



2018

ANNUAL REPORT



Russian Pension Fund

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Address by Russian Pension Fund Board Chairman Anton Drozdov



Last year was quite busy for all of us. Same as before, the main task of the Pension Fund was to enhance social security of our citizens. Fund employees nationwide have done a lot to timely adjust all types of pensions and social benefits assigned by the PFR

Insurance pensions of all non-working pensioners, almost 34 million people, were increased on January 1. The indexation surpassed 2017 inflation rates. An average old-age insurance pension of non-working pensioners amounted to 14,400 rubles or 165.2% of the pensioner's subsistence minimum.

We increased state pensions, including all types of social pensions, on April 1. This measure applied to 3.7 million people, and the increased social pension averaged 9,100 rubles.

Obviously, a pivotal event of last year was the endorsement of a package of documents aimed to ensure long-term financial stability and to balance the pension system. Although the adjustments will mostly take effect next year, the Pension Fund timely took a number of measures to ensure their implementation as planned.

First all of all, there will be higher indexation of pensions. Starting from 2019, insurance pensions will be growing faster than the inflation rates. Due to that, old-age insurance pensions of non-working pensioners will grow by approximately 1,000 rubles a month or 12,000 rubles a year.

Another important innovation is the emergence of pre-retirees, citizens entitled to benefits that

were earlier provided only to pensioners. The Fund has laid groundwork to give those people access to benefits the moment the relevant law takes effect.

We have broadened information exchange with federal and regional authorities and agencies, which are independently receiving pre-retiree information from the PFR and can offer tax benefits, housing and public utility benefits, as well as transportation, medicine, capital repairs, and other benefits. The Fund has also established online cooperation with employers so that they could provide pre-retirees with paid days off for medical checks.

Once pending adjustments to pension laws were declared, we modified and expanded our information activity.

PFR press services all over the country rapidly responded to all stages of adoption of pension bills, offered comments to the media, and informed the population. As a result, we have ensured proper levels of awareness and have done vigorous work in that area.

Thanks to the professional efforts of our specialists, all levels of the Fund system rapidly and successfully adapted to the changes and modified the operation of our branches and services.

The Pension Fund is constantly improving its services.

Our information system is developing to bring the quality of our services to a brand new level and to provide those services online via accounts. Nowadays, 70% of service applications filed with the Pension Fund are received online, not just via the PFR website or the Gosuslugi portal, but also via mobile devices. The PFR application for smart phones gives access to all most popular Fund services

We started up ten new online public services this year. Most of the new services are applications for PFR payments that can be filed online. For instance, maternity capital certificate holders have become able to file for monthly payments from maternity capital funds for their second children in the online format.

As the biggest social institution, the PFR makes sure that all citizens and authorities have access to the most precise and latest information stored in its database. For that purpose, we continued to implement two major federal projects: the Federal Register of Disabled Persons (FRDP) and the Unified State Social Security Information System (USSSIS).

Over the year, we successfully accomplished the pilot project of assigning pensions on the basis of information from the Federal Register of Disabled Persons. As a result, the Pension Fund assigned up to 82% of disability pensions on the basis of information from its own database, without applying for information from other agencies. Another pilot project was accomplished in collaboration with RZD, which tested the provision of discounted tickets to disabled persons using information from the FRDP database. Soon enough, information from the Register will also be used by the Tax Service in rendering relevant services to disabled persons.

The FRDP and the USSSIS keep accounts of all social benefits available to citizens, who receive support from all levels of budgets. Both systems

are already bolstering the efficiency of social expenditures and raising public awareness of social entitlements. In the future, the PFR will be developing these services for the sake of more comprehensive and pro-active support.

Not just these services but also the entire activity of the Pension Fund aims at higher level of public comfort. Our mission is to protect people and their rights and to support people in any challenging situation. It is important to know amid the constantly changing legislation where to seek a particular kind of information from, and specialists of PFR client services, call center operators, and consultants on the social media are ready to be such point of reference.

We are keen on receiving feedback. According to the «Your Control» system, the average approval rating of the Pension Fund is 4.96 points out of 5. Hopefully, our work will be assessed in the similar manner in the future.

In 2018, the Russian Pension Fund fulfilled all obligations to citizens, while the adjustments laid a foundation of further financial stability of the pension system and higher levels of social security. There is no doubt that we will continue to do our best for raising living standards of the Russian population.

Events of the year

Insurance pensions of 33.8 mln people grew by 3.7%

A new type of social pensions was established for children whose both parents are unknown

The monthly benefit and the package of social services received by 15.2 million people grew by 2.5%

New services became available via accounts on the PFR website to assign occupational supplements to pensions of former civil aviation and mining industry workers, and additional benefits for outstanding achievements and merits

The «Internet ABC» computer awareness program for pensioners were updated and expanded

Russia's first Pension History Museum operating under the PFR branch in the Jewish Autonomous Region marked its 10th anniversary

The maternity capital program was extended till the end of 2021

A new area for spending maternity capital funds was established – monthly payments to low-income families

The issuance of maternity capital certificates began on the Pension Fund website and the Gosuslugi portal

State pensions of 3.7 million people grew by 2.9%

The 8th stage of the Pension Awareness program for general education and vocational schools and higher educational establishments was finalized across Russia

1.3 million people had their pensions assigned via accounts over the year, without personal visits to territorial divisions of the Russian Pension Fund

Restrictions on using maternity capital funds for preschool education during three years since the certificate issuance date were lifted

Sberbank Online opened access to Russian Pension Fund services of choosing pension delivery pension and receiving information about pension entitlements

The federal law, which gradually increases the old-age retirement age over the period till 2028, was adopted

The period of issuance of maternity capital certificates was cut from 1 month to 15 days

The 9,000,000th maternity capital certificate was issued

Digits of the Year

155,3 mln

Mandatory insured parties

43,9 mln

Senior citizens

14 414 rub

Average old-age insurance pension of non-working citizens

76,8 mln

people with pension entitlements

9 084 rub

Average social pension

70 %

Share of citizens, receiving PFR services online

8 726 rub

Minimum salary for senior citizens in Russian Federation

1 486 rub

Average supplement to pensions of participants in pension co-funding program

925 rub

Average funded pension

8,9 mln

Pension insurance contributors

1 901 rub

Average social pension supplement

3,7 %

Indexation of insured pensions

2,9 %

Indexation of state pensions

6,1 %

Return on VEB expanded investment portfolio

2,5 %

2017 inflation

5,0 %

Investment return on pension savings in total portfolio of private management companies

2,5 %

Indexation of monthly social benefits

8,7 %

Investment return on pension savings in VEB portfolio of government bonds

502,5 bln rub

PFR social benefits expenses

8 269,6 bln rub

PFR budget revenues

8 726 rub

Minimum salary for senior citizens in Russian Federation

1 486 rub

Average supplement to pensions of participants in pension co-funding program

925 rub

Average funded pension

8,9 mln

Pension insurance contributors

1 901 rub

Average social pension supplement

302,3 bln rub

PFR maternity capital expenses

8 428,7 bln rub

PFR budget expenses

4 948,4 bln rub

Mandatory pensions insurance contributions

7 202,6 bln rub

PFR expenses on insurance and state pensions

4,7 bln
rub

State co-financing of voluntary contributions of participants in pension co-funding program in 2018

33,6 bln
rub

PFR expenses on benefits to persons caring for disabled children and people with Group 1 lifelong disabilities

15,2 mln

Recipients of monthly benefit

2,6 mln

Participants in pension co-funding program

1,9 млн
чел.

Recipients of benefit for caring for disabled persons

9,0 млн

Number of issued maternity capital certificates

926,1 k

Number of applications for spending maternity capital funds in 2018

0,5 mln

Recipients of benefit for caring for disabled children and people with Group 1 lifelong disabilities

4,9 bln
rub

Voluntary contributions in pension co-funding program in 2018

5,6 mln

Families that fully spent maternity capital funds

42,1 k

Families receiving monthly payment from maternity capital funds for their second child

1,6 bln
rub

PFR expenses on co-funding social programs on Russian constituent territories

453 026 rub

Amount of maternity (family) capital

About Russian Pension Fund

Russian Pension Fund Management

The Russian Pension Fund (PFR) is one of the three state-run off-budget funds tasked with providing mandatory social insurance in Russia. The Pension Fund acts as the state mandatory pension insurer. The PFR activity is coordinated by the Russian Ministry of Labor and Social Protection.



Areas of activity

- ▶ Accounting of mandatory pension insurance, state pension, and social security entitlements
- ▶ Assignment and payment of insurance and state pensions
- ▶ Assignment and funding of social benefits
- ▶ Accumulation, assignment, and repayment of pension savings
- ▶ Implementation of maternity capital and voluntary pension savings co-funding programs
- ▶ Subsidizing of social programs in Russian constituent territories
- ▶ International cooperation in the field of pensions and social security
- ▶ Information campaigns

December 22, 1990, – date of the establishment of the Russian Pension Fund

The Russian Pension Fund keeps personal accounts of 155 million Russian and foreign citizens, pays pensions to 44 million pensioners, and provides federal benefits to over 20 million Russians. In addition, the Fund accumulates pension savings of 40 million existent and future pensioners and provides payments to several million Russian families with two children or more.



Employees

The Russian Pension Fund employs 106,500 specialists, mostly aged from 30 to 50 (63%). Some 89% of specialists have higher education. Over half of all specialists have been working with the PFR for more than a decade. The absolute majority of PFR employees are women. The Fund recruited 15,100 specialists in 2018. Sixty-two percent of employees were promoted, and 9,600 employees participated in retraining and professional development programs.



Scope of activity

The Pension Fund operates on the federal level across Russia and in Baikonur, Kazakhstan. The Fund maintains presence in all major populated localities of Russia and has 2,460 offices.



Information system

The database of the Pension Fund contains information about pension and benefit entitlements of all Russians and foreign citizens registered with the mandatory pension insurance system. The development of the Fund's technological infrastructure allows accomplishing the entire pension assignment process online, from the submission of an application through the payment. The PFR expertise has enabled the successful launch of the Unified State Social Security Information System (USSSIS) and the Federal Register of Disabled Persons (FRDP), i.e. two databases aimed to improve the quality of public services and to raise the efficiency of budget expenditures.



State programs

The Pension Fund is implementing two state programs, those of maternity capital (since 2007) and of pension savings co-funding (since 2008). The first program involves 9 million Russian families, and the other – 2.6 million existent and future pensioners. Within the framework of the maternity capital program, families have received over 2.34 trillion rubles as state support. Participants in the program co-funding pension savings were able to accumulate over 121.6 billion rubles as pension savings.

Russian Pension Fund Structure

In 2018, 182 departments and divisions of the PFR were reorganized in 39 Russian constituent territories into 98 interregional departments

Board

Oversees the Fund and implements the unified strategy of managing the Russian pension system in accordance with law; sets current and future tasks for the Fund and releases pension and social security regulations and PFR rules to the limit of its jurisdiction.

▶ Executive Directorate

The executive body of the Russian Pension Fund managing mandatory pension insurance funds consistent with Russian laws and decisions of the PFR Board, and supervising and controlling the activity of Fund divisions in constituent territories.

▶ Divisions (84)

Organize pension and social security services in all constituent territories of Russia consistent with Russian laws and resolutions of the PFR Board and Executive Directorate, and supervise, control, and finance the Fund's offices.

▶ Offices and client services (2460)

Provide Pension Fund services to participants in the mandatory pension insurance system – citizens and entities; operate in all Russian constituent territories under the supervision of PFR divisions.

Audit Commission

Exercises departmental financial control over the Russian Pension Fund's system, assesses reliability of financial control, and proposes ways of raising its efficiency; verifies budget reports and proposes ways of saving and optimizing PFR budget expenditures.

Interregional Information Center

Processes mandatory pension entitlement data, protects and provides safe data storage; automates the information system of the Pension Fund, maintains its databases and registers of persons entitled to state social aid.

Pension paying and data processing centers (29)

Provide remote support to operations of PFR offices; ensure payment of pensions and social benefits, process documents coming from PFR offices in regard to the assignment and payment of pensions, control the delivery of pensions and social benefits to recipients; operate in a number of Russian constituent territories.

The Russian Pension Fund has 2,500 divisions, which ensure operation of the national pension system on the federal and regional levels. The Fund Board, the Executive Directorate, the Audit Commission, and the Interregional Information Center are headquartered in

Moscow. In each Russian constituent territory there is a PFR branch, which supervises the activity of territorial divisions, pension paying and data processing centers, and PFR client services. In 2018, the Pension Fund continued to optimize the structure of its territorial

divisions and the size of its staff. The process is organized in the way, which prevents a decline in the quality of public services. Meanwhile, the development of the Pension Fund's automated system and digitalization of the accomplishment of PFR functions help

broaden the range of public services provided online. As a result, operations, which include reception of citizens, primary processing of their documents, further processing of information, decisions regarding assignment or increase of payments, and others, are divided.

Russian Pension Fund Board

Anton Drozdov
PFR Board
Chairman

Natalia Petrova
PFR Board First
Deputy Chairperson

Sergey Afanasyev
PFR Board Deputy
Chairman

Nikolay Kozlov
PFR Board
Deputy Chairman

Sergey Chirkov
PFR Board
Deputy Chairman

Andrey Andreev
Manager PFR branch
in Moscow and
Moscow region

Foat Khantimerov
Manager PFR branch
in Bashkortostan

Division of duties between the PFR Board chairman and his deputies



Anton Drozdov

PFR Board Chairman

Provides general oversight over the PFR activity, assigns duties, coordinates and controls the activity of the PFR Board deputy chairmen and Executive Directorate units:

- ▶ The Human Resources Department.
- ▶ The Security Department.
- ▶ The Public Relations and Media Department.
- ▶ The Legal Policy Department.
- ▶ The Property Management Department.
- ▶ The First Department.

Natalia Petrova

PFR Board First Deputy Chairperson

Coordinates and controls activities of Executive Directorate units:

- ▶ The Administrative Department.
- ▶ The Budget Department.
- ▶ The Treasury Department.
- ▶ The Capital Construction and Property Department.
- ▶ The Insurance Contribution Management Department.
- ▶ The Department of Individual Record Keeping in the Pension Insurance System.
- ▶ The Procurement Department.
- ▶ The Department for Financial Support to the PFR System.

Supervises PFR territorial divisions in the Central District and Baikonur.

Sergey Afanasyev

PFR Board Deputy Chairman

Coordinates and controls activities of Executive Directorate units:

- ▶ The Actuarial Expectation and Strategic Planning Department.
- ▶ The Department of Liaison with Citizens, Insured Persons, Entities and Insuring Parties.
- ▶ The Training and Methodological Center.

Supervises PFR divisions in the Siberian Federal District.

Nikolay Kozlov

PFR Board Deputy Chairman

Coordinates and controls activities of Executive Directorate units:

- ▶ The Department of Investment Processes.
- ▶ The International Cooperation Department.

Supervises PFR divisions in the Northwestern Federal District.

Sergey Chirkov

PFR Board Deputy Chairman

Coordinates and controls activities of Executive Directorate units:

- ▶ The Department of Assignment and Payment of Pensions.
- ▶ The Department of Pension Benefits of Persons Residing Abroad.
- ▶ The Legal Policy Department.
- ▶ The Social Benefits Department.
- ▶ The Department of Pension Benefits of Public Sector Employees.

Supervises PFR division in the Urals and Southern federal districts.

Public services of Russian Pension Fund

The Pension Fund seeks to improve the quality of service year upon year, provide public services faster, and broaden the methods and forms of their provision. The goal is achieved by developing the Pension Fund's information system and online service via personal accounts of citizens, which, on one hand, makes the provision of services easier and more convenient, and, on the other hand, cuts the costs of Fund's services.

It is now possible to request practically any service of the Russian Pension Fund not only at client services but also at multifunctional centers (MFC) operating across the country, or via the personal account section on the Fund website and the Public Services Portal. For residents of small towns, which have no Pension Fund offices nearby, there are mobile client services which visit remote areas and receive citizens to accommodate their needs under the Fund's jurisdiction

Seeking to make the access to its services easier and more convenient, the Pension Fund continues to interact with employers, government agencies, and federal and regional authorities. The PFR requests them for information it needs to assign pensions and receives applications of employees supported with documents via corporate HR services.

An increasing number of pensions have been assigned online in recent years. It is possible to apply for all types of pensions and some types of social benefits in the personal account sections on the Fund website and the Public Services Portal.

Thanks to the information system launched by the PFR years ago to account for pension entitlements, pensions could be assigned online, without an applicant's personal visit. The PFR databases contain all key parameters of the forming pension, and by the time a person resigns the Fund has all it needs to assign a pension.

