vs. Q3 2024	Comparison vs. Q2 2025
Regarding the Fund's Activities	190	266	170	-11%	-36%
Regarding HR / Personnel Matters	4	9	5	25%	-44%
Regarding State Procurement	10	11	14	40%	27%
Status of Incoming Correspondence	51	32	38	-26%	19%
Regarding Bankruptcy, Contractual Loan Obligations, and Property Rights	56	35	27	-52%	-23%
Explanation of Auction Regulations for participation on the E-QAZYNA.KZ portal	1441	1805	1848	28%	2%
Procedure for Auction Winners after signing the protocol and Sale and Purchase Agreement (SPA)	352	370	426	21%	15%
Regarding Legal Cases	4	4	4	0	0
Scheduling personal appointments with the Chairman of the Management Board and his Deputies	0	0	6	0	-100%
Inquiries Outside of the Fund's Competence	12	8	7	-42%	-13%
Total	2120	2540	2545	20%	0

Active Inquiries

Inquiries Outside of the Fund's Competence

Active Inquiries	2538
Inquiries Outside of the Fund's Competence	7

According to the incoming inquiries report, a total of 2,545 calls regarding the activities of "Fund of Problem Loans" JSC were received for the period from July 1, 2025, to September 30, 2025. This compares to 2,540 calls in the previous reporting period and 2,120 inquiries processed by the Call Center during the same period last year.



Q3 2024



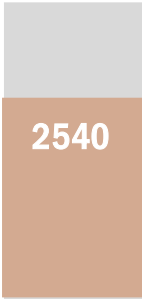
425  
increase in call  
volume



## CITIZEN ENGAGEMENT INDICATOR

The increase in call volume in the current period (2,545) compared to the same period last year (2,120) indicates a rise in citizen activity in the process of obtaining information about state procurement and electronic auctions.

Q2 2025



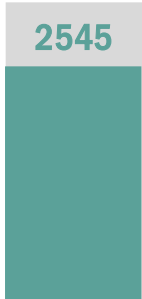
5  
increase in call  
volume



## INCREASE IN CITIZEN ACTIVITY

The increase in incoming calls to 2,545 compared to the previous reporting period, which recorded 2,540 calls, indicates a growing interest in opportunities to participate in state procurement and tenders.

Q3 2025



2545

## CITIZEN NEEDS ANALYSIS

The increase in the number of inquiries provides an opportunity to analyze citizen needs and requests in greater detail, which can help the Fund to further improve its operations and adapt to citizen requirements..

Nature of Inquiries from 2545 Calls

