

Comparative and Quantitative Analysis of Call
Center Calls at "Fund of Problem Loans" JSC for
Q2 2026





Analysis of Calls by Nature of Inquiry

NATURE OF INQUIRIES	TOTAL INCOMING CALLS				
	Q2 2025	Q1 2026	Q2 2026	Comparison vs. Q2 2025	Comparison vs. Q1 2026
Regarding the Fund's Activities	266	191	188	-29%	-2%
Regarding HR / Personnel Matters	9	3	4	-56%	33%
Regarding State Procurement	11	29	18	64%	-38%
Status of Incoming Correspondence	32	19	15	-53%	-21%
Regarding Bankruptcy, Contractual Loan Obligations, and Property Rights	35	17	21	-40%	24%
Explanation of Auction Regulations for participation on the E-QAZYNA.KZ portal	1805	684	948	-48%	39%
Procedure for Auction Winners after signing the protocol and Sale and Purchase Agreement (SPA)	370	210	250	-32%	19%
Regarding Legal Cases	4	6	3	-25%	-50%
Scheduling personal appointments with the Chairman of the Management Board and his Deputies	0	2	0	0	-100%
Inquiries Outside of the Fund's Competence	8	9	11	38%	22%
Total	2540	1170	1458	-43%	25%

Active Inquiries

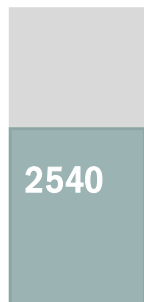
Inquiries Outside of the Fund's Competence

Active Inquiries	1447
Inquiries Outside of the Fund's Competence	11

According to the incoming inquiries report, a total of **1,458** calls regarding the activities of "Fund of Problem Loans" JSC were received for the period from April 1, 2026, to June 30, 2026. This compares to **1,170** calls in the previous reporting period and **2,540** inquiries processed by the Call Center during the same period last year.



Q2 of 2025



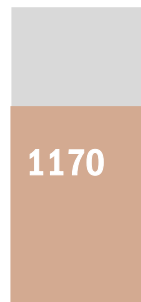
1082
reduction in the
number of calls



CITIZEN ENGAGEMENT INDICATOR

The decrease in the number of calls in the current period (1,458) compared to the same period last year (2,540) indicates a slight decrease in citizen engagement in obtaining information about government procurement, electronic trading, and the Fund's activities.

Q1 of 2026



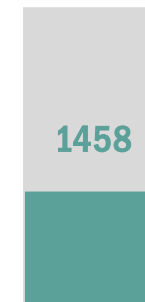
288
increase in call
volume



INCREASE IN CITIZEN ACTIVITY

The increase in incoming calls to 1,458 compared to the previous reporting period, which recorded 1,170 calls, indicates a growing interest in opportunities to participate in state procurement and tenders.

Q2 of 2026



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 1458 Calls