A person applies to the Pension Fund only for presenting additional information regarding one's pension entitlements, which may be significant for the pension's amount.

The share of online applications for the assignment of various types of pensions reached 7% in 2018 (vs. 58.7% in 2017). In all, the PFR received 2 million online applications for various kinds of pensions (300,000 more than last year). Some 1.6 million applications were granted, including 1.3 million online applications, which means 78% of pensions were assigned in the online format, without personal visits to Pension Fund territorial branches.

The choice of pension delivery method is also mostly done online. In 2018 citizens filed 2.5 million online applications to choose or modify the pension delivery method.

According to the Ministry of Communications and Mass Media, Pension Fund services are listed amongst most popular services available on the Gosuslugi website

SCHEME OF PROVISION OF RUSSIAN PENSION FUND SERVICES

ONLINE SERVICES



Personal Account on Website
of Russian Pension Fund
es.pfrf.ru



Personal account on PublicServices Portal
Gosuslugi.ru



Smartphone application



PublicServices Smartphone application

SNILS assignment
Control over pension insurance contributions paid by employers
Management of pension savings
Assignment of social benefits
Information about assigned pensions and social benefits and their amount
Control over paid insurance contributions
Assignment and use of maternity capital
and other services

SERVICES NEAR YOU



Offices and client services
of the Russian Pension Fund
2,460 offices



Multifunctional centers
3,400 offices

CONSULTATIONS ON SERVICES



Call Center
of the Russian Pension Fund
8-800-600-4444 (across Russia)



PFR Online consultant
Prfr.ru/knopki/online_kons

Online services

For a number of years, the Pension Fund has been successfully digitalizing its services and broadening their range. The development of PFR online services bears a special significance and is being carried out in accordance with the presidential order on the improvement of the public governance system.

Personal accounts on the Pension Fund's website underwent numerous useful updates in 2018. First of all, ten new services offering seven public services were made available. Most of the new services allow online application for PFR payments.

Maternity capital certificate holders received an opportunity to file for monthly payments for their second children, and pensioners from the sub-Arctic regions are now able to apply for compensation of their resettlement expenses. Besides, late last year the PFR account was supplemented with the service issuing certificates to pre-retirees (the service was launched in 2019).

An increasing number of people discover opportunities provided by their accounts on the PFR website year upon year, and the number of users is constantly growing. It grew by several million people to 11 million in 2018. The number of monthly users reached 1 million in August and stayed on that level or above since then.

The development of accounts on the PFR website is also demonstrated by the increased use of services. As many as 39.4 million

applications for PFR services were filed via accounts in 2018, which exceeded the 2017 level more than four-fold (10.6 million applications).

Information services were the most popular: they provide up-to-date information about pension entitlements or assigned payments.

The use of such services grew fivefold and accounted for a third of applications. There were nearly 6.6 million requests for information about assigned pensions and social benefits, and 5.7 million requests for information about pension points and the length of employment.

The PFR application for smart phones, which gives access to a number of account services, became more popular. The application was installed by 405,000 people in 2018 or 55% more than the year before.

The Pension Fund continued to provide online services via the Gosuslugi portal in 2018.

The number of requests for such services grew by approximately one million over the year (to 15.4 million). The most popular services were requests for information about pension entitlements (13.5 million), requests for assignment and adjustment of pensions and their delivery methods (774,500), requests for packages of social services (666,500), requests for maternity capital certificates and use of maternity capital funds (306,900).

The proportion of citizens receiving services of the Russian Pension Fund online reached 70% in 2018.

70%

of public services

are provided by the Russian Pension Fund online. Some 81 million services were provided in 2018, including 56 million online, 19 million via PFR territorial divisions, and 6 million via multifunctional centers.

Most popular public services of Russian Pension Fund in 2018

	PFR	PFRF.RU	GOSUSLUGI.RU	MFC
1	Registration with mandatory pension insurance system; issuance and renewal of insurance certificate	Information about pension entitlements	Information about pension entitlements	Assignment of insurance pension, state pension, funded pension
	▲	▲	—	▲
2	Assignment of insurance pension, state pension, funded pension	Assignment of insurance pension, state pension, funded pension	Information about assignment of package of social services	Registration with mandatory pension insurance system; issuance and renewal of insurance certificate
	▼	▲	—	▲
3	Payment of insurance pension, state pension, funded pension	Information about maternity capital balance	Assignment of insurance pension, state pension, funded pension	Payment of insurance pension, state pension, funded pension
	—	▲	—	▲
4	Assignment of monthly social benefit	Payment of insurance pension, state pension, funded pension	Issuance of maternity capital certificate	Information about pension entitlements
	▲	▼	—	▲
5	Transfer of pension savings	Use of maternity capital funds	Payment of insurance pension, state pension, funded pension	Use of maternity capital funds
	▼	▼	—	▲

▲ ▼ Dynamics of the provision of service compared to the previous year.

Some online services available on the PFR website can be received directly, without logging into one's account.

These are simple and highly popular services, such as appointments, filing of applications, and requests for certificates and documents. However, most services are received upon confirmed registration, which requires not only the login and password in the Unified State Social Security Information System (USSSIS) but also their confirmation during a personal visit to an USSSIS authentication center. This kind of registration is equal to a simple electronic signature, which could be used for

receiving online public services, including those on the PFR website.

PFR territorial divisions act as USSSIS authentication centers, where one could confirm registration with the Gosuslugi portal. This is convenient for pensioners and other recipients of PFR services.

Practically every PFR division or client service not only confirms the account created earlier but also offers the complete registration procedure for receiving access to online public services. During 2018, territorial bodies of the Pension Fund registered 1.4 million people with the USSSIS.

Development of public services provided by Russian Pension Fund

Services launched: ● before 2015 ● in 2015 ● in 2016 ● in 2017 ● in 2018

		MFC	Pfrf.ru	Gosuslugi.ru	Call center
Record of pension entitlements, information	Registration of citizens with mandatory pension insurance system as insured parties and issuance of SNILS insurance certificates	●			●
	Insurance certificate renewal, issuance of insurance certificate's copy	●	● ¹		●
	Information about pension entitlements	●	●	●	●
	Information about assigned pensions and social benefits	●	●	●	●
Assignment and payment of insurance and state pensions, supplements	Assignment of insurance and state pensions	●	●	●	●
	Insurance pension adjustment	●	●	●	●
	Choice of delivery method	●	●	●	●
	Assignment of federal social supplement to pension	●	●		●
	Assignment of occupational pension supplement	●	●		●
	Suspension/resumption of payment of old-age insurance pension at pensioner's choice	●	●		●
	Request for pension file in case of change of residence	●	●		●
Accumulation and repayment of pension savings	Transfer of pension savings between pension funds and management companies	●	●	● ²	●
	Terminated payment of contributions for funded pensions		●		●
	Repayment of pension savings	●	●	●	●
	Distribution of pension savings between survivors	●			●
	Withdrawal of pension savings by pensioner's survivors	●			●
Co-funding of pension savings	Provision of contribution payment documents		●		●
	Information about savings accumulated under co-funding program		●	●	●

The Russian Pension Fund annually develops the system of public services to improve their quality and accelerate their provision to citizens. Now it is possible to request the Fund for payments and related services not only at 2,460 PFR client services across the country but also at any of 3,300 multifunctional centers in any part of Russia. The Pension Fund has been digitalizing its services and broadening their range for several years. All principal services of the Fund are now available via the personal account section on the PFR website or the Public Services (Gosuslugi) Portal. The PFR Consulting Center is also helping improve the service. Center operators provide information about all services of the Fund and receive applications. Information about the provision of a particular service, the required documents, the nearest office, or method of the provision of services is given in a fast and easy manner.

		MFC	pfrf.ru	gosuslugi.ru	Call center
Assignment of social benefits	Assignment of monthly social benefit	●	●	●	●
	Assignment of package of social services, adjustment of its delivery method, package suspension or resumption	●	●	●	●
	Vacation travel compensations for pensioners living the North	●	●		●
	Resettlement compensations for pensioners living in the north	●	●		●
	Assignment of compensations for caring for disabled persons, disabled children		●		●
	Assignment of additional monthly social benefit		●		●
	Funeral benefit				●
Maternity capital	Issuance of maternity capital certificate or its copy	●	●	●	●
	Use of maternity capital funds	●	●	●	●
	Information about maternity capital balance		●		●

¹ Only issuance of copy of insurance certificate was available in 2018

² The transfer of pension savings became possible via the portal in 2014; the service was improved in 2017.

Services provided in multifunctional centers

Most Pension Fund services are currently provided via multifunctional centers (MFC). MFCs are special, as they offer services of both the PFR and most other government agencies in the «one-stop» format. As a result, the provision of services is expedited and the number of required documents is reduced, as documents are requested by agencies from one another.

Nowadays, MFCs provide practically all main types of PFR services. In 2018, the number of requests for PFR services made via MFCs increased 42% to 6 million nationwide. The most popular services were the assignment of pensions (1.9 million requests), the issuance of mandatory pension insurance certificates (1.6 million), and various services related to the payment and delivery of pensions (665,000).

Russian Pension Fund Consulting Center

The range of Pension Fund services provided in the remote regime is expanded by the PFR Consulting Center established in 2010.

Operators inform citizens and insuring parties about all PFR services and accept applications. The Center is a fast and simple channel of being informed on ways to receive a particular PFR service, the list of required documents, and the nearest place and method of the provision of a service.

First and foremost, the PFR Consulting Center operates a federal telephone line, which could be called 24/7 from any region of Russia. Consultations are also available in the form of text messages and online.

Every day, the Consulting Center gives current information on the activity of the Russian Pension Fund to thousands of Russian citizens. In 2018, operators gave over 900,000

consultations on the phone and processed 264,000 applications filed online.

There was a slight shift from calls to online applications last year. The total number of phone calls dropped by 100,000, while the number of online applications increased by 156,000.

Besides, consultations given on the phone have become longer. The total duration of phone calls to operators was 1.6 million minutes (approximately 3 years) in 2017, and increased more than 1.5-fold to 2.7 million minutes (about 5.2 years) in 2018.

Most popular questions were regarding the accumulation of pension assets (183,000), the issuance of SNILS (over 129,000), payments to people caring for disabled persons and disabled children (58,000), and pension entitlements (49,000).

According to information collected by the Your Control system in 2018, most territorial divisions of the Russian Pension Fund achieved the required level of customer satisfaction. An average score of the Russian Pension Fund in the Your Control system is 4.9 of 5 points.

Assessment of Pension Fund services via Your Control system

The quality of services provided by the Russian Pension Fund can be ranked via the Your Control state electronic system collecting comments on the activity of the PFR and other government agencies and authorities. Not just an agency as a whole but also a particular unit, which provided the service, can be ranked. The quality assessment is based on several criteria, such as promptness, professionalism and politeness of specialists, convenience of the place of service, etc.

Using the Your Control system, Pension Fund services can be ranked via the PFR website, text message polls, the Gosuslugi portal, and poll terminals in multifunctional centers. For customer convenience, all pages of the Pension Fund website provide fast access to the Your Control electronic service, and PFR territorial divisions give step-by-step guidance for people wishing to rank services using the system. All PFR branches and their territorial divisions have created accounts for processing customer feedback on the quality of received public services.

According to information collected by the Your Control system in 2018, customer satisfaction with public services provided by the Russian Pension Fund reached 98.3% – that is the percentage of «good» and «excellent» comments by citizens who received PFR services across the country.

In 2018, the Pension Fund scored average 4.92 of 5 points in text message polls of the Your Control System, and 97.33% comments were positive (4 points or more). The Pension Fund performance ranked services 4.90 on the Your Control website, and 97.91% of comments were positive.

Most of the ranked PFR services were the assignment of pensions and the use of maternity capital funds. Such services as transfer of pension savings from one management entity to another, the issuance of maternity capital certificates, and the use of maternity capital funds received the highest rating.

The level of satisfaction with public services, which is based on customer opinion, must meet the benchmark annually, which is individually set for each agency.

The 90% approval benchmark was set for the Russian Pension Fund in 2018. The absolute majority of PFR territorial divisions achieved the objective.

Russian Pension Fund budget

Budget revenue

Russian Pension Fund revenue grew by 9.6 billion rubles or 0.12% to 8 269.6 billion rubles from 2017 to 2018. Mandatory pension insurance contributions, which serve as the main source of PFR income, amounted to 4 948.4 billion rubles. The contributions increased by 4 066.5 billion rubles or 10.4% over the year.

Insurance pension contributions accounted for most PFR revenue and grew to 4 947.9 billion rubles. Meanwhile, funded pension contributions totaled 0.45 billion rubles.

Federal budget transfers for insurance pensions dropped by 231.6 billion rubles to 1.84 trillion rubles compared with 2017. Transfers for mandatory pension insurance provided as part of insurance pension transfers declined by 300.3 billion rubles or 32.2%.

The provision of insurance pensions with contributions topped 73% in 2018 (70% in 2017). Other insurance pension obligations related to their increase and benefits provided by the government to citizens and insuring parties were financed from the federal budget.

Alongside mandatory pension insurance, the Pension Fund provides state pensions and benefits. It pays certain types of pensions,

social benefits and pension supplements, in addition to maternity capital funds. In 2018 the Pension Fund budget spent 1 389 billion rubles or 43% of all funds transferred from the federal budget on those purposes. Most funds were spent on paying state pensions (450 billion rubles) and monthly benefits (401 billion rubles).

On the whole, 3 229.3 billion rubles were transferred from the federal budget to the Pension Fund in 2018. These funds amounted to 39.1% of PFR total revenue and declined by 5.5% since 2017.

PFR budget revenue related to the accumulation of pension savings reached 77.6 billion rubles. Most of those funds were the return on pension saving investment (61.9 billion rubles), voluntary contributions of citizens participating in the pension co-funding program in 2018 (4.9 billion rubles), government co-funding of voluntary contributions of citizens participating in the pension co-funding program in 2017 (5.1 billion rubles), and transfers from private pension funds (5.1 billion rubles).

Federal budget transfers for insurance pensions were cut by 231.6 billion rubles in 2018. Transfers for mandatory pension insurance within total transfers for insurance pensions declined by 300.3 billion rubles or 32.2%

Budget expenditures

Russian Pension Fund expenditures grew by 1.3% to 8.43 trillion rubles in 2018. The spending on the payment of pensions and pension supplements increased by 171.5 billion rubles to 7 339 billion rubles or 87.1% of all budget expenditures.

Some 6 748.9 billion rubles were spent on insurance pensions in addition to 453.7 billion rubles spent on state pensions. The paid amount of pension savings reached 18.7 billion rubles.

The payment of PFR benefits grew by 14.4 billion rubles (3%) to 502.5 billion rubles or 6% of total PFR expenditures in 2018.

Expenditures grew most year-on-year in the area of insurance pensions (+370.9 billion rubles), state pensions (+21.1 billion rubles), and monthly benefits (+8.95 billion rubles).

In the end of the year, the Pension Fund budget had a deficit of 159.1 billion rubles

(59.4 billion rubles in 2017), including a deficit of 110.2 billion rubles in the area of pension savings. This is the result of 168.8 billion rubles transferred by citizens from the Russian Pension Fund to private pension funds. Pension savings transferred to private pension funds are money withdrawn by the PFR from management companies.

PFR pension savings operated by management companies are not included in PFR budget revenue, while funds transferred to private pension funds are listed as expenditures. A budget deficit is created as a result.

The PFR budget deficit unrelated to pension savings amounted to 48.9 billion rubles in 2018 and was fully compensated with carry-over budget funds.

Russian Pension Fund Budget 2018

bln rubles

Revenue

1 388,9 16,8%	Social benefits funds.....	488,7
	State pensions funds.....	450,0
	Pension supplement funds.....	97,1
	Maternity capital funds.....	341,5
	Pensions savings co-funding.....	5,1
1 840,4 22,3%	Mandatory pension insurance funds ¹	632,4
	Old-age insurance pension valorization.....	682,9
	Funds compensating for discounted insurance tariffs.....	499,9
	Fund compensating for non-insured periods.....	25,2
	Funds' investment and depositing in banks.....	62,0
	Voluntary contributions of citizens for funded pensions.....	5,0
	Pension savings from PPF.....	5,1
	Funded pensions contributions.....	0,5
	Other ²	19,8

¹ Includes indexation of pension points and fixed payment within insurance pensions, early retirement, and pensions assigned before contributions are paid.

² Insurance contributions for pension supplement of civil aviation crews, early pensions of unemployed citizens, pension money from some foreign states, non-tax revenue.

8 269,6



Collection of pension insurance contributions increased to 73% in 2018 (in 2017 - 70%). Funds spent on the increase of pensions and benefits for citizens and insured parties came from federal budget.

8 428,7



Expenses

405,0	Federal monthly social benefit.....
40,9	Compensation for caring for elderly persons and persons with Group 1 disabilities.....
33,6	Monthly benefit for caring for disabled children and persons with lifelong Group 1 disabilities.....
8,5	Funeral benefits.....
4,1	Monthly pension benefit supplement.....
3,6	Benefit supplement for achievements and merits.....
3,9	Compensation of vacation travel and resettlement expenses of pensions of the North.....
1,6	Co-funding of social programs in Russian constituent territories.....
91,9	Federal social supplement.....
17,0	Supplement to pensions of civil aviation crews, coal industry workers, and nuclear arms industry specialists.....
168,8	Transfer of pension savings from managing companies to PPF.....
18,7	Repayment of pension savings.....
0,5	Contributions to pension savings guarantee system.....
9,9	Other ³

³ Early pensions of unemployed citizens. Pensions paid under agreements with some states.

Development of territorial infrastructure

The performance of Russian Pension Fund duties requires the existence of a developed network of territorial divisions in all Russian constituent territories. This network creates comfortable conditions for visitors of client services and proper working conditions for employees, and cuts PFR operational costs.

Construction, renovation, and procurement of real estate

The Russian Pension Fund finalized renovation of two buildings and procured nine pieces of real estate in 2018 in furtherance of the development of its territorial infrastructure.

Dilapidated buildings with a total floor space of 1 501.5 square meters were renovated in Chechnya and the Sakhalin region, and the construction of a new building began to replace the dilapidated one in the Republic of Sakha (Yakutia) with a total floor space of 335.4 square meters.

All commissioned and procured buildings are used by PFR divisions directly interacting with citizens and entities.

New premises of the Pension Fund meet modern requirements to client services and have the complete set of infrastructure necessary for work of specialists and comfortable and quality service to visitors, including disabled persons.

The primary reason for the construction of new Pension Fund facilities is the dangerous

The Russian Pension Fund has been reorganizing its structure and reducing its staff since 2015. Over that period the area of premises rented by the Pension Fund reduced by 16,100 square meters. The optimal use of premises vacated as a result of reorganization cut the rent and lessened the deficit of space needed for receiving visitors, carrying out activity of specialists, and storing archives.

Most premises commissioned in 2018 were used for operation of Pension Fund divisions directly interacting with citizens and entities. New PFR premises and buildings meet requirements to client services and have everything necessary for proper working conditions of specialists and comfortable and quality service to visitors, including disabled people.

condition of premises or buildings or the impossibility to receive visitors.

A decision to procure premises instead of building them is made whenever construction costs will be higher or a Russian constituent territory does not have a proper plot of land for opening a Pension Fund office in a place convenient for citizens.

Seeking to minimize construction costs, information about eight designs of economically efficient Pension Fund buildings was added to the register of standard project documentation of the Russian Ministry of Construction, Housing and Public Utilities for repeated use.

Acting together with the ministry, the Pension Fund has developed and endorsed rules, which set the maximum floor space of PFR administrative buildings. In addition, the Fund has endorsed standard requirements to finishing works carried out during construction, overhaul and current repairs of buildings.

It is not allowed to use expensive construction and finishing materials and to implement complex architectural solutions.

The primary condition of the assignment of plots of land for new buildings is their location in areas with developed transport and engineering infrastructure.

Whenever real estate is built or procured for PFR needs, emphasis is put on energy saving and compliance with the standards of the state program «Accessible Environment,» fire safety, construction norms, and labor laws.

Safe and accessible environment

While complying with such basic requirements as fire safety and energy saving, territorial offices of the Pension Fund that receive and service citizens must comply with the standards of the state program «Accessible Environment.» Whenever Pension Fund buildings are designed or built, the proper level of accessibility for disabled people and persons with limited mobility is provided. Buildings procured or received by the Pension Fund for free are also modified to create comfortable environment for persons with limited mobility.

The number of PFR facilities, which meet the accessibility requirements, increased by 6.2% to 1 008 in 2018.

Expenses on the compliance with standards of the state program «Accessible Environment» grew compared to 77.6 million rubles in 2017. The funds were spent on mounting individual lifts, ramps and handrails, equipping lobbies and restrooms, installing tactile, audio, and visual information systems, and building parking areas for disabled people on the Pension Fund grounds.

Public hearings on construction, renovation, and repairs projects

Since 2014, the Russian Pension Fund has been holding public hearings on construction, renovation and repairs projects and procurement of premises for PFR needs. Hearings involve citizens and civic organizations, including representatives of the Union of Pensioners, the all-Russia Society of Disabled Persons, trade unions, associations of small, medium, and big business employers, members of the all-Russia People's Front, and media outlets.

Public hearings are held on every construction, renovation and repairs project and procurement of buildings for PFR needs, which cost more than 5 million rubles.

In 2018, the Pension Fund initiated and held 74 public hearings in 37 Russian constituent territories (there were 35 hearings in 24 constituent territories in 2017). All the proposed projects were approved at the hearings. Three hearings cut the cost of facilities by 2.29%, 3.8%, and 29.9%, respectively.

In 2018, the Pension Fund initiated and held 74 public hearings in 37 Russian constituent territories. All proposed projects were approved at the hearings. Three hearings cut the cost of facilities by 2.29%, 3.8%, and 29.9%, respectively.

Prevention of corrupt practices

The Russian Pension Fund has been taking systemic efforts to prevent corrupt practices consistent with the relevant Russian legislation.

In 2018, the Russian Pension Fund was working to prevent corrupt practices in accordance with the federal anti-corruption legislation and the plan on countering corruption in the PFR and its territorial divisions in 2018 – 2020.

The number of reports filed by citizens in regard to possible corrupt practices in the Russian Pension Fund reduced 1.6 times to 68 in 2018 (111 in 2017). Sixteen reports proved correct as a result of inquiries.

Materials of the inspections were discussed at a meeting of the PFR Commission on Compliance with Rules of Office Conduct and Prevention of Conflict of Interest.

Sixteen PFR employees faced administrative penalties in the form of reproof, reprimand or dismissal.

Criminal charges were brought against one dismissed employee. All citizens who filed their

reports were answered and received relevant explanations.

PFR commissions on compliance with rules of office conduct and prevention of conflict of interest held 2,426 meetings in 2018 (2,338 in 2017). The commissions established 829 violations of anti-corruption legislation and imposed disciplinary penalties on 306 employees.

Both indicators grew since 2017, when 674 violations were uncovered and 271 employees were penalized.

During 2018, 115 checks were conducted to verify the correctness and completeness of information about income, assets, and proprietary rights of Pension Fund employees (105 in 2017).

As a result, disciplinary penalties were imposed on 49 PFR employees.

2426
meetings

of commissions on compliance with rules of office conduct and prevention of conflict of interest were held in 2018, resulting in the imposition of administrative penalties on 306 employees.

In addition, the Fund conducted 20 checks to verify spending of its employees and 402 checks to verify employees' compliance with the restrictions, bans, and requirements aimed to prevent or settle conflict of interest.

Six PFR employees faced disciplinary responsibility as a result.

For the purpose of corruption intolerance, 597 new PFR employees attended professional development course «Prevention of Corrupt Practices» online.

The Russian Pension Fund's Audit Commission held 38 checks to step up control over the maternity capital program.

Proposals on raising the efficiency of the maternity capital fund program through legislative improvements were submitted to the Russian Ministry of Labor and Social Protection.

Anti-corruption examination of 55 projects and 8 normative legal acts of the Russian Pension Fund was made over the year. No corruption factors were uncovered.

Over the year, the PFR provided anti-corruption examination of 55 projects and eight normative legal acts of the Pension Fund.

No corruption factors were uncovered.

All drafts of PFR normative legal acts are published on its website and are open to independent examination by experts accredited with the Russian Ministry of Justice.

No expert opinions were received in regard to drafts of PFR normative legal acts published in 2018.

Activity of the Russian Pension Fund

Assignment and payment of pensions

In 2018, the Russian Pension Fund assigned 2.12 million insurance pensions and 0.3 million state pensions. The number of pensioners receiving payments from the PFR grew by 391,500 persons to 43.9 million over the year.

Assignment of pensions

The terms of assignment of the old-age insurance pension changed in 2018: the minimal number of pension points grew from 11.4 to 13.8, and the minimal length of employment increased from 8 to 9 years. The retirement age did not age: 55 for women and 60 for men.

With due account of the new requirements, Pension Fund territorial divisions assigned 2.12 million insurance pensions (56,300 or 2.6% less than in 2017), including 1.71 million (80.6%) old-age pensions, 0.22 million (0.4%) disability pensions, and 0.19 million (9%) survivor pensions. Most insurance pensions were assigned for the first time (1.77 million or 83%).

Persons entitled to early retirement, such as workers of dangerous or harmful enterprises, mothers of many children, people who worked in the sub-Arctic region, and some other categories, were assigned 359,600 old-age insurance pensions or 21% of all old-age insurance pensions.

Persons who delayed filing for the assignment or payment of their pensions for a year or more were assigned 30,500 old-age insurance pensions, or 20% more than in 2017.

According to the terms of delayed retirement, pensions were assigned at an increased amount.

In 2018, state pensions were assigned for 316,200 persons (15,500 persons or 5.2% more than in 2017). The absolute majority of assigned state pensions (84.8%) were social pensions – 268,400.

On the whole, the Pension Fund assigned 2.4 million pensions on the basis of mandatory pension insurance and state social security regulations in 2018. Some 170,500 applications for the assignment of pension were declined (6.5% of the total number).

Same as before, most denials to assign an insurance pension resulted from the lack of grounds for early retirement. As total of 103,000 requests of the sort were declined over the year (60.4 % of all denials).

1,6
mln pensions

were assigned in 2018 via accounts on the Russian Pension Fund website and the Gosuslugi portal. Some 78% of pensions were assigned completely in the remote format, without personal visits of applicants to PFR territorial divisions.

Number of pensioners and size of pensions in 2018 (as of December 31)

Type of pension	Number of pensioners thousand	Dynamics of annual growth in number of pensioners thousand	Average size rubles	Annual dynamics of average size rubles
Insurance pension:	40 116	330	13 729	423
old-age	36 702	391	14 184	423
disability	2 006	-62	8 808	279
survivor	1 407	2	8 858	293
State pension:	3 763	61	9 720	320
old-age	438	23	12 409	721
disability	43	-2	12 985	331
survivor	5	-1	10 375	388
long service	78	2	20 707	751
social pension:	3 199	39	9 084	287
old-age	50	2	6 395	208
survivor	1 059	-11	6 597	191
disability:	2 087	45	10 412	301
disabled children and persons with Group 1 life-long disability	904	32	13 434	373
children whose both parents are unknown	3	-	11 268	-
Total	43 879	391	-	-

Most applications for the assignment of pension were filed online using the account on the Pension Fund website and the Gosuslugi portal in 2018. The portion of online applications for the assignment of various types of pensions grew to 72% in 2018 (58.7% in 2017). In all, 2 million online applications for the assignment of various types of pensions were filed with the PFR (300,000 more than last year). Some

1.6 million requests were granted, and the rest were placed under consideration.

Some 1.3 million online requests, 78%, resulted in the assignment of pension without personal visits of applicants to territorial divisions of the Pension Fund.

Online assignment of pensions became possible thanks to the development of the Pension Fund database, which stores information about pension entitlements and interaction of PFR territorial divisions with pre-retirees and their employers.

Persons who delayed the assignment or payment of their pensions were assigned 30,500 old-age insurance pensions, or 20% more than in 2017

Assignment of pensions via employers

The Pension Fund assigns a substantial number of pensions as a result of preparations made in advance with the participation of pre-retirees and their employers.

People preparing to retire can approach the Pension Fund in advance and receive information about types of pensions, their pension entitlements, including pension points and the length of employment, and documents required for the assignment of pension. Online instruments of the PFR and interaction between the PFR and employers are being increasingly used for those purposes.

HR departments of employers provide the Pension Fund in advance with pre-retiree information and copies of their documents. The Fund has concluded agreements on online interaction with 720,000 employers. Those cooperating with the PFR in the assignment of pensions to their employees include such big

companies as Sberbank, RZD, Russian Post, Rushydro, Gazprombank, and others.

As a result of interaction with employers, the Pension Fund assigned 158,000 pensions in 2018. The interaction was most active in St. Petersburg, the Leningrad region, the Krasnodar Territory, the Perm Territory, and Bashkortostan.

In 2018, the Pension Fund broadened information exchange with employers not only in the assignment of pensions but also in the provision of benefits and guarantees to pre-retirees.

A key event in this area was the joint letter of the Russian Pension Fund and the Russian Federation of Independent Trade Unions, which recommended that trade unions assist the PFR in the conclusion of new agreements with employers.

7,2
trln rubles

were the insurance and state pensions paid in 2018. The amount grew by 394 billion rubles or 5.8% since 2017. Insurance pensions totaled 6,749 billion rubles, and state pensions amounted to 453.7 billion rubles.

Payment of pensions

Including the newly assigned pensions, the number of pensioners receiving insurance and state pensions reached 43.9 million by the end of 2018. The number of pensioners increased 391,500 year-on-year.

Some 36.7 million pensioners were receiving old-age insurance pension, which averaged 14,200 rubles, and 3.8 million pensioners were receiving state pensions averaging 9,700 rubles.

In terms of early retirement, pensions were paid to 11.5 million persons or 31.2% of all recipients of old-age insurance pensions. Some 2.3 million of those people are younger than the general retirement age.

The growth in the number of early retirements has been on decline for the third year in a row. There were 8,000 early retirements in 2018 (16,900 in 2017, and 45,000 in 2016).

The proportion of early retirements has been on decline over recent years, primarily because of the reducing number of dangerous and harmful enterprises. Early retirements

accounted for 33.1% of all old-age insurance pensions in 2021. The number went down to 31.2% in 2018.

About 209,500 persons were receiving two pensions in 2018. Those were persons disabled as a result of military traumas and WWII veterans (whose average pensions amounted to 30,000 and 35,500 rubles, respectively), parents and widows of deceased servicemen (whose average pensions amounted to 24,600 rubles and 24,700 rubles, respectively), and holders of the «Resident of Besieged Leningrad» badge (pensions averaging 28,700 rubles).

A total of 7.2 trillion rubles were paid as insurance and state pensions in 2018, which was 394 billion rubles more than in 2017. Most funds (6,749 billion rubles) were paid as insurance pensions, and state pensions amounted to 453.7 billion rubles.

Some 3.8 million non-working pensioners were receiving monthly federal pension supplement of average 1,900 rubles in 2018. In all, the Russian Pension Fund spent 91.9 billion rubles on paying federal pension supplements.

Pensions are mostly assigned and method of their delivery is mostly chosen by means of online services of the Russian Pension Fund. The number of online applications choosing or adjusting the pension delivery method, which were filed on the Russian Pension Fund website and the Gosuslugi portal, reached 2.5 million or 64.6% of applications of the kind received by the PFR in 2018.

Delivery of PFR pensions, benefits in 2018



● 65,7%

Banks

● 30%

Post

● 4,3%

Other

In Russia, pensions are delivered by post, banks, and other entities which have relevant agreements with the Russian Pension Fund. Most pensions are delivered by Russian Post and Sberbank of Russia. Some 20.5 million pensioners receive pensions to their bank cards.

Some 209,500 persons were receiving two pensions in 2018. These include persons disabled as a result of military traumas, WWII veterans, parents and widows of deceased servicemen, and holders of the «Resident of Besieged Leningrad» badge.

43,9
mln persons

were receiving insurance and state pensions as of late 2018. Compared to 2017, the number of pensioners increased by 391,500, mostly with recipients of old-age insurance pensions.

Indexation of pensions

All pensions paid by the Russian Pension Fund are increased on the annual basis. Starting January 1, 2018, insurance pensions of 33.8 million non-working pensioners grew by 3.7% (vs. 2.5% inflation rates as of the late 2017). An average amount of the increased old-age insurance pension grew by 423 rubles to 14,200. An average amount of the old-age insurance pension of non-working pensioners grew by 504 rubles to 14,400 rubles.

The pension point value and the fixed payment, which serves as the basis of the insurance pension, grew 3.7%. The pension point value grew from 78.58 to 81.49 rubles, while the fixed payment was enlarged from 4 805.11 to 4 982.9 rubles.

State pensions, including social pensions, grew by 2.9% on April 1, consistent with the increased pensioner subsistence minimum of 2017. The indexation applied to 3.7 million people. The average amount of the social pension, which is the most common type of the state pension, grew by 287 rubles to 9,100 rubles.

Payments to pensioners, who finalized their career in 2018, were also increased with due account of earlier indexations. Same as before, pensions of working pensioners were automatically increased on August 1 on the basis of paid insurance contributions. In all, pensions grew for 11.4 million pensioners (11.8 million in 2017).

Besides, the Pension Fund increased pensions of 1 million people who filed their applications regarding non-insured, socially significant periods of life, primarily the periods of caring for children younger than 18 months. An average increase of pensions amounted to 416.6 rubles.

As a result of indexations, an average amount of old-age insurance pensions reached 1.67 of the Russian pensioner subsistence minimum in 2018. The ratio reached 1.7 for non-working pensioners.

Paying pensions abroad

The Russian Pension Fund pays pensions to Russian and foreign citizens residing abroad within the system of invariable pension entitlements and international social security agreements.

Pensions assigned by the Fund are paid irrespective of the country of residence and citizenship of pensioners (except for social pensions). Pensions are also guaranteed to foreign citizens, who were working in Russia

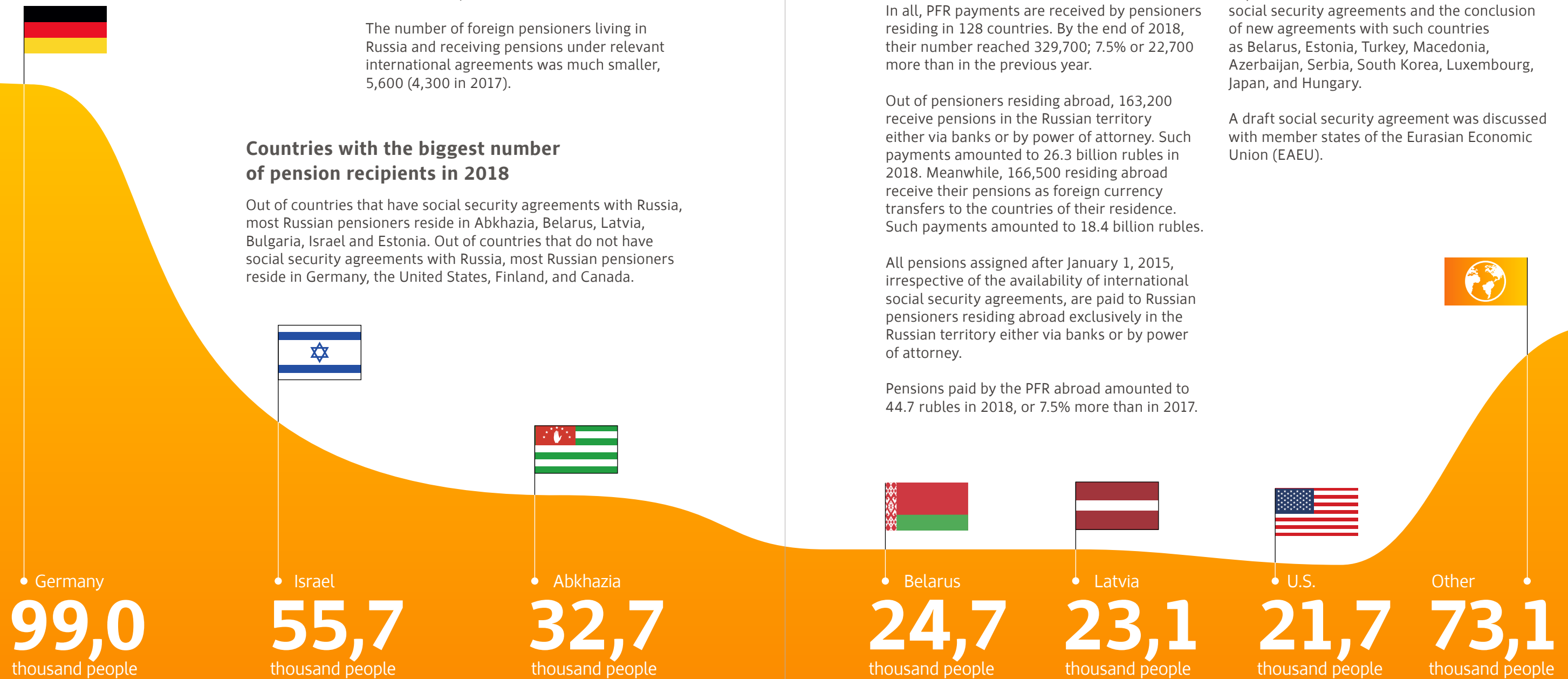
and retired in their home country in the case this country has an international social security agreement with Russia.

Nineteen international social security agreements with 23 countries were in effect in 2018. Consistent with these agreements, PFR payments were received by 60,800 pensioners residing abroad (45,100 in 2018), and Pension Fund expenditures borne in this connection grew 18.4% to 4.5 billion rubles (3.8 billion rubles in 2017).

The number of foreign pensioners living in Russia and receiving pensions under relevant international agreements was much smaller, 5,600 (4,300 in 2017).

Countries with the biggest number of pension recipients in 2018

Out of countries that have social security agreements with Russia, most Russian pensioners reside in Abkhazia, Belarus, Latvia, Bulgaria, Israel and Estonia. Out of countries that do not have social security agreements with Russia, most Russian pensioners reside in Germany, the United States, Finland, and Canada.



Pensions from the Russian Pension Fund are received by pensioners residing in 128 countries. By the end of 2018, the number of such pensioners reached 329,700: it grew 7.5%, by 22,700 over the year.

Nineteen international social security agreements with 23 countries were in effect in 2018. Under these agreements PFR payments were received by 60,800 pensioners residing abroad.

Such pension expenditures amounted to 581.7 million rubles, 48% more than in the previous year (392 million).

In all, PFR payments are received by pensioners residing in 128 countries. By the end of 2018, their number reached 329,700; 7.5% or 22,700 more than in the previous year.

Out of pensioners residing abroad, 163,200 receive pensions in the Russian territory either via banks or by power of attorney. Such payments amounted to 26.3 billion rubles in 2018. Meanwhile, 166,500 residing abroad receive their pensions as foreign currency transfers to the countries of their residence. Such payments amounted to 18.4 billion rubles.

All pensions assigned after January 1, 2015, irrespective of the availability of international social security agreements, are paid to Russian pensioners residing abroad exclusively in the Russian territory either via banks or by power of attorney.

Pensions paid by the PFR abroad amounted to 44.7 rubles in 2018, or 7.5% more than in 2017.

Besides arranging international transfers of pensions, Pension Fund specialists took part in negotiations with foreign partners on the implementation of the existent international social security agreements and the conclusion of new agreements with such countries as Belarus, Estonia, Turkey, Macedonia, Azerbaijan, Serbia, South Korea, Luxembourg, Japan, and Hungary.

A draft social security agreement was discussed with member states of the Eurasian Economic Union (EAEU).

Accumulation and payment of pension savings

Over 1 million people received Russian Pension Fund's payments of pension saving funds totaling 18.7 billion rubles in 2018.

Accumulation of pension savings

As of late 2018, pension savings were being accumulated by 76.8 million citizens, including 39.9 billion citizens doing so via the Russian Pension Fund.

Return on pension savings invested via the VEB state management company and private management companies operating under an agreement with the Russian Pension Fund reached 107.6 billion rubles in 2018.

Mandatory insurance contributions for funded pensions reached 0.45 billion rubles (arrears and debts of the previous years). Return on temporary bank depositing of pension savings by the PFR reached 7.2 billion rubles.

Voluntary contributions of participants in the pension co-funding program amounted to 4.9 billion rubles in 2018, and government co-funding of voluntary contributions made in 2017 stood at 5.1 billion rubles (such co-funding is provided for the previous year, consistent with the law).

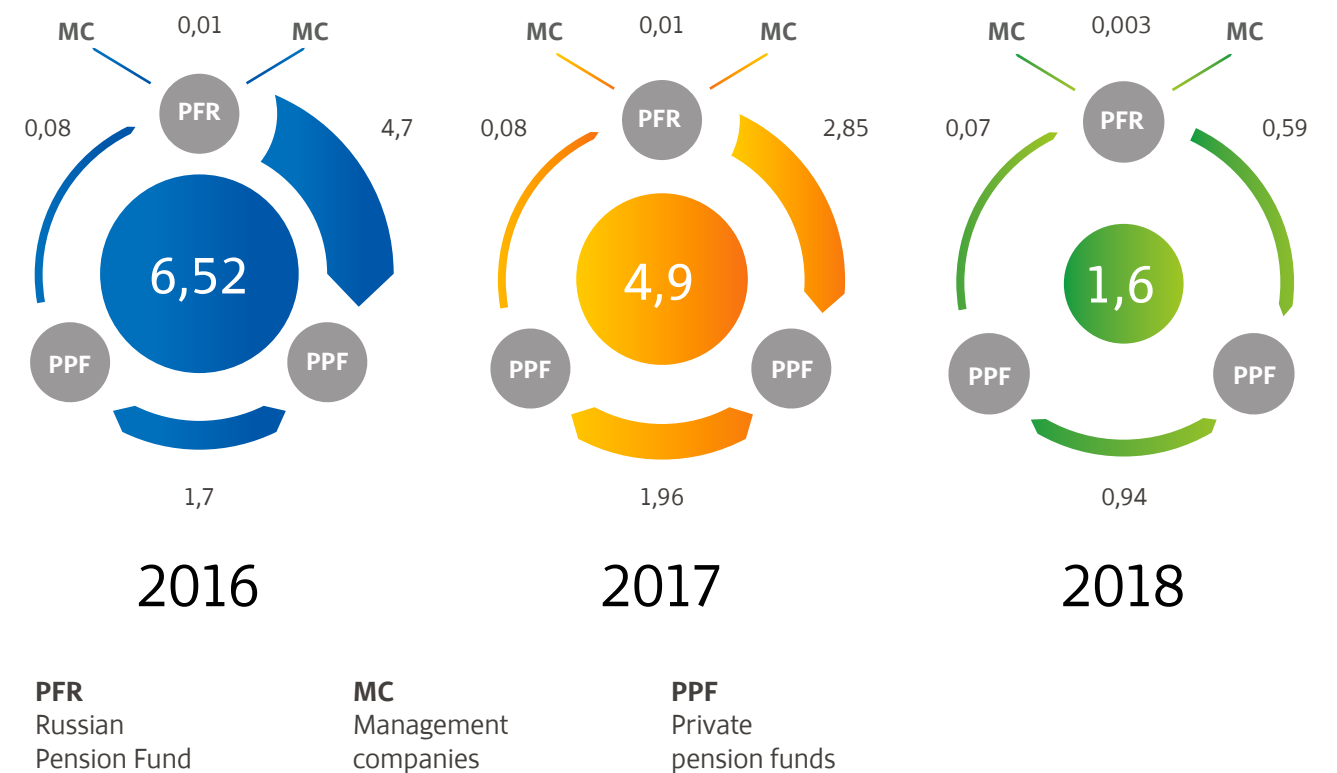
Over the year, 5.1 billion rubles of pension savings were transferred from private pension funds to the PFR (4.15 billion rubles in 2017). For its part, the Pension Fund transferred to private pension funds 168.8 billion rubles, including 162.9 billion rubles on the basis of transfer requests made in 2017 (240.5 billion rubles in 2017, including 234.4 billion rubles on the basis of transfer requests made in 2016). Some 18.7 billion rubles were paid as pension savings to pensioners and their survivors.

107,6
bln rubles

was the 2018 return on investment of pension savings accumulated by citizens in the Russian Pension Fund via state or private management companies.

Transfer of pension savings to management companies and private pension funds

Number of citizens who changed managers of their pension savings
mln persons



All funds received as pension savings are transferred by the Pension Fund to either management companies, which operate on the basis of an agreement with the PFR or private pension funds operating in the field of mandatory pension system consistent with the wish of citizens.

The PFR not just distributes new contributions to funded pensions but also redistributes the accumulated pension savings in accordance with the wish of their owners.

In 2018, the Pension Fund received about 1.96 million applications from citizens wishing to transfer their pension savings, which was

three times less than the year before. Some 1.6 million requests (81.6%) were granted.

Most of the granted requests (58.5% or 936,000) resulted in the transfer of pension savings from one private pension fund to another. Some 78,700 insured persons transferred their savings due to private pension fund reorganization.

Meanwhile, 587,300 persons (36.7 % of all applicants) transferred their funds from the PFR to private pension funds, 74,000 (4.6%) moved their savings back from private pension funds to the PFR, and 2,700 (0.2%) changed the management company, while keeping their savings in the PFR.

2,36

bln rubles

were assigned by the Russian Pension Fund to mandatory pension insurance reserves as guarantee of security of pension savings. Besides, 459.7 million rubles were assigned to the Deposit Insurance Agency as additional reserves.

Some 346,200 requests filed in 2018 were declined. Same as before, most denials resulted from duplicated requests, i.e. the existence of several applications filed by the same person while the law allows accepting only one application with the latest date. Some 113,700 applications (32.8% of all denied applications) were rejected for that reason.

Some 107,800 requests (31.1 % of all denied applications) were rejected due to the absence of a mandatory pension insurance agreement between the insured person and the private pension fund, where the person wanted to transfer one's pension savings to.

Almost 100,000 applications (28.8% of all denied applications) were incorrect, including incorrect types of applications (77,500 or 22.4%), applications requesting transfer of pension savings after applying for the assignment of a funded pension (9,000 or 2.6%), applications requesting transfer to the same fund (7,200 or 2.1 %), and several applications filed on the same day (5,800 or 1.7 %).

In all, the Russian Pension Fund transferred 40.4 rubles to private pension funds and 0.3 billion rubles to management companies during the transition campaign.

PFR's participation in pension saving guarantee system

The Russian Pension Fund and other pension funds are participants in the pension saving guarantee system.

This is a two-level system. The first level guarantees security of pension savings with own reserves of pension funds. Whenever such reserves are insufficient, guarantees are provided on the second level, by the Deposit Insurance Agency, at the expense of annual contributions from all funds.

In 2018, the Russian Pension Fund assigned 2.36 billion rubles to mandatory pension insurance reserves guaranteeing security of pension savings (2.44 billion rubles in 2017),

in addition to 459.7 million rubles assigned to the Deposit Insurance Agency (238 million rubles in 2017).

In addition, the PFR uses the guarantee system to credit to personal accounts of citizens the money transferred by the Russian Central Bank following revocation of licenses from private pension funds.

The PFR did not credit money to personal accounts of citizens in 2018 due to the absence of private pension funds whose licenses were revoked by the Russian Pension Fund.

Temporary depositing of pension savings

All funded pension contributions are transferred by the Russian Pension Fund to management companies and private pension funds for investment purposes.

Due to legislative regulations for the accumulation of pension savings, the contributions are transferred after a certain period of time. Therefore, the Pension Fund temporarily deposits pension savings in Russian banks.

Eighteen deposit auctions were held in 2018 and 34 deposit agreements were concluded with banks as a result.

Deposit rates ranged from 6.15 % to 8.75 %, and deposit periods ranged from 25 to 185 days.

Return on temporary depositing of pension savings amounted to 7.2 billion rubles, including return on temporary depositing of mandatory pension insurance reserves (7.06 billion rubles), voluntary contributions from pension co-funding program participants (125.4 million rubles), and mandatory pension saving contributions (20 million rubles).

The annual return amounted to 7.4%, much higher than 4.3% inflation rates of 2018.

7,2

bln rubles

were gained by the Russian Pension Fund from temporary depositing of pension savings in banks in 2018.

Funded pension system and its participants

As of December 31, 2018



Insured persons

Most working Russians are accumulating their pension savings. Primarily, these are people born in 1967 and younger, participants in the state pension co-funding program, and maternity capital certificate holders who have assigned some of maternity capital funds for the funded pension. In all, 76.8 million people have pension savings.



Pensioners

The payment of pension saving funds to pensioners began in July 2012. Most pensioners receive their pension savings as a lump-sum payment, due to the short period of accumulation of their pension savings and their insignificant amount. Over 1 million pensioners and their survivors received their pension savings as a lump sum in 2018. Meanwhile, 91,300 pensioners receive their pension saving funds in the form of a monthly payment.



Insuring parties

Most funds accumulated in the funded pension system come from mandatory insurance contributions paid by employers between 2002 and 2013. The payment of funded pension contributions was suspended in 2014 – 2020.



Russian Pension Fund

The PFR serves as the party insuring pension savings. All funded pension contributions are received by the PFR, which transfers them to management companies or private pension funds consistent with the wish of citizens. Pension savings of citizens, who have chosen the PFR as their insurer, are invested by the VEB state investment company and 20 private management companies offering 24 investment portfolios. They are accumulating pension savings of 39.9 million people, and total funds invested by management companies amount to 1,784 billion rubles.

