

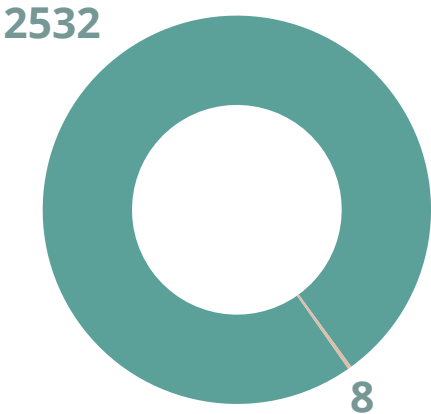
Comparative and Quantitative Analysis of Call Center Calls at JSC "Fund of Problem Loans" for Q2 2025



NATURE OF INQUIRIES	TOTAL INCOMING CALLS				
	Q2 2024	Q1 2025	Q2 2025	Comparison vs. Q2 2024	Comparison vs. Q1 2025
Regarding the Fund's Activities	260	194	266	2%	37%
Regarding HR / Personnel Matters	5	1	9	80%	800%
Regarding State Procurement	7	22	11	57%	-50%
Status of Incoming Correspondence	50	35	32	-36%	-9%
Regarding Bankruptcy, Contractual Loan Obligations, and Property Rights	26	36	35	35%	-3%
Explanation of Auction Regulations for participation on the E-QAZYNA.KZ portal	767	1001	1805	135%	80%
Procedure for Auction Winners after signing the protocol and Sale and Purchase Agreement (SPA)	296	278	370	25%	33%
Regarding Legal Cases	6	4	4	-33%	0%
Scheduling personal appointments with the Chairman of the Management Board and his Deputies	0	13	0	0	-100%
Inquiries Outside of the Fund's Competence	15	10	8	-47%	-20%
Total	1432	1594	2540	77%	59%

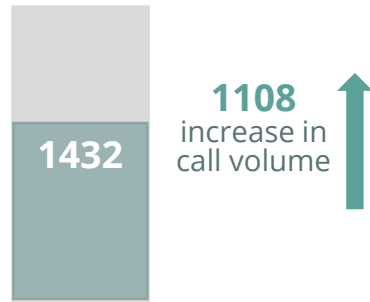
Active Inquiries

Inquiries Outside of the Fund's Competence

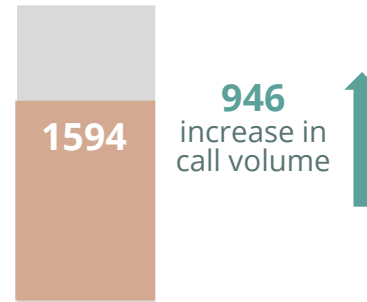


According to the incoming inquiries report, a total of 2,540 calls regarding the activities of "Fund of Problem Loans" JSC were received for the period from April 1, 2025, to June 30, 2025. This compares to 1,594 calls in the previous reporting period and 1,432 inquiries processed by the Call Center during the same period last year.

Q2 2024



Q1 2025



Q2 2025



CITIZEN ENGAGEMENT INDICATOR

The increase in call volume in the current period 2,540 compared to the same period last year 1,432 indicates a rise in citizen activity in the process of obtaining information about state procurement and electronic auctions.

INCREASE IN CITIZEN ACTIVITY

The increase in incoming calls to 2,540 compared to the previous reporting period, which recorded 1,594 calls, indicates a growing interest in opportunities to participate in state procurement and tenders.

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 **2532 Calls**

Main Category of Inquiries

for the Reporting Period



Regarding the Fund's Activities



Explanation of Auction Regulations for participation on the e-qazyna.kz portal



Procedure for Auction Winners Status of Incoming Inquiry



Other Inquiries

Статус входящего обращения
поступившего в Фонд

