



# Analysis of Fund Requests for the 1st Quarter of 2025

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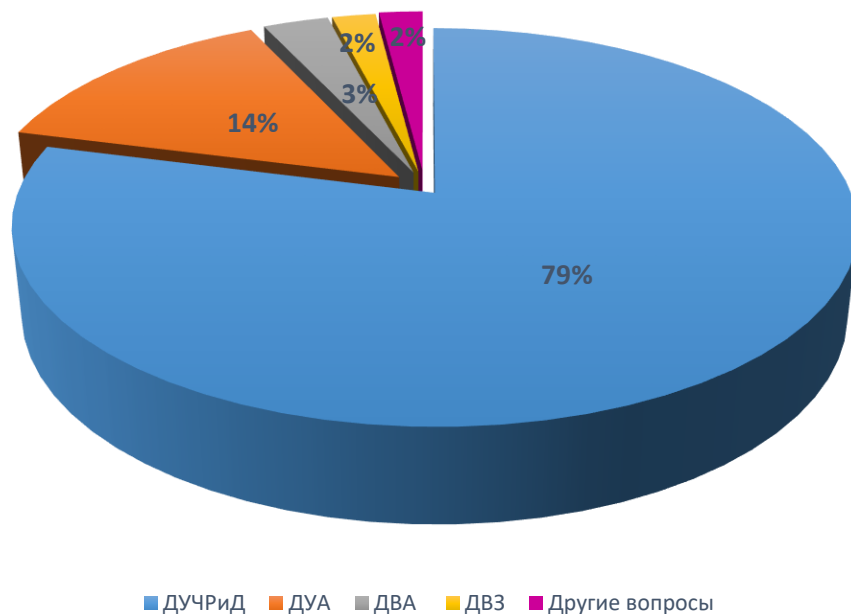
**Period:** 01.01-31.03.2025 y.

**The goal of the analysis:** Evaluation of the inquiries received at the Fund's call center.



# Incoming Requests for the 1st Quarter of 2025

Inquiries received in 1st Quarter of 2025



**Total:** 1,594 inquiries received

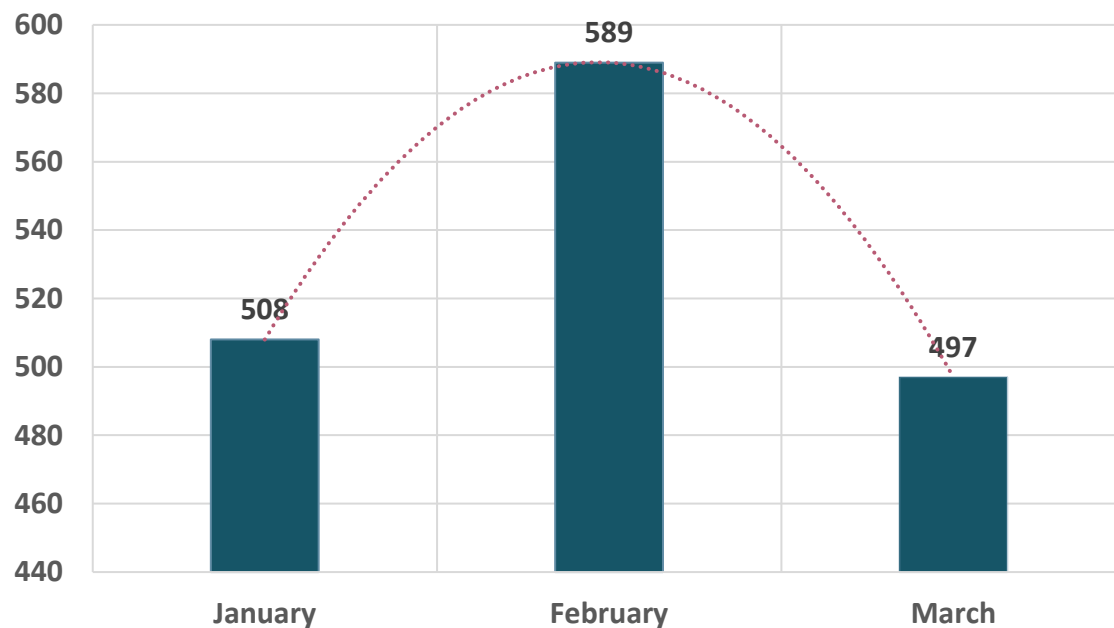
In accordance with the instruction of the Ministry of Finance of the Republic of Kazakhstan dated December 12, 2024, No. 1-DS/10051-I, JSC "Problematic Credit Fund" (hereinafter - the Fund) conducted an analysis of the inquiries received at the Fund's call center for the 1st Quarter of 2025.

Out of the 1,594 inquiries received at the Fund's call center, 194 were related to the Fund's activities, 205 inquiries were about the actions of the auction winner after signing the Protocol and DCP, 1,097 were related to explaining the auction regulations for participation in the auction on the portal e-qazyna.kz, 35 inquiries were about the progress of incoming documentation, 22 inquiries concerned public procurement, 13 were about appointments for personal meetings with the Chairman of the Management Board and his deputies and 28 were about other issues.



