

Comparative and Quantitative Analysis of Call
Center Calls at "Fund of Problem Loans" JSC for
Q3 2026





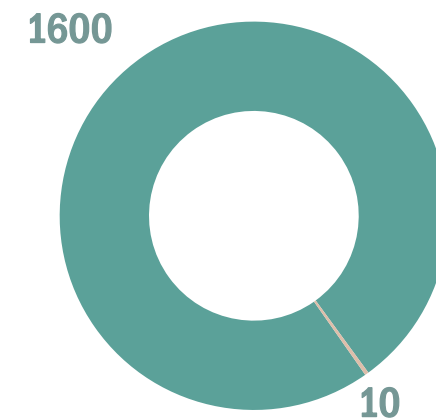
Analysis of Calls by Nature of Inquiry

NATURE OF INQUIRIES

TOTAL INCOMING CALLS

	Q3 2025	Q2 2026	Q3 2026	Comparison vs. Q3 2025	Comparison vs. Q2 2026
Regarding the Fund's Activities	170	188	188	-29%	-2%
Regarding HR / Personnel Matters	5	4	4	-56%	33%
Regarding State Procurement	14	18	18	64%	-38%
Status of Incoming Correspondence	38	15	15	-53%	-21%
Regarding Bankruptcy, Contractual Loan Obligations, and Property Rights	27	21	21	-40%	24%
Explanation of Auction Regulations for participation on the E-QAZYNA.KZ portal	1848	948	948	-48%	39%
Procedure for Auction Winners after signing the protocol and Sale and Purchase Agreement (SPA)	426	250	250	-32%	19%
Regarding Legal Cases	4	3	3	-25%	-50%
Inquiries Outside of the Fund's Competence	7	11	11	38%	22%
Total	2545	1458	1610	-43%	25%

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

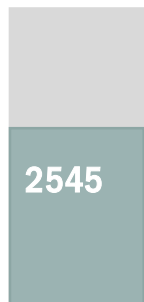


According to the incoming inquiries report, a total of **1,610** calls regarding the activities of "Fund of Problem Loans" JSC were received for the period from July 1, 2026, to September 30, 2026. This compares to **1,458** calls in the previous reporting period and **2,545** inquiries processed by the Call Center during the same period last year.



COMPARATIVE ANALYSIS OF CALLS

Q3 of 2025



935
reduction in the
number of calls



CITIZEN ENGAGEMENT INDICATOR

The decrease in the number of calls in the current period (1,610) compared to the same period last year (2,545) indicates a slight decrease in citizen engagement in obtaining information about government procurement, electronic trading, and the Fund's activities.

Q2 of 2026



152
increase in call
volume



INCREASE IN CITIZEN ACTIVITY

The increase in incoming calls to 1,610 compared to the previous reporting period, which recorded 1,458 calls, indicates a growing interest in opportunities to participate in state procurement and tenders.

Q3 of 2026



1610

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 1610 Calls