39,9
mln people

accumulated their pension savings with the Russian Pension Fund via the VEB state management company or a private management company in 2018.

127,2
bln rubles

have been paid by the Russian Pension Fund over 6.5 years of payments of pension saving funds since July 2012. Over that period, monthly and lump-sum payments of pension saving funds have been received by 9 million people.



Private pension funds

Just like the Russian Pension Fund, private pension funds act as insurers of pension savings. They conclude mandatory pension insurance agreements with insured persons and investment agreements with management companies and administer funds transferred from the PFR. Some 36.9 million persons are accumulating their pension savings with 35 private pension funds. According to the Russian Central Bank, pension savings managed by private pension funds amount to 2,582 billion rubles.



Russian Central Bank

The Central Bank serves as the regulator of the funded pension system and controls the activity of management companies and private pension funds consistent with the current requirements. It also protects rights and lawful interests of insured parties in the accumulation of their pension savings.



Management companies

These companies invest pension savings in financial instruments and receive return on investments. Pension savings of persons, who have never transferred their funds from the PFR and have never chosen a management company, are managed by the VEB state management company by default. This is the biggest management company in terms of insured persons (39.6 million) and pension savings (1,784 billion rubles). The PFR also interacts with 20 private management companies offering 22 investment portfolios. Some 300,600 persons are using services of private management companies to invest their pension savings of 36.2 billion rubles.



Deposit Insurance Agency

Since 2015, the Deposit Insurance Agency has been acting as the administrator of the Pension Insurance Guarantee Fund. The Agency collects and controls payment of contributions to the Fund and invests this money. In case of insured events, the Agency makes guaranteed payments to citizens. It also acts as the liquidator of private pension funds upon revocation of their licenses.

Assignment and payment of pension saving funds

In contrast to insurance pensions, pension saving funds are paid in several ways depending on the way of their accumulation and their recipient.

In 2018, the PFR assigned 1.18 million payments of pension saving funds, or 238,600 payments more than in the previous year.

The number of assigned payments increased in each of the four types of payments of pension saving funds, the biggest of all in the field of funded pensions (31%).

Same as in the previous years, most payments (934,900) were lump-sum and were received by people with pension savings amounting to less than 5% of the total amount of insurance and funded pension funds.

Those people accumulated their pension savings within a brief period of time. Their savings constituted a small sum, which was paid as a lump sum

Meanwhile, the amount of pension saving funds paid to 497,500 pensioners increased on August 1, following the annual adjustment based on new funded pension contributions or return on investment of pension savings.

Some 54,600 persons had their funded pension increased, and the average adjusted demand payment to 23,100 pensioners reached 1,500 rubles. Some 419,900 pensioners received funds in addition to the lump-sum payment of their pension savings (an average bonus to the lump-sum payment of pension savings amounted to 3,000 rubles).

Assignment and payment of pension saving funds in 2018 (as of December 31)

Type of payment of pension saving funds	Number of assignments	Number of recipients	Average amount	Total payments
	thousand	thousand	rubles	mln rubles
Funded pension	18,5	65,3	925	656,7
Demand pension payment	5,8	26,0	1 486	428,3
Lump-sum payment	934,9	919,6	н/д	14 255,6
Payments to survivors	224,7	н/д	н/д	3 386,5
Total	1 183,9	1 010,9	–	18 727,1

Accounting of citizens' pension and social rights

The technological potential of the Russian Pension Fund's information system, which has long been used for accounting pension entitlements of millions of citizens, is now being actively used for accounting of a broader range of social benefits and measures of state support.

Federal Register of Disabled Persons

Consistent with the development plan of the Federal Register of Disabled Persons, the Register continued to grow in 2018 with information provided via the interagency electronic interaction system.

The number of suppliers of such information and the structure of information received by the Federal Register from federal and regional executive authorities enlarged.

A pilot project was implemented together with social security and employment agencies, which received information necessary for social and professional rehabilitation and employment of disabled persons from the Federal Register of Disabled Persons.

Government agencies, which are not connected to the interagency electronic interaction system, have access to the service, which provides information about measures of rehabilitation and habilitation of disabled persons from the

Federal Register, and enable them to manually upload or download results of those measures and other data.

A pilot project of the assignment of pensions to persons with disabilities on the basis of information from the Federal Register was implemented over the year. As a result, the PFR assigned 82% of disability pensions using the Federal Register.

Another project was implemented together with Russian Railways (RZD) to provide discounted-rate tickets to disabled persons using information from the Federal Register. A special service confirming the disability status via the Federal Register was developed by RZD to enable disabled persons to buy train tickets online.

In 2018, the Russian Pension Fund and Russian Railways implemented a project providing discounted-rate tickets to disabled people on the basis of information from the Federal Register of Disabled Persons.

The interface of the Federal Register of Disabled Persons' website was updated and its structure, including news, the forum, the section providing information for suppliers and users of information, and the section containing publicly available information and laws, was improved over the year. The «Life Situations» section was augmented with infographic information and video manuals.

The updated website has a link to the «Your Control» website, where disabled persons can rank received services. There is also a link to the feedback page, where one can ask a question or comment on the website's operation. There is a special version of the website for persons with impaired eyesight.

Accounts of disabled persons on the Federal Register's portal were also updated in 2018. Besides information on the assigned pensions and social benefits, their amounts, and accomplished rehabilitation and habilitation

measures, accounts of disabled persons were augmented with information about payments from Rostrud, medical services, health resort services, and retraining and employment services.

Persons whose disability resulted from an industrial accident or an occupational disease have information about assigned and accomplished rehabilitation programs on their websites.

In 2018, the Federal Register of Disabled Persons was integrated into the Unified State Social Security Information System (USSSIS), which gives access to information of executive authorities of Russian constituent territories about the package of social services for disabled persons. The package includes medicines, medical products, and medicinal food for disabled children, as well as health resort services, including free transportation to and from health resorts.

Disabled person's account sfri.ru

Disabled person's personal data

- ▶ Group and period of disability
- ▶ Assigned pensions and social benefits, including their amount
- ▶ Individual rehabilitation and habilitation program and accomplished measures
- ▶ Information about provided high-tech medical assistance and health resort services
- ▶ Education and employment information
- ▶ History of applications and rating of received public services

Public portal sfri.ru

Public information regarding disabled persons

Statistics of the number of disabled persons in Russia, their age, disability groups, causes of disability, education, and employment.

Life situations of disabled persons

FAQ on daily situations encountered by disabled persons, including establishment of disability, assignment of pensions and social benefits, and search for a job.

Unified State Social Security Information System

While developing and upgrading the Federal Register of Disabled Persons, the Pension Fund was working on the Unified State Social Security Information System (USSSIS), a bigger project accounting measures of social support for disabled persons and every aspect of the Russian social system, in 2018.

The USSSIS was put into operation in the beginning of the year. It opened for uploading of information about recipients of social support.

Federal and regional normative acts were adopted in 2018 to regulate the USSSIS commissioning and operation.

USSSIS development measures implemented in 2018

- ▶ Accounts of USSSIS information supplier and user were designed
- ▶ The «Social Calculator» service commenced operation to present all available measures of social support depending on the place of residence. The service is located in the public section of the USSSIS and in accounts of citizens, which also contain information about personal social support measures
- ▶ An analytical sub-system was developed to include statistical and analytical information about social support measures in every Russian constituent territory. The sub-system aggregates information about the number of citizens receiving social support in terms of the country and specific regions and municipalities. The information is divided by categories and social measures and includes average amounts of payments.
- ▶ The USSSIS has the analytic account, which comprises analytical data, and information about recipients of social support and the number of assigned benefits.
- ▶ Software was developed for the sub-system of the assignment and payment of social benefits. The goal is to automate processes of the assignment and payment of social benefits by regional and municipal authorities consistent with unified rules and standards and within the unified database.

USSSIS objectives

- ▶ Unification of social support measures provided by public and municipal authorities, and various institutions and organizations
- ▶ Higher precision of forecasts of social expenditures of the budgetary system
- ▶ Better quality of public and municipal services
- ▶ Higher public awareness of social support and entitlements
- ▶ Transition to targeted provision of social support measures

Accounting of pension entitlements

While developing new methods of accounting social benefit entitlements, the Russian Pension Fund continued in 2018 to accomplish its main duty: the keeping of personal accounts in the mandatory pension insurance system. The main services provided by the Fund in the field of pension entitlements include the

registration of new participants in the pension system, the updating of information contained by personal accounts, the provision of citizens with information about key parameters of their pension entitlements and assigned payments, as well as protection of personal data.

Registration of citizens with mandatory pension insurance system

The registration with the mandatory pension insurance system is a primary public service provided by the Pension Fund; it starts the formation of pension entitlements. Every person insured in the mandatory pension insurance system is assigned the individual account, SNILS, which serves as the identifier of pension entitlements. SNILS contains information about paid insurance contributions, the length of employment and pension points. In 2018, the PFR registered 1.5 million new participants in the mandatory pension insurance system. The total number of personal accounts in the system reached 155.3 million.

Updating pension entitlements data

Pension entitlement data from personal accounts in the mandatory pension insurance system is based on reports of employers about accrued and paid insurance contributions. In 2018, the Pension Fund used information from employers to update personal accounts of 53.6 million Russians in accordance with acquired pension entitlements.

Protection of personal data

Information from personal accounts of citizens insured by the Pension Fund is confidential. Therefore, protection of their personal data is provided on every level of the PFR system and at every stage of personal data management, which starts with the collection of information from legal entities and individuals and ends with data storing. Emphasis is put on security of personal data in the course of information exchange between PFR territorial divisions and third parties, which provide pensions and social benefits.

Information about pension and social benefit entitlements

The Pension Fund offers several types of notification of mandatory pension insurance system participants. The most popular service is the provision of information about pension entitlements, including the number of pension points and the length of employment. In 2018, the Pension Fund provided such information to 32.3 million applicants. About 1 million applications were filed via PFR client services, and 30 million were filed online via accounts on the Pension Fund website and on the Gosuslugi portal.

Data validation in interagency electronic interaction system

The Pension Fund is an active participant in the interagency electronic interaction system, which allows government agencies to exchange information for the purpose of fast and quality provision of public services. In 2018, the Pension Fund provided information from its databank in response to 350 million enquiries, which concerned confirmation of personal data of citizens, SNILS, types and size of PFR payments, and other issues.

32,3
mln enquiries

regarding pension entitlements were processed by the Russian Pension Fund in 2018. Information was provided to 30 million applicants via their accounts on the PFR website and the Gosuslugi portal.

Program of government co-funding of pension savings

Over the decade of existence of the pension saving co-funding program, its participants have voluntarily contributed 61.2 billion to their future pensions and have received government support totaling 59.4 billion rubles.

The program of government co-funding of pension savings was launched in 2008. Participants voluntarily contribute to their funded pensions, and the government co-funds their contributions with 2,000 to 12,000 rubles a year.

Voluntary contributions were paid by 584,000 participants in 2018. Their contributions amounted to 4.9 billion rubles, and an average contribution stood at 8,400 rubles.

Contributions of employers, which are also allowed to participate in the program and to contribute to the future funded pensions of their employees, totaled 85.3 million rubles.

The government co-funded voluntary contributions at the amount of 4.7 billion rubles in 2018. By law, the funds will be credited to personal accounts of citizens in May 2019.

Meanwhile, in May 2018, the Pension Fund transferred 5.1 billion rubles contributed by the

government in 2017 to personal accounts of citizens.

Program participants have contributed a total of 61.2 billion rubles, including contributions made in 2018, while government co-funding reached 59.6 billion rubles, and 955.9 million rubles were contributed by employers.

Pension savings accumulated by program participants in 2009-2018 exceeded 121.8 billion rubles as a result.

The number of pensioners receiving payments under the program grew to 26,000 people in 2018 (by 4,400 since 2017).

Total payments increased by almost a third to 428.3 million rubles (by 96.5 million rubles since 2017). An average pension paid under the program also grew, to 1,500 rubles a month.

Contributions from participants in the pension co-funding program are additionally invested by management companies consistent with the wish of contributors and are available to survivors. Participants can monitor the accumulation of their savings in the program in the personal account on the Pension Fund website or on the Gosuslugi portal, as well as by certificates provided in Pension Fund divisions and multifunctional centers. Special terms exist for pensioners participating in the program: their voluntary contributions are quadrupled instead of being doubled.

2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	TOTAL
Contributing participants mln persons										
0,6	0,7	0,8	1,0	1,8	1,2	0,9	0,8	0,7	0,6	-
Contributions of participants bln rubles										
2,6	3,6	3,9	6,1	12,6	9,6	7,0	5,6	5,3	4,9	61,2
Average contribution of participants thousand rubles										
4,2	4,9	5,1	6,4	7,0	7,7	7,6	7,4	8,1	8,4	-
Contributions of employers mln rubles										
-*	-*	97,7	126,1	117,3	200,6	129,3	107,4	92,2	85,3	955,9
Government co-funding bln rubles										
2,5	3,4	3,9	5,9	12,4	9,4	6,8	5,5	5,1	4,7	59,6

* Included in participant contributions for relevant year.

584
thousand
persons

voluntarily contributed to their future pensions under the pension saving co-funding program in 2018. An average contribution grew year-on-year to 8,400 rubles.

428,3
mln rubles

paid to participants in the pension co-funding program in 2018. The amount grew by a third, and the number of recipients reached 26,000 since the previous year.

Maternity (family) capital program

The number of Russian families receiving government support in the form of maternity capital reached 6.4 million in 2018. A total of 2.34 trillion rubles have been assigned to such families by now.

Maternity (family) capital is a measure of government support to Russian families to which the second child was either born or adopted after January 1, 2007, unless the families were entitled to or assigned maternity capital in the previous period.

The Pension Fund serves as the administrator of the maternity capital program: it issues

maternity capital certificates and assigns funds for the purposes chosen by families

In 2018, the Pension Fund issued 697,900 maternity capital certificates. The total number of certificates issued by now is 9 million. Funds of 5.6 million certificates were fully spent by the end of the year. Maternity capital amounted to 453,026 rubles in 2018.

Spending of maternity capital

In 2018, families filed 926,100 applications for spending maternity capital funds totaling 302.3 billion rubles. There were 869,300 applications for spending 311.8 billion rubles from maternity capital funds in 2017.

Same as before, most applicants, 714,300 or 77.1 % of the total number for the year, sought to improve their housing conditions.

Home improvement remains the main area of spending maternity capital funds, yet an increasing number of families show interest in education of their children.

The number of applications for spending maternity capital funds on education and services of kindergartens, general education schools, vocational schools and higher educational establishments grew by 41% (nearly 49,000) to 169,000 in 2018.

This is yet another proof that education has been one of the most dynamic areas of the development of the maternity capital program over years.

Among other factors, the increased number of applications for funding educational services

is explained with the program amendments endorsed in the beginning of the year: the amendments lifted the three-year restriction on spending funds on pre-school education of children and allowed families to put their funds to such use as soon as the certificate is issued.

As a result, 17,700 applications were filed for spending maternity capital funds on caring for children younger than three years.

Such applications amounted to 11% of all applications for spending maternity capital funds on education filed last year.

Another new area of spending maternity capital funds in 2018 was monthly payments to low-income families.

Families where the second child was born or adopted in 2018 and whose per capita income did not exceed 1.5 able-bodied population subsistence minimum in the family's home region qualified for the payment.

Over the year, the Russian Pension Fund received 42,100 applications for monthly payments and assigned payment of 2.9 billion rubles to families.

The maternity capital program has been extended through the end of 2021. Families where the second or next child is born or adopted during that period will qualify for government support in the form of maternity capital.

A total of 628 applicants requested spending their maternity capital funds on mothers' pension, and 93 chose to spend the funds on social adaptation and integration of disabled children.

The opinion became available in 2016. Families can use the funds to pay for special services and goods for disabled children.

Over the period of existence of the maternity capital program, the Pension Fund has

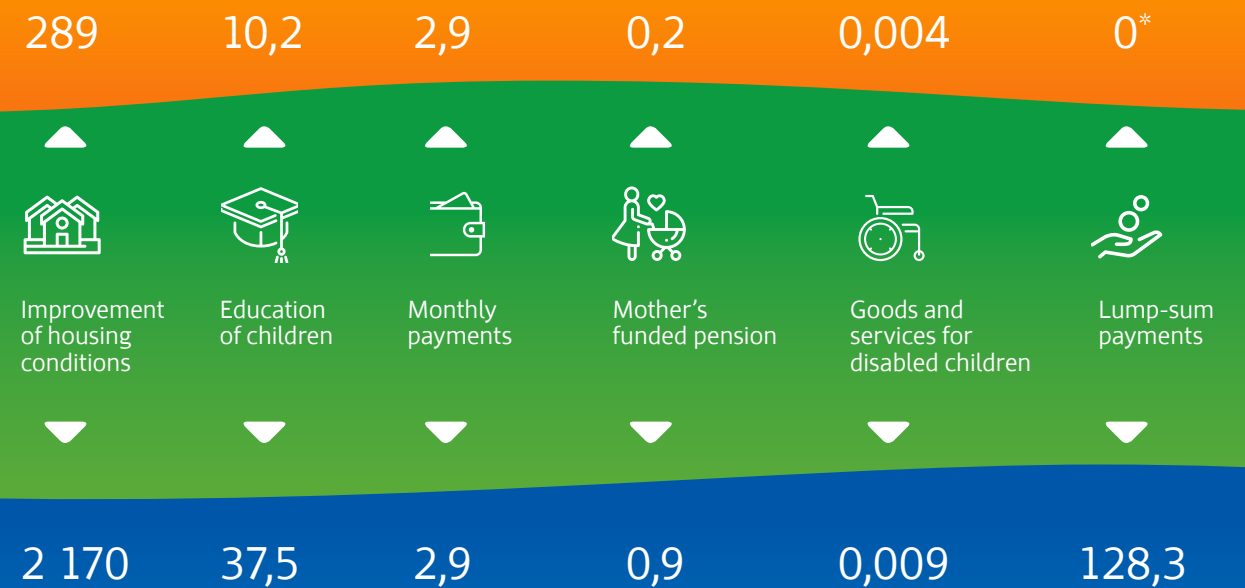
granted nearly 14 million requests for using the measure of government support. A total 2.34 trillion rubles were spent by the end of 2018 under these measures.

As a result, 5.6 million certificate holders (62% of the total number as of late 2018) fully spent their maternity capital funds.

Some 2.7 million Russian families fully retained their maternity capital funds in the end of 2018 and could use them in the future.

Spending of maternity capital funds

2018: 302.3 bln rubles



2009 – 2018: 2 339.6 bln rubles

* Lump-sum payments to families were provided in 2009-2011 and 2015-2016.

Social benefits

As of December 31, 2018

Over 20 million Russians received social benefits and supplements totaling 500 billion rubles from the Russian Pension Fund in 2018.

Monthly social benefit (MSB)

Assigned to war veterans, WWII veterans and disabled persons, members of their families, persons exposed to nuclear accidents and tests, disabled persons of all groups, disabled children, and some other categories of citizens.

Recipients	Amount	Total payments of the year
15.2 mln	from 518.37 to 61 081.74 rubles depending on the recipient's category	405 bln rubles

Package of social services (PSS)

Being a part of the monthly social benefit, PSS includes medications, medical foods, medicinal food for disabled children, health resort services, and free transportation to and from health resorts. Partial or full monetization of the package is possible.

Recipients	PSS monetary equivalent	Paid during year
4.9 mln (services) 10.1 mln (cash)	1 075.19 rubles	as part of MSB

Care for disabled benefit

Assigned to compensate for the lost income of non-working able-bodied citizens caring for disabled: persons with Group 1 disabilities, persons in need for constant care, and persons older than 80.

Recipients	Amount	Total payments of the year
1.9 mln	1 200 rubles	40.9 bln rubles

Benefit for care for disabled children and persons with Group 1 lifelong disabilities

Assigned to compensate for the lost income of non-working able-bodied citizens caring for disabled children and persons with Group 1 lifelong disabilities.

Recipients	Amount	Total payments for the year
538,500	1 200 or 5 500 rubles	33.6 bln rubles

Social benefit for burial of deceased pensioners

Paid to families of deceased non-working pensioners.

Recipients	Amount	Total payments of the year
1.5 mln	5 701.31 rubles	8.5 bln rubles

Supplementary monthly benefit of WWII veterans (SMB)

Assigned to WWII veterans and disabled persons, former prison camp inmates, holders of the «Resident of Besieged Leningrad» badge, and some other categories of citizens.

Recipients	Amount	Total payments for the year
404,000	500 or 1 000 rubles depending on the recipients' category	4.1 bln rubles

Supplementary benefit for merits and achievements (SBMA)

Assigned to Heroes of the Soviet Union and Russia, Heroes of Socialist Labor and Heroes of Labor of Russia, citizens decorated with Orders of Glory and Labor Glory, and Orders of Merit, Olympic champions, and some other categories for merits and achievements.

Recipients	Amount	Total payments of the year
16,200	12 951, 17 095 or 21 498 rubles depending on the recipients' category	3.6 bln rubles

Compensation of transportation fare to and from health resorts

Assigned to non-working pensioners in the sub-Arctic region in compensation of transportation fares to and from Russian health resorts.

Recipients	Average amount	Total payments for the year
252,000 (cash)	14,400 rubles (cash)	3.9 bln rubles
5,100 (ticket)	33,200 rubles	
900 (cash and ticket)	(cash and ticket)	

Compensation of transportation fare in resettlement

Assigned to non-working pensioners in compensation of transportation fares in their resettlement from the sub-Arctic region and similar territories.

Recipients	Average amount	Total payments of the year
7,850	36,400 rubles	0.3 bln rubles

Co-funding of social programs in Russian constituent territories

The Russian Pension Fund subsidizes programs of Russian constituent territories aimed to develop social institutions and to give targeted support to non-working pensioners.

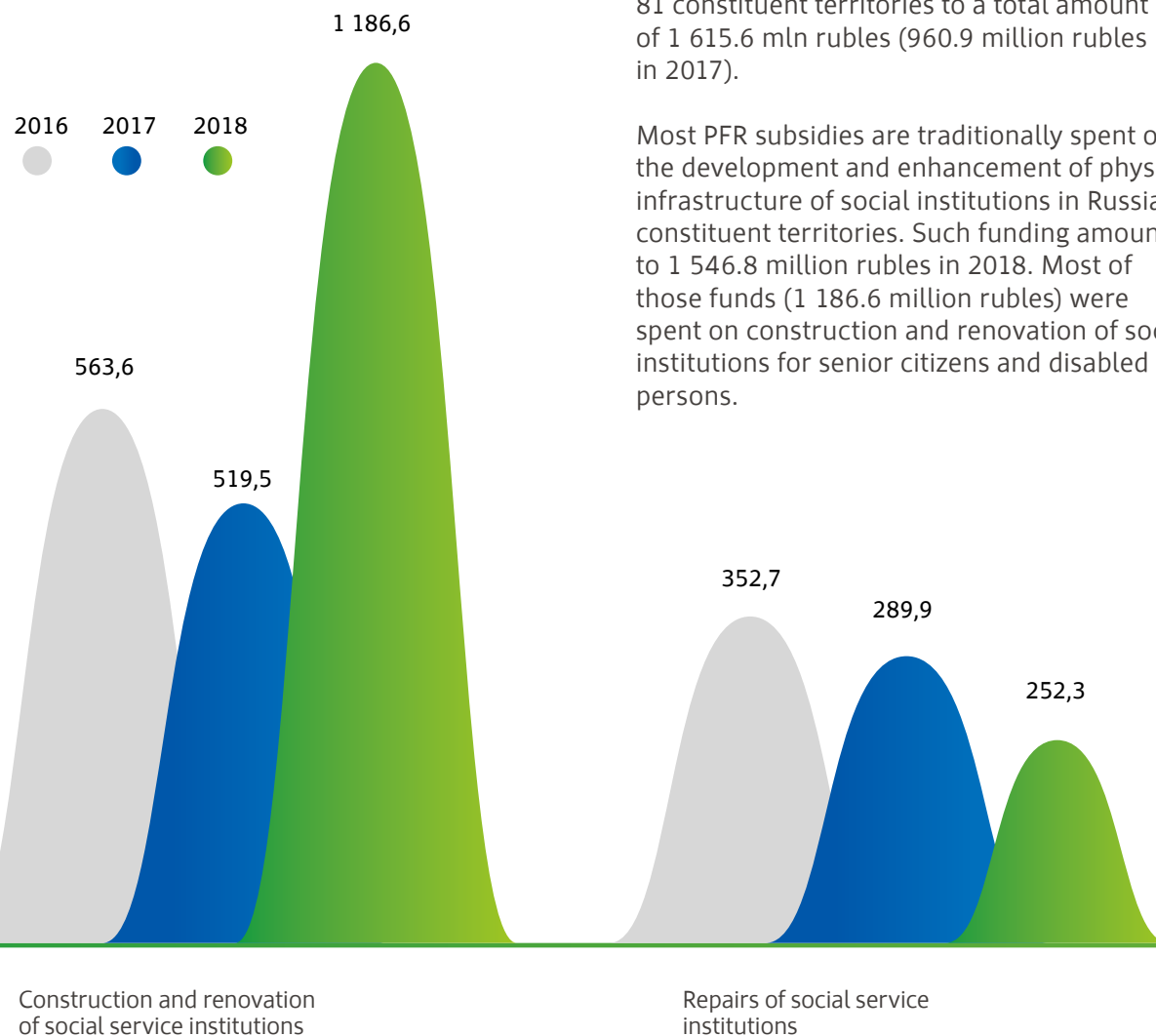
Russian Pension Fund subsidies for social programs of constituent territories

mln rubles

Budgets of Russian constituent territories are subsidized for the purpose of social programs in accordance with the agreements between the Russian Pension Fund and supreme executive authorities of territories.

In 2018, the Pension Fund subsidized 81 constituent territories to a total amount of 1 615.6 mln rubles (960.9 million rubles in 2017).

Most PFR subsidies are traditionally spent on the development and enhancement of physical infrastructure of social institutions in Russian constituent territories. Such funding amounted to 1 546.8 million rubles in 2018. Most of those funds (1 186.6 million rubles) were spent on construction and renovation of social institutions for senior citizens and disabled persons.



31,3
bln rubles

have been assigned by the Russian Pension Fund since 2000 to co-fund social programs of Russian constituent territories, which support senior citizens and improve their living conditions

Construction works subsidized by the PFR were carried out in social service institutions in 12 Russian constituent territories, and social service institutions were renovated in six more territories.

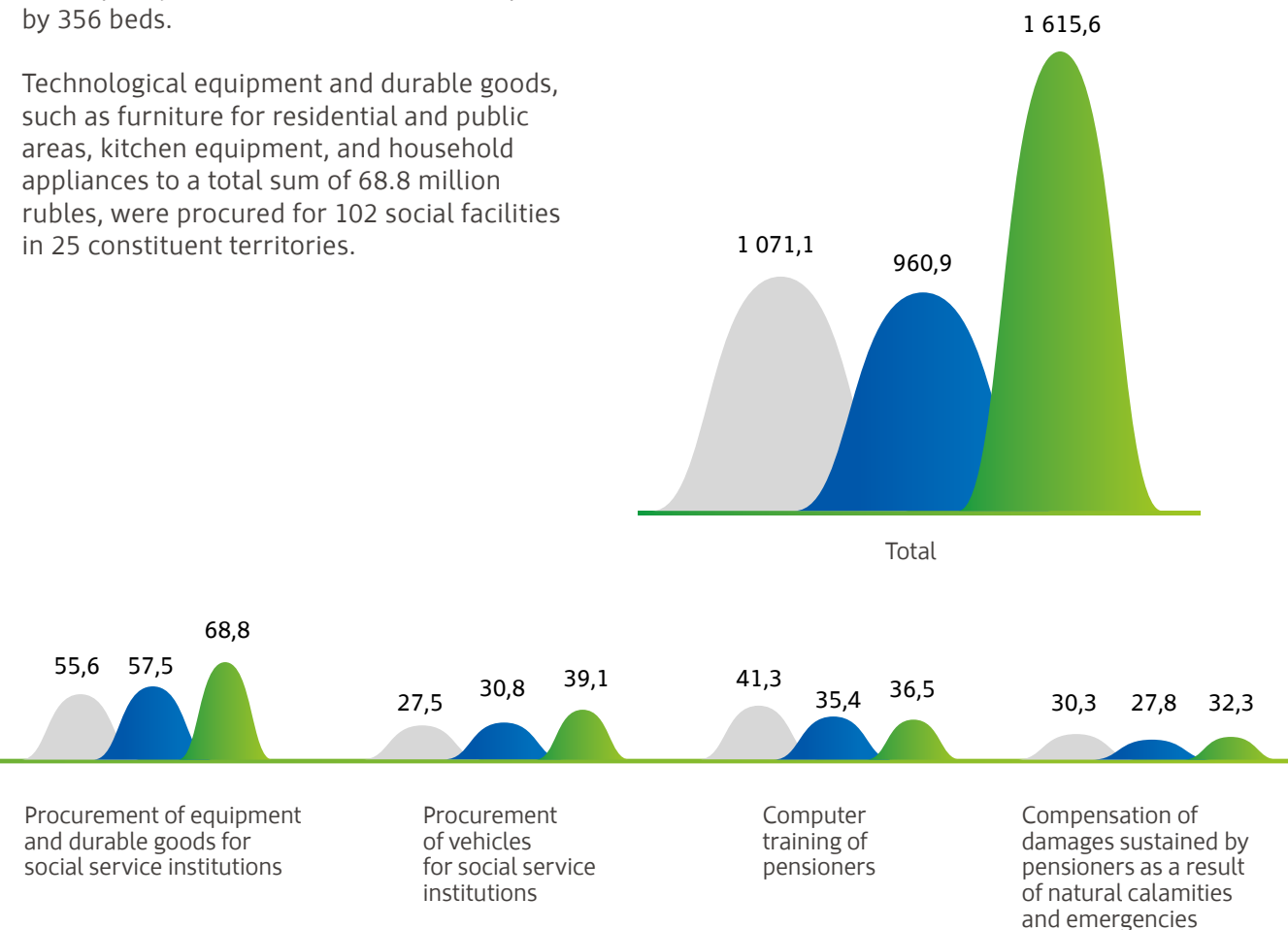
Repairs were made in 127 social institutions in 62 constituent territories and included repairs of facades and roofs of buildings and residential premises, as well as utility networks, ramps for disabled persons installed at building entrances, fire safety measures, etc. Such investments totaled 252.3 million rubles. The enhanced physical infrastructure of social institutions improved living conditions of more than 21,800 senior citizens and disabled persons. The capacity of social institutions was expanded by 356 beds.

Technological equipment and durable goods, such as furniture for residential and public areas, kitchen equipment, and household appliances to a total sum of 68.8 million rubles, were procured for 102 social facilities in 25 constituent territories.

Seventy vehicles with the total cost of 39.1 million rubles were purchased for mobile teams of 69 social institutions.

Targeted assistance totaling 32.3 million rubles was received by over 3,400 non-working pensioners impacted by emergency situations and natural calamities.

Some 36.5 million rubles were spent on computer training of non-working pensioners. More than 30,900 pensioners were trained in 76 Russian constituent territories.



Information campaign

The diversity of Russian Pension Fund activities implies a broad range of recipients. Hundreds of thousands of citizens are interacting with the PFR across the country every day, which requires a wide selection of communicative instruments used in the PFR information campaign. PFR delivers its messages through every main mass media channel.



TV videos

The Pension Fund released a series of television videos in 2018 to inform the population about the procedure of appearance of pension entitlements and facts essential for the pension amount, as well as about new opportunities for spending maternity capital funds, and online services. PFR videos were included in commercials aired by national channels such as Channel One, Rossiya 1, Domashny, and TV Center. The videos were televised more than 2,700 times.



Press modules

Seeking to raise pension and social security awareness, the Pension Fund published its information modules in 25 national newspapers and magazines with the biggest circulation. In all, PFR materials explaining the appearance of pension entitlements, legal employment, new opportunities for spending maternity capital funds, online PFR services, and other issues were published in the mass media 252 times.

According to ROMIR, 61% have seen PFR information materials in various information sources.



Radio clips

Radio clips of the Pension Fund were aired by 14 leading national radio stations, including Avtoradio, Vesti FM, Radio Rossii, Mayak, Dorozhnoye Radio, Ekho Moskv, Shanson, Love Radio, HIT FM, Retro FM and others, in 2018. The clips addressed the procedure of appearance of pension entitlements, factors that determine the pension amount, online services of the PFR, new opportunities for spending maternity capital funds, and others. Pension Fund audio clips dedicated to four thematic areas were broadcast on the radio 4,170 times over the year.



Information publications

Brochures, booklets, posters, and other information materials addressing issues in the Pension Fund jurisdiction are available in PFR divisions and client services nationwide. In all, 52 types of printed materials with the total circulation exceeding 15.1 million copies were released in 2018. PFR territorial offices also published two monthly newspapers for clients and employees with the annual circulation of 665,800 copies.