# Incoming inquiries for 1st Quarter of 2025

Number of calls in the first quarter of 2025



**Total: 1,594 inquiries received**

## Period:

- January – 508 requests
- February – 589 requests
- March – 497 requests

## Dynamics:

- In February, the number of requests increased by 81 calls compared to January.
- In March, the number of requests decreased by 92 calls compared to February.

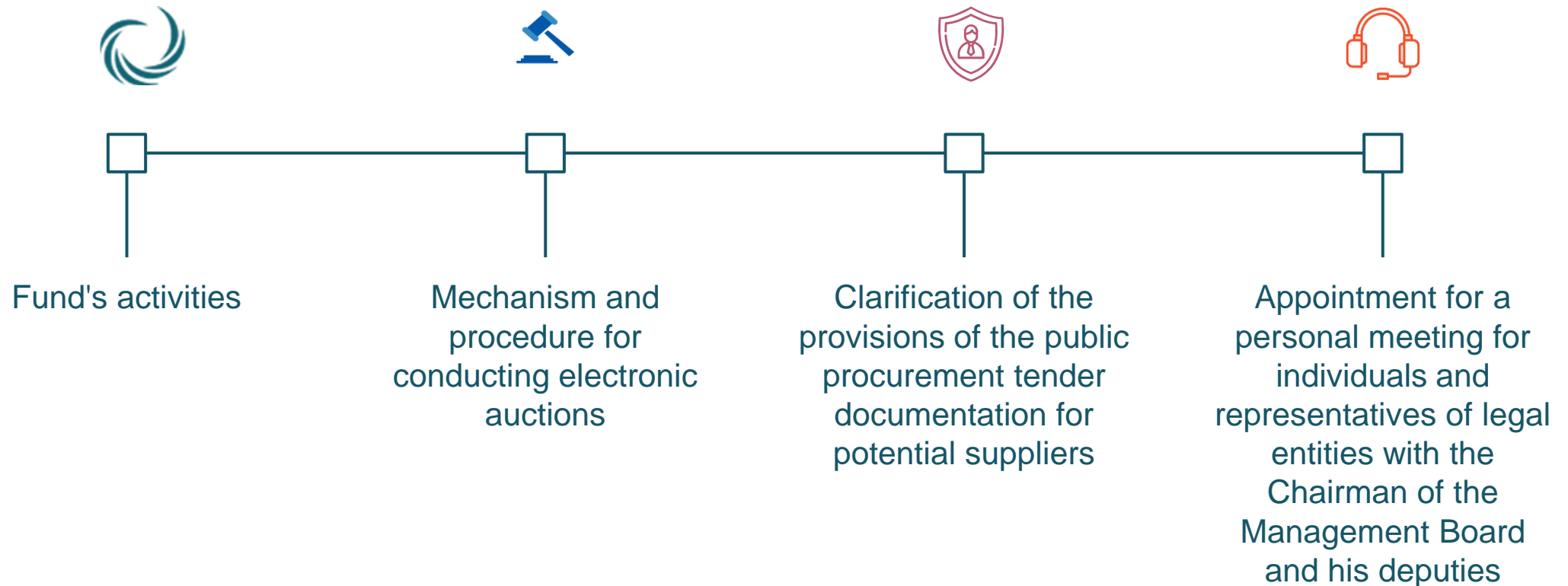


## Statistics by type of inquiry

No	Type of inquiry	1st Quarter of 2025
1	Fund's activities	194
2	Explanation of auction regulations for participation on the portal e-qazyna.kz	1097
3	Algorithm of actions for the auction winner after signing the Protocol and DCP	205
4	Progress of incoming documentation	35
5	Public procurement	22
6	Appointment for a personal meeting with the Chairman of the Management Board and his deputies	13
7	Other inquiries	28
TOTAL:		1594



## The main categories of inquiries from individuals and legal entities





FUND OF PROBLEM LOANS  
ACQUISITION. MANAGEMENT. SALE.

# Results of Inquiry Consideration



## Legality of Each Decision

Inquiries (applications, complaints) received by the Fund within its competence have been reviewed in accordance with the requirements of the Administrative Procedural Code of the Republic of Kazakhstan (hereinafter referred to as the APC).

Furthermore, there were no complaints during the analyzed period containing demands from citizens for the restoration or protection of their rights, freedoms, or legitimate interests, either for themselves or for others, as a result of administrative acts or decisions.



# Fund: Transparency and Quality



## Timely Responses to Inquiries.

All inquiries received by the Fund have been reviewed, and responses, clarifications, and information have been provided for each of them. This highlights the high level of responsibility and professionalism of the Fund's employees.



## Effective Interaction with Citizens.

The analysis of the received inquiries also indicates that the Fund is moving in the right direction, improving the quality of service, and increasing the level of transparency in its activities among the public.