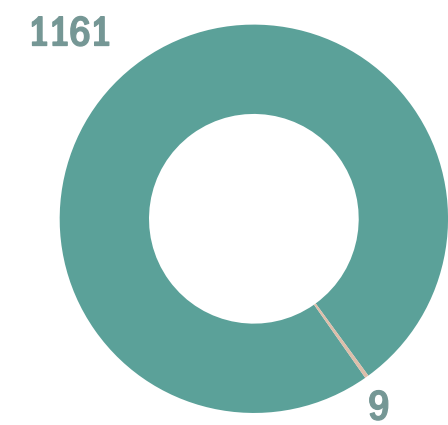


Comparative and Quantitative Analysis of Call
Center Calls at "Fund of Problem Loans" JSC for
Q1 2026



NATURE OF INQUIRIES	TOTAL INCOMING CALLS				
	Q1 2025	Q4 2025	Q1 2026	Comparison vs. Q1 2025	Comparison vs. Q4 2025
Regarding the Fund's Activities	246	141	191	-22%	36%
Regarding HR / Personnel Matters	5	2	3	-40%	50%
Regarding State Procurement	21	8	29	38%	263%
Status of Incoming Correspondence	36	20	19	-47%	-5%
Regarding Bankruptcy, Contractual Loan Obligations, and Property Rights	38	33	17	55%	-49%
Explanation of Auction Regulations for participation on the E-QAZYNA.KZ portal	962	1176	684	29%	-42%
Procedure for Auction Winners after signing the protocol and Sale and Purchase Agreement (SPA)	258	245	210	-19%	-14%
Regarding Legal Cases	5	3	6	20%	100%
Scheduling personal appointments with the Chairman of the Management Board and his Deputies	13	9	2	-85%	-78%
Inquiries Outside of the Fund's Competence	10	12	9	-10%	-25%
Total	1594	1649	1170	-27%	-29%

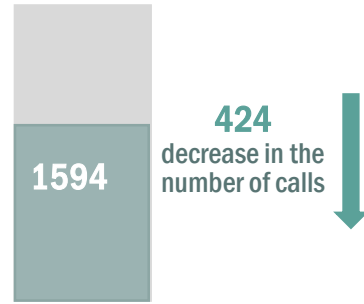
■ Active Inquiries
■ Inquiries Outside of the Fund's Competence



According to the incoming inquiries report, a total of **1,770** calls regarding the activities of "Fund of Problem Loans" JSC were received for the period from January 1, 2026, to March 31, 2026. This compares to **1,649** calls in the previous reporting period and **1,594** inquiries processed by the Call Center during the same period last year.



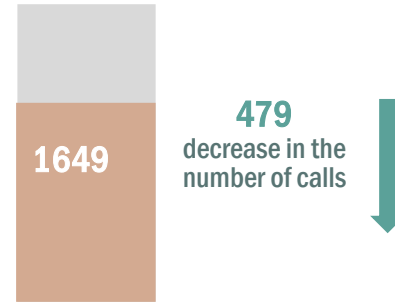
1st quarter of 2025



CITIZEN ENGAGEMENT INDICATOR

The decrease in the number of calls in the current period (1170) compared to the same period last year (1594) indicates a slight decline in citizen activity in the process of obtaining information about state procurement, electronic bidding, and Fund activities.

4th quarter of 2025



DECREASE IN CITIZEN ACTIVITY

The decrease in the number of incoming calls to 1170, compared to the previous reporting period where 1649 calls were recorded, indicates a decline in interest regarding opportunities for participation in electronic bidding and Fund activities.

1st quarter of 2026



MINIMUM LEVEL FOR THE REPORTING PERIOD

The indicator of active inquiries for the 1st quarter of 2026 is the lowest over the last four reporting periods.

Even a slight decrease (by 27%) compared to the end of 2026 indicates a good pace of work and a focus on the timely closure of cases.



Nature of Inquiries from 1170 Calls