Out-of-home advertising

Pension Fund information is present in out-of-home advertising in Russian cities. The population is informed about the procedure of appearance of pension entitlements and ways of spending maternity capital funds. Out-of-home advertising materials released by the PFR in 2018 were dedicated to four themes and had a total circulation of 6,980 copies.



Interaction with mass media

Pension Fund press services are interacting with mass media outlets across the country to deliver information to citizens via printed publications, television, the radio, social media, blogs, and social events. PFR heads and specialists take part in media programs and interviews and comment on current affairs. Press services operate within the framework of the PFR activity and seek to assist the work of specialists from territorial divisions. In 2018, PFR public relations groups posted 25,000 press releases and held 5,500 press events, which resulted in publication of 31,600 media reports. Besides, 13,800 public relations events were followed by 38,200 media publications.

In 2018, the Russian Pension Fund's information campaign focused on modifications of pension and labor laws, the procedure of appearance of pension entitlements and factors, which determine the amount of pension, ways to increase one's pension, legal employment, delayed retirement, indexation of pensions of working and non-working pensioners, rules of using maternity capital funds, and online public services.



Website

The Pension Fund official website presents the fullest and most recent information about pensions and social security in Russia, in addition to every type of PFR information publications and materials in the online format. In 2018, the PFR website had 28 million visitors. The website was visited more than 33 million times over the reporting period; the visitors viewed three pages per visit on the average and stayed on the website for three minutes. The most popular sections were Pension Calculator, Consulting Center, How My Future Pension is Formed and Calculated, and Information for Regional Residents.



Internet banners

In 2018, information banners and videos of the Pension Fund were published on major Internet portals, such as Yandex.ru, Mail.ru, Aif.ru, Gazeta.ru, Vedomosti.ru, Mk.ru, Vk.com, Odnoklassniki.ru, Rutube.ru and others, in addition to special sections of news portals Kp.ru, Gazeta.ru, Tass.ru. PFR information materials were published online on more than 174.6 million occasions.



Consulting center

In 2018, the Pension Fund was proving current information about pensions and social benefits via the PFR Consulting Center, which operates on the national scale. One can reach the Consulting Center by dialing 8-800-600-4444 or using the online consultant section of the PFR website. Over the year, operators gave consultations to more than 1.1 million citizens. The most popular requests were the assignment and spending of maternity capital, the procedure for receiving or changing SNILS, and rules of appearance of pension entitlements.



Social media and blogs

Alongside the Pension Fund's website, information is spread via PFR groups and pages on the VKontakte, Odnoklassniki, Facebook, and Twitter social media, which not only provide current and useful pension regarding pensions in the customary social media format but also give direct access to PFR specialists offering explanations on various issues. In 2018, the Pension Fund published over 191,600 information materials and provided 45,300 consultations on the social media. The number of PFR subscribers on the social media reached 254,700 persons, and the total number of social media users who read Pension Fund materials topped 13 million over the year.



Information via trade unions

In 2018, the Russian Pension Fund continued to explain pension laws and innovations in the pension system to labor collectives. A total of 13,400 coaching events were held for trade union activists, in addition to 66,000 meetings with labor collectives at enterprises. The meetings were attended by over 1.5 million workers. In addition, PFR specialists visited 66,000 entities to provide consultations on pensions and social benefits to 732,500 workers. Pension Fund specialists explained the procedure of appearance of pension entitlements and calculation of pensions. Some 1.9 leaflets and 1.4 brochures of the Pension Fund were distributed. Over 6,000 information materials pertaining to pensions and social security were published in 2018 in corporate publications of employers and trade unions.



Retirement awareness campaign for youth

In 2018, the Pension Fund completed Stage 8 of the program raising retirement and social benefit awareness of the young, «Your Pension Depends on You,» which started in 2011. PFR specialists gave more than 20,000 lessons in secondary, vocational, and higher education institutions across the country. The PFR supports these lessons with the annual publication of a textbook, «All about Your Future Pension for Studies and Life,» which explains basic principles of the Russian pension system in a simple and clear way. The textbook had a circulation of 926,500 copies in 2018. It was provided to educational establishments and students for free. As part of the program, all branches of the Pension Fund had open-door days, and more than 55,900 students familiarized themselves with the PFR activity. About 12,000 publications and videos were published in the federal, regional, and district media upon the end of the information campaign.



Pension awareness website for schoolchildren and students

The PFR website informing schoolchildren about pensions, school.pfrf.ru, continued operation in 2018. The website tells students in a visual and fascinating way how the Russian pension system is organized and how to start creating one's future pension correctly. The PFR project helps schoolchildren and students



Raising computer awareness of pensioners

In 2018, the Pension Fund and Rostelecom continued to implement the «Internet ABC» project, which aims to raise computer awareness of Russian Pensions. The campaign is based on the textbook «Internet ABC» and the same-name website, which teaches senior citizens about the computer structure, work with text files, audio and video materials and photos, use of search engines, social media and email, and cybersecurity. Since 2014, computer awareness has been raised in 242,000 pensioners. In addition, the Pension Fund annually co-funds social programs in Russian constituent territories to teach computer skills of seniors. Some 30,900 pensioners in 76 constituent territories were trained in 2018, and the total number of trained pensioners reached 144,400 since 2015.

to understand main principles of the formation of pensions and suggests practical steps towards the achievement of that goal. Teachers can use the website and its materials for pension awareness lessons, which are annually held across the country with the assistance of the PFR.

According to ROMIR, awareness of Russian citizens about the procedure of appearance of their pension entitlements reached 74% in 2018. Some 70% citizens were aware that the length of employment and the amount of their legal salary were the main factors shaping up their pension entitlements.

The poll was held in June and October 2018 in 130 administrative and territorial units of 55 Russian constituent territories and involved women aged from 20-55 and men aged from 20-60.

Processing applications from citizens

The Russian Pension Fund provides citizens with various options to send their feedback and applications on every level of the PFR system.

It is possible to make a proposal, to ask a question, and to file an application or a complaint with the Russian Pension Fund either in person or in writing.

Citizens and insuring parties can file their applications on every level of the PFR system: 2,460 client services, PFR divisions in Russian constituent territories (84 divisions) or the central executive body of the PFR, the Executive Directorate based in Moscow.

For user convenience, the PFR website www.pfrf.ru has the section receiving online applications. Applications from citizens and insuring parties are also received by the PFR Consulting Center using the round-the-clock telephone line and the Internet.

In 2018, the number of written applications filed with the Pension Fund grew by 52,300 to 292,100, including 59,000 applications (20.2 %) received by the PFR Executive Directorate, and 233,100 (79.8%) received by PFR divisions in Russian constituent territories.

Over a third of applications concerned the calculation of pensions and the possibility of its increase. Other major topics were investment of pension savings, choice of a management company, rights and duties of insurers and insured parties, and payment of insurance contributions by individual entrepreneurs.

There was a slight decline in the number of applications regarding social support and social

services, including the spending of maternity capital funds.

All applications from citizens and insuring parties received by the PFR were processed fully and timely, explanations were given to applicants, and some of them were assisted in the acquisition of necessary documents and services.

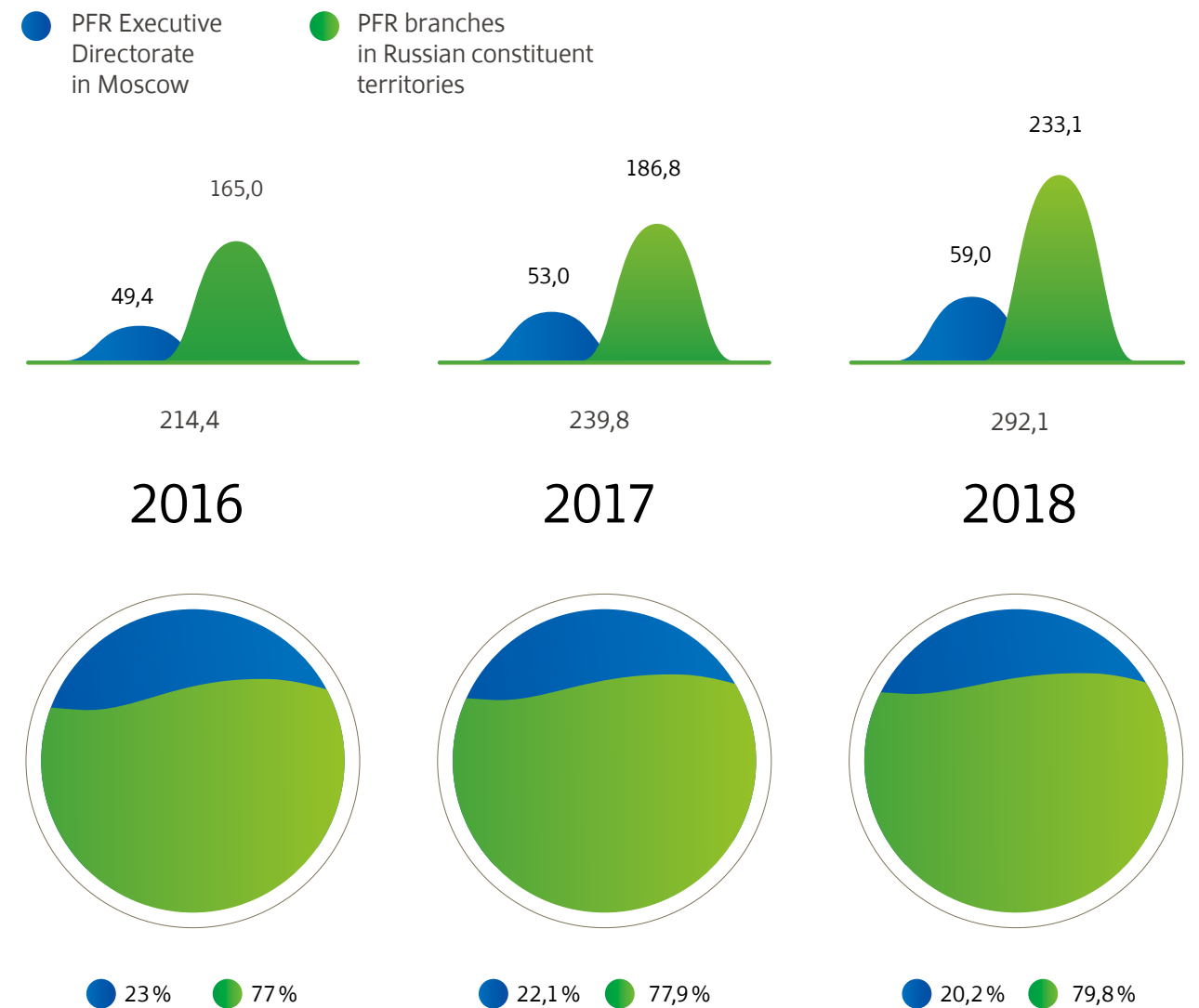
Proposals, statements, and complaints made by citizens were analyzed by Fund specialists, and measures were taken in case of massive reports. Statements on possible corrupt practices in the PFR were given keen attention.

For the purpose of prompt response to applications from citizens, the Pension Fund operated information telephone lines in its divisions.

More than 1.8 million people received consultations on those lines in 2018 (1.5 million in 2017). About 117,000 visited PFR offices in person to deliver their applications (the same number of visitors was reported in 2016).

On December 12, 2018, the Pension Fund for the sixth time participated in the All-Russia Day of Reception of Citizens, during which almost 3,800 persons contacted the PFR either in person or via audio and video means and received answers to their questions.

Citizen applications filed with Russian Pension Fund thousand



For public convenience, the PFR website has an online office receiving applications from citizens. Applications from citizens and insuring parties are also received by the PFR Consulting Center via 24/7 hotline and on the Internet

International cooperation

The Russian Pension Fund is taking systemic efforts to develop multilateral and bilateral relations with foreign partners, which bolster Russia's standing in the field of social security and pensions.

International cooperation of the PFR in the field of social security and pensions is an important area of Russia's global integration.

Most countries participate in the settlement of problems faced by social security systems.

The process includes the acknowledgement of principles and norms of international law, the studying of best available national social security laws, the search for consensus and

compromises in compliance with national social security regulations with general principles and international law.

The end result of this process is an improvement of national social security systems

In 2018, the Russian Pension Fund developed international cooperation in several areas of social security and pension insurance.

Cooperation with international organizations

Eurasian Economic Union (EAEU)

PFR representatives took part in a number of EAEU meetings over the year.

For instance, in January 2018, there was a meeting of the Board of the Eurasian Economic Commission dedicated to information cooperation.

The fourth meeting of the Advisory Committee on social security, pension entitlements, medical assistance, and professional activity of working people from EAEU member states was held in April.

The meeting helped harmonize approaches of EAEU member states to the draft agreement on pensions of working people from EAEU member states.

The Advisory Committee also addressed mechanisms of the treaty's implementation. Social security agencies of EAEU member states

held their meetings during the year, including in the videoconferencing regime.

It was decided to wrap up efforts in this area and to step up the elaboration of the Rules of Implementation of the Treaty by the date of its entry into force.

Information exchange via the EAEU integrated database and national information resources is being considered.

The PFR will bear in mind the need for transborder electronic communication with other countries, and the automatic generation and processing of electronic documents in the development of the PFR-2 automatic information system.

International Social Security Association (ISSA)

In 2018, Russian Pension Fund Board Chairman Anton Drozdov attended ISSA meetings dedicated to the election of the ISSA secretary general. The election took place at the ISSA Geneva headquarters on December 7, 2018.

Various ISSA events were also attended by PFR Board Deputy Chairman Nikolay Kozlov, PFR Board Deputy Chairman Sergey Afanasyev, and head of the Department of Actuarial Expectations and Strategic Planning Arkady

Solovyov. In particular, they attended the 12th forum of ISSA Technical Commissions, including the event dedicated to preparations for the Regional Social Security Forum held in Baku, Azerbaijan, in May 2019.

PFR representatives delivered reports, «Russia's USSSIS and FRDP Systems,» and «Implementation of the ISSA-ILO Actuarial Guidelines in Social Security,» at ISSA conferences.

Organization for Economic Cooperation and Development (OECD)

In furtherance of cooperation with the OECD, the PFR took part in the 132nd meeting of the OECD Committee on Employment, Labor and Social Affairs, which addressed issues topical for the Russian Pension Fund: the new employment strategy and issues of technological platforms' economy.

Besides, the PFR took active part in the joint meeting of the OECD Working Party on Private

Pensions and the International Organization of Pension Supervisors, an academic seminar on pensions, ageing, and social security, and a seminar on financial incentives and pension savings.

In 2018, the Fund updated statistical data in the Russia section of the OECD's Pensions at a Glance, OECD Global Pension Statistics database and OECD periodical publications.

International Association of Pension and Social Funds (IAPSF)

In 2018, a representative of the Russian Pension Fund took part in the international conference, «Development of Sovereign Pension Systems: Problems, Achievements, and Prospects.»

The PFR attended the session «Labor Migration and Systems Retaining Pension Entitlements

of Labor Migrants from EAEU and CIS Member States.»

Also, the PFR delegation took part in the international conference, «Online Social Security Services» and presented a report, «PFR Online Services. Development Prospects.»

Participation of Pension Fund representatives in international organizations

PFR Board Chairman

Anton Drozdov

Member of the International Social Security Association (ISSA) Bureau

Chairman of the ISSA Executive Committee of the BRICS Project

Member of the ISSA European network Executive Committee

Member of the ISSA Nominating/Election Committee

PFR Board Deputy Chairman

Sergey Afanasyev

Deputy Chairman of the ISSA Technical Commission on Old-age, Invalidity, and Survivors' Insurance

Acting member of the Interagency Working Group for Coordination of Russia's Interaction with the Organization for Economic Cooperation and Development (OECD)

Member of the Advisory Committee on Social Security, Pension Entitlements, Medical Assistance, and Professional Activity of Working People from EAEU Member States

PFR Board Deputy Chairman

Nikolay Kozlov

Treasurer of the International Social Security Association (ISSA)

Head of PFR Actuarial Expectations and Strategic Planning Department

Arkady Solovyov

Deputy Chairman of the Technical Commission on Statistical, Actuarial, and Financial Research

Head of the PFR International Cooperation Department

Lilia Taranik

Member of the Interagency Working Group for Coordination of Russia's Interaction with the Organization for Economic Cooperation and Development (OECD)

Head of the PFR Department for Pension Benefits of Persons Residing Abroad

Олег Полохов

Member of the Advisory Committee on Social Security, Pension Entitlements, Medical Assistance, and Professional Activity of Working People from EAEU Member States

Events hosted by the Russian Federation

In May 2018, International Social Security Association Secretary General Hans-Horst Konkolewsky and Russian Pension Fund Board Chairman Anton Drozdov organized a working meeting between PFR representatives and delegations from social security agencies of the Eurasian region, the ISSA secretary general, and heads of the Russian Social Insurance Fund and the Russian Mandatory Health Insurance Fund.

