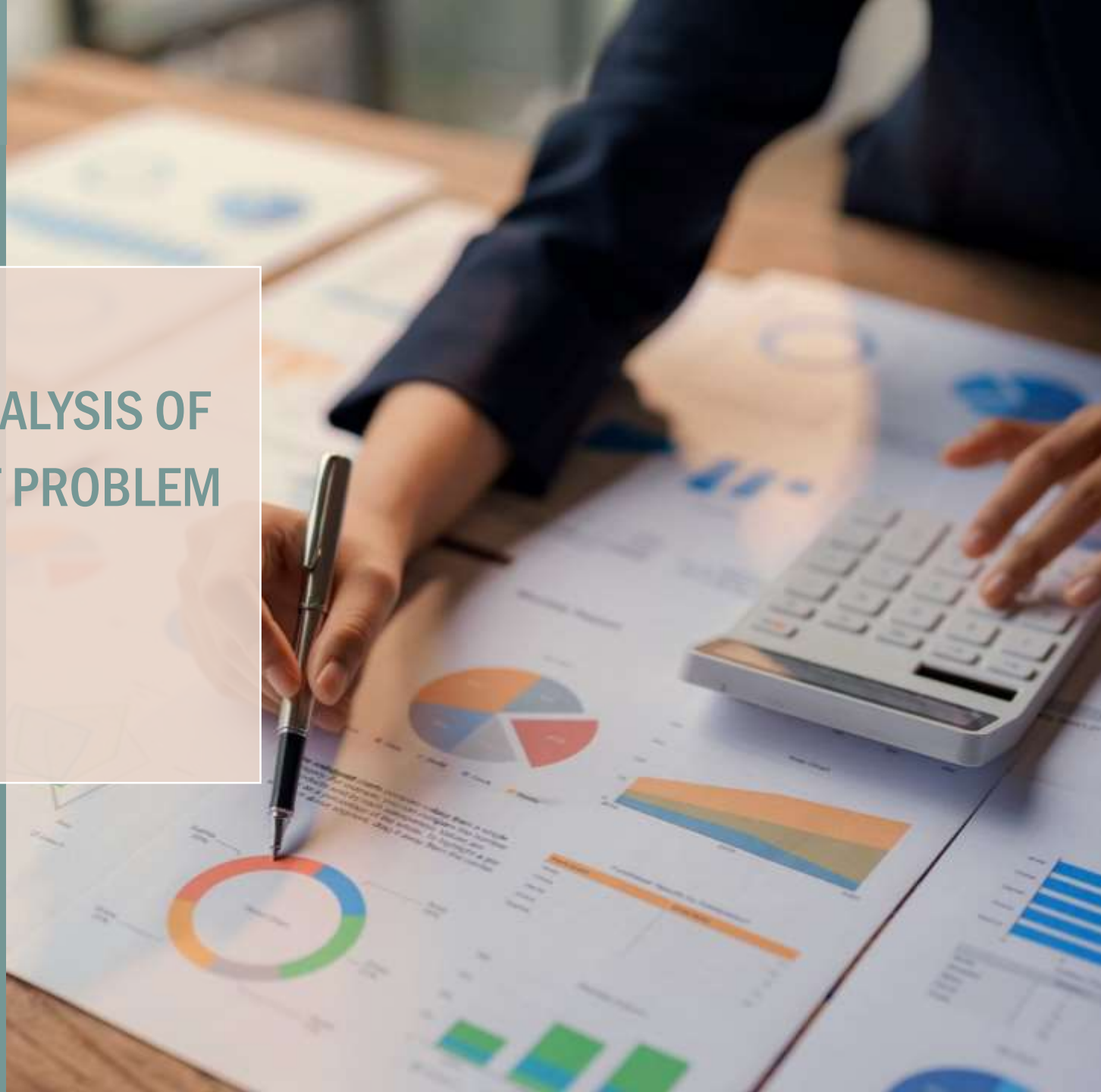


COMPARATIVE AND QUANTITATIVE ANALYSIS OF  
CALL CENTER CALLS AT JSC “FUND OF PROBLEM  
LOANS”  
Q4 2025



CHARACTER QUESTION	TOTAL CALLS RECEIVED				
	Q4 2024	Q3 3025	Q4 2025	Comparison with Q4 2024	Comparison withQ3 2025
ABOUT THE FUND'S ACTIVITIES	172	170	141	-18%	-17%
ON PERSONNEL ISSUES	8	5	2	-75%	-60%
ON PUBLIC PROCUREMENT	32	14	8	-75%	-43%
PROCESS OF EXECUTION OF INCOMING DOCUMENTATION	42	38	20	-52%	-47%
ON BANKRUPTCY, CONTRACTUAL LOAN OBLIGATIONS AND PROPERTY RIGHTS	37	27	33	-11%	22%
EXPLAIN THE BIDDING RULES FOR PARTICIPATION IN THE AUCTION ON THE E-QAZYNA.KZ PORTAL	1019	1848	1176	15%	-36%
ALGORITHM OF ACTIONS OF THE WINNER OF THE AUCTION AFTER SIGNING THE PROTOCOL AND THE DCT	361	426	245	-32%	-43%
LEGAL CASE	7	4	3	-57%	-25%
SIGN UP FOR A PERSONAL APPOINTMENT WITH THE CHAIRMAN OF THE BOARD AND HIS DEPUTIES OF THE FUND	9	6	9	0	50%
BEYOND COMPETENCE	28	7	12	-57%	71%
TOTAL	1715	2545	1649	-4%	-35%

Active requests

Not within the Fund's competence

1649

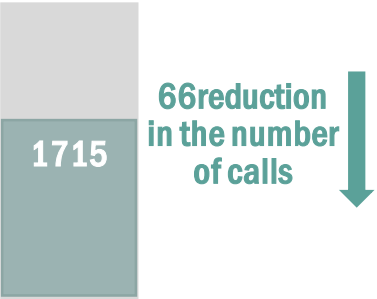
12

According to the incoming call report for the period from October 1, 2025, to December 31, 2025, the Call Center received 1,649 calls on all matters related to the activities of JSC “Fund of Problem Loans” . In the previous reporting period, 2,545 calls were received, and in the same period, 1,715 inquiries were processed.



# COMPARATIVE ANALYSIS OF CALLS

Q4 2024

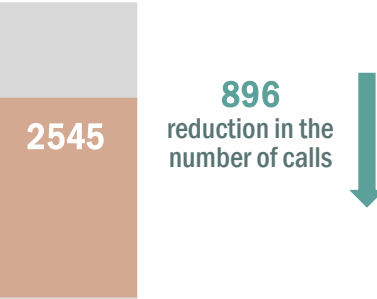


66 reduction  
in the number  
of calls

## CITIZEN ENGAGEMENT INDICATOR

The decrease in the number of calls in the current period (1,649) compared to the same period last year (1,715) indicates a slight decrease in citizen engagement in obtaining information about government procurement, electronic trading, and the Fund's activities.

Q3 2025



896  
reduction in the  
number of calls

## DECREASE IN ACTIVITYCITIZEN ACTIVITIES

The decrease in the number of incoming calls, amounting to 1,649 compared to the previous reporting period, which recorded 2,545 calls, indicates increased interest in opportunities to participate in government procurement, tenders, and the Fund's activities.

Q4 2025



## MINIMUM LEVEL FOR THE REPORTING PERIOD

The active case rate for Q4 2025 is the lowest in the last four reporting periods. Even a slight decrease (3.8%) compared to the end of 2024 indicates a good pace of work and a focus on timely case closure.

NATURE OF QUESTIONS FOR 1649 CALLS