Also in May, delegation of Moldova's National Social Security Office visited the PFR to discuss the implementation of the Russian-Moldovan intergovernmental agreement on pension guarantees, which was signed on February 10, 1995.

In August, a Japanese delegation visited the PFR at the initiative of the Russian Ministry of

Labor and Social Security for the third round of negotiations on the draft social security cooperation agreement between Russia and Japan.

The discussion and the bilateral meeting in general resulted in a preliminary agreement to continue information exchange regarding the structure of Russian and Japanese pension systems, and the activity of the PFR and the Japan Pension Service in the format of written enquiries.

An Israeli delegation visited the Russian Pension Fund in October at the initiative of the Israeli National Insurance Institute.

International forums

Over the year, Russian Pension Fund representatives took part in the following international forums:

- ▶ The 9th international conference, «Confidence and Security in Information Society,» during which a PFR representative delivered a report on «The Development of the PFR Information Security Management Center».
- ▶ An international pension seminar at the invitation of Hungary's State Treasury with the report, «Work and Pension – Phased and Partial Retirement»

Bilateral cooperation

The PFR maintains business contacts with partner organizations from Poland, Germany, France, Moldova, Spain, the Czech Republic, Hungary, Finland, Israel, and China.

During the year, PFR representatives held consultations on the drafting of international social security agreements with Macedonia, Portugal, Estonia, Abkhazia, South Korea,

Luxembourg, Serbia, Latvia, Israel, Belarus, Turkey, Japan and some other countries and agreements on pensions of working people from Eurasian Economic Union member states (Kyrgyzstan).

At the invitation of the Russian embassies to Latvia and Israel, consultations on pension entitlements were provided to citizens.

Appendixes

Contacts of Russian Pension Fund divisions

Division	Head	Address	Telephone
1 PFR division in the Republic of Adygeya	Kulov Askarbiy Khadzhibarovich	385000, 42, Pobedy Street, Maikop	(8-8772) 53-13-04 57-62-22
2 PFR division in the Republic of Altai	Ageyev Oleg Valeryevich	649000, 15/1, Kommunisticheskiy Side-Street, Gorno-Altai	(8-38822) 2-70-41
3 PFR division in the republic of Bashkortostan	Khantimerov Foat Galyautdinovich	450077, 55, Validi Street, Ufa	(8-347) 273-58-78
4 PFR division in the Republic of Buryatia	Khankhalayev Yevgeny Kazakovich	670000, 45a, Kommunisticheskaya Street, Ulan-Ude	(8-3012) 29-12-00 29-12-01
5 PFR division in the Republic of Dagestan	Isayev Magomed Isayevich	367013, 16, Gamidov Avenue, Makhachkala	(8-8722) 68-15-82 98-73-00
6 PFR division in the Republic of Ingushetia	Seinaroyev Islam Akhmetovich	386001, 1, I. Zyazikova Avenue, Magas	(8-8734) 55-30-00 55-17-00
7 PFR division in the Republic of Kabardino-Balkaria	Bakov Nikolai Khachimovich	360051, 19a, Pacheva Street, Nalchik	(8-8662) 42-00-22
8 PFR division in the Republic of Kalmykia	Shurgchiyev Vladimir Ochirovich	358000, 9a, Gorkogo Street, Elista	(8-84722) 4-00-83
9 PFR division in the Republic of Karachayevo-Cherkessia	Gololobova Irina Alekseevna (acting)	369000, 3, Gorkogo Street, Cherkessk	(8-8782) 26-22-84
10 PFR division in the Republic of Karelia	Ermakova Yulia Valerievna (acting)	185910, 23, Kirova Street, Petrozavodsk	(8-8142) 79-52-00
11 PFR division in the Republic of Komi	Kolesnik Olga Mikhailovna (acting)	167981, 36, Kirova Street, GSP-3, Syktyvkar	(8-8212) 44-54-62 29-17-08
12 PFR division in the Republic of Crimea	Kudryavtzeva Lydmila Aleksandrovna	295000, 52, Karaimskaya Street, Simferopol	(8-3652) 51-87-88

Division	Head	Address	Telephone
13 PFR division in the Republic of Mari El	Orekhov Vladimir Vladimirovich	424000, 7, Pushkina Street, Yoshkar-Ola	(8-8362) 45-32-23
14 PFR division in the Republic of Mordovia	Vasilkin Vladimir Ilyich	430005, 52, Kommunisticheskaya Street, Saransk	(8-8342) 24-65-87 32-77-17
15 PFR division in the Republic of Sakha (Yakutia)	Stepanov Georgy Mikhailovich	678700, 4, Chernyshevskogo Street, Yakutsk	(8-4112) 45-00-10 39-25-05
16 PFR division in the Republic of North Ossetia-Alania	Tabolov Sergei Soltanbekovich	362031, 4/1, Leonova Street, Vladikavkaz	(8-8672) 40-97-21
17 PFR division in the Republic of Tatarstan	Vafin Eduard Yafasovich	420111, 8, Pushkina Street, Kazan	(8-843) 279-25-00
18 PFR division in the Republic of Tyva	Kenden Svetlana Dyrtyk-Kara	667000, 18, Kochetova Street, Kyzyl	(8-39422) 9-61-04 9-61-01
19 PFR division in the Republic of Udmurtia	Beltyukov Alexei Vasilyevich	426008, 272a, Karla Marksa Street, Izhevsk	(8-3412) 63-03-02 60-75-02
20 PFR division in the Republic of Khakassia	Filonov Viktor Alexeyevich	655017, 72a, Krylova Street, Abakan	(8-3902) 22-93-99 28-81-00
21 PFR division in the Chechen Republic	Akhmadov Mokhmad-Emi Isayevich	364051, 4, Sheikh Ali Mitayev Street, Grozny	(8-8712) 62-86-25 22-24-83
22 PFR division in the Republic of Chuvashia	Kondratyeva Rosa Alexeyevna	428018, 87, Konstantina Ivanova Street, Cheboksary	(8-8352) 58-31-50 30-65-01
23 PFR division in the Altai Territory	Trofimov Boris Alexandrovich	656049, 94, Partizanskaya Street, Barnaul	(8-3852) 39-98-10
24 PFR division in the Transbaikal Territory	Mikhailenko Galina Mikhailovna	672051, 160b, Chkalova Street, Chita	(8-3022) 36-94-04
25 PFR division in the Kamchatka Territory	Melekhina Tatiana Viktorovna	683003, 124b, Leningradskaya Street, Petropavlovsk-Kamchatsky	(8-4152) 42-90-86 42-90-01

Division	Head	Address	Telephone
26 RFR division in the Krasnodar Territory	Tkachenko Tatiana Alexandrovna	350015, 8, Ulitsa Khakurate, Krasnodar	(8-861) 251-93-61
27 PFR division in the Krasnoyarsk Territory	Maiboroda Denis Alexandrovich	660133, 44g, Partizana Zheleznyaka Street, Krasnoyarsk	(8-391) 229-00-01
28 PFR division in the Perm Territory	Avronchuk Stanislav Yuryevich	614077, 78, Bul'var Gagarina, Perm	(8-342) 264-31-01
29 PFR division in the Primorye Territory	Maslovets Alexander Ivanovich	690091, 16, Fontannaya Street, Vladivostok	(8-423) 249-86-01
30 PFR division in the Stavropol Territory	Dolgova Elena Vasilyevna	355035, 11, Sovetskaya Street, Stavropol	(8-8652) 95-56-96
31 PFR division in the Khabarovsk Territory	Zverzheyeva Irina Gavriilovna	680000, 27, Lenina Street, Khabarovsk	(8-4212) 29-51-68 29-50-00
32 PFR division in the Amur region	Goncharova Elena Vladimirovna	675000, 173a, Zeiskaya Street, Blagoveshchensk	(8-4162) 20-23-05 20-23-01
33 PFR division in the Arkhangelsk region	Gavrilov Alexander Ivanovich	163000, 28, Severnoi Dviny Embankment, Arkhangelsk	(8-8182) 21-77-00 21-77-01
34 PFR division in the Astrakhan region	Zolotova Nonna Ivanovna	414040, office 1/9, 53, Pobedy Street/ Karla Marksa Square, Astrakhan	(8-8512) 61-19-33
35 PFR division in the Belgorod region	Kudayev Dmitry Vasilyevich	308000, 87, Preobrazhenskaya Street, Belgorod	(8-4722) 30-69-01
36 PFR division in the Bryansk region	Klyuyev Oleg Iosifovich	241050, 1, Lyubeznogo Street, Bryansk	(8-4832) 74-23-47 74-59-94
37 PFR division in the Vladimir region	Kurbakov Anton Aleksandrovich (deputy head)	600007, 61d, Mira Street, Vladimir	(8-4922) 40-23-40 40-23-04
38 PFR division in the Volgograd region	Fyodorov Vladimir Alexandrovich	400001, 16, Raboche-Krestyanskaya Street, Volgograd	(8-8442) 24-94-57

Division	Head	Address	Telephone
39 PFR division in the Vologda region	Zhidkov Vasily Nikolayevich	160000, 15A, Ulitsa Lermontova, Vologda	(8-8172) 57-19-01
40 PFR division in the Voronezh region	Merkulov Alexander Fyodorovich	394036, 36b, Studencheskaya Street, Voronezh	(8-473) 269-77-65 269-70-60
41 PFR division in the Ivanovo region	Boldin Mikhail Vasilyevich	153000, 55, Ulitsa Bagayeva, Ivanovo	(8-4932) 41-42-64
42 PFR division in the Irkutsk region	Kozlova Nadezhda Sergeevna	664007, 92, Dekabrskikh Sobytiy Street, GSP-46, Irkutsk	(8-3952) 26-83-02
43 PFR division in the Kaliningrad region	Malik Svetlana Albertovna	236010, 54, Engelsa Street, Kaliningrad	(8-4012) 21-32-42 99-83-55
44 PFR division in the Kaluga region	Loktev Mikhail Pavlovich	248003, 2a, Boldina Street, Kaluga	(8-4842) 50-70-70 50-70-00
45 PFR division in the Kemerovo region	Starikov Viktor Alexandrovich	650040, 74, Sovetsky Avenue, GSP, Kemerovo	(8-3842) 58-71-76
46 PFR division in the Kirov region	Pasynkov Nikolai Vladimirovich	610001, 34, Komsomolskaya Street, Kirov	(8-8332) 52-85-55 52-81-80
47 PFR division in the Kostroma region	Rusov Sergei Vladimirovich	156000, 31a, Komsomolskaya Street, Kostroma	(8-4942) 39-06-05 39-06-01
48 PFR division in the Kurgan region	Sapozhnikov Alexander Alexeyevich	640003, 15, R. Zorge Street, Kurgan	(8-3522) 44-03-50 48-80-00
49 PFR division in the Kursk region	Romanova Valentina Nikolayevna	305000, 5, Kati Zelenko Street, Kursk	(8-4712) 51-20-05
50 PFR division in the Lipetsk region	Savin Ivan Ivanovich	398050, 3, Sobornaya Square, Lipetsk	(8-4742) 42-91-00 42-91-01
51 PFR division in the Magadan region	Karunenko Svetlana Alexandrovna	685000, 52, Yakutskaya Street, Magadan	(8-4132) 69-80-00 69-80-01

Division	Head	Address	Telephone
52 PFR division in the Murmansk region	Kornov Vadim Nikolaevich	183025, 26, Polyarnye Zori Street, Murmansk	(8-8152) 40-37-00 40-37-01
53 PFR division in the Nizhny Novgorod region	Tarasov Vladimir Eduardovich	603950, 35, Lenina Avenue, Nizhny Novgorod	(8-831) 244-46-00 244-47-00
54 PFR division in the Novosibirsk region	Terepa Alexander Grigoryevich	630007, 19/1, Serebrennikovskaya Street, Novosibirsk	(8-383) 210-16-88 210-17-14
55 PFR division in the Novgorod region	Kostyukov Alexey Viktorovich (acting)	173016, 9b, Zelinskogo Street, Veliky Novgorod	(8-8162) 62-06-73
56 PFR division in the Omsk region	Stupicheva Olga Ivanovna	644043, 71/1, Chapayeva Street, Omsk	(8-3812) 24-11-70
57 PFR division in the Orenburg region	Petrova Nadezhda Vladimirovna	460040, 18a, Mira Street, Orenburg	(8-3532) 70-74-47
58 PFR division in the Oryol region	Baranchikov Nikolai Mikhailovich	302026, 108, Komsomolskaya Street, Oryol	(8-4862) 72-92-00
59 PFR division in the Penza region	Budanov Mikhail Yuriyevich	440008, 20, Zakharova Street, Penza	(8-8412) 36-81-03 36-81-01
60 PFR division in the Pskov region	Melnikova Natalia Gennadiyevna	180007, 53, Petrovskaya Street, Pskov	(8-8112) 56-66-90 56-17-00
61 PFR division in the Rostov region	Petrov Yevgeny Mikhailovich	344000, Entrance 2, 259, Varfolomeyeva Street, Rostov-on-Don	(8-863) 306-10-55
62 PFR division in the Ryazan region	Pashin Gennady Vasilyevich	390013, 4, Moskovskoye Shosse, Ryazan	(8-4912) 30-30-60
63 PFR division in the Samara region	Zaitseva Anna Vyacheslavovna	443041, 175, Ulitsa Sadovaya, Samara	(8-846) 333-03-41
64 PFR division in the Saratov region	Egorova Oksana Vyacheslavovna (acting)	410004, 11/13, Pugachyovskaya Street, Saratov	(8-8452) 52-22-01

Division	Head	Address	Telephone
65 PFR division in the Sakhalin region	Mazur Denis Vladimirovich	693020, 69a, Lenina Street, Yuzhno-Sakhalinsk	(8-4242) 49-55-00
66 PFR division in the Sverdlovsk region	Opaleva Tatiana Nikolayevna	620075, 17, Gorkogo Street, Yekaterinburg	(8-343) 257-25-10
67 PFR division in the Smolensk region	Seleznyov Yuri Alexandrovich	214019, 37a, Krupskoi Street, Smolensk	(8-4812) 62-49-12 55-12-34
68 PFR region in the Tambov region	Gordenkov Nikolai Dmitriyevich	392000, 37, Internatsionalnaya Street, Tambov	(8-4752) 79-43-05
69 PFR division in the Tver region	Voevodin Vyacheslav Valerievich (acting)	170000, 9, Vagzhanova Street, Tver	(8-4822) 32-96-09
70 PFR division in the Tomsk region	Maltsev Dmitry Borisovich	634041, 41/1, Kirova Avenue, Tomsk	(8-3822) 48-55-00
71 PFR division in the Tula region	Kraiev Nikolai Mikhailovich	300035, 107, L. Tolstogo Street, Tula	(8-4872) 32-18-00 32-18-01
72 PFR division in the Tyumen region	Chalkova Alefina Sergeevna	625048, 83a, Respubliki Street, Tyumen	(8-3452) 27-09-90
73 PFR region in the Ulyanovsk region	Chernyshev Alexander Vladimirovich	432011, 6, Koryukina Street, Ulyanovsk	(8-8422) 44-23-92 42-72-90
74 PFR division in the Chelyabinsk region	Chernobrovin Viktor Pavlovich	454091, 95, Svobody Street, Chelyabinsk	(8-351) 282-28-01 282-28-32
75 PFR division in the Yaroslavl region	Komov Vladimir Pavlovich	150049, 5, Ukhtomskogo Proyezd, Yaroslavl	(8-4852) 59-01-00 59-01-02
76 PFR division in Moscow and the Moscow region	Andreyev Andrei Yevgenyevich	115419, office 2, 14, Stasovoi Street, Moscow	(8-495) 986-23-86
77 PFR division in St.Petersburg and the Leningrad region	Bakhchevanova Zinaida Vyacheslavovna	194214, 73, Engelsa Avenue, St. Petersburg	(8-812) 292-86-38

Division	Head	Address	Telephone
78 PFR division in the Jewish autonomous region	Tugarinov Viktor Anatolyevich	679016, 45, Sholom-Aleikhema Street, Birobidzhan	(8-42622) 9-24-00 9-24-27
79 PFR division in the Nenets autonomous region	Nosova Maria Vladimirovna	166000, 21, Lenina Street, Naryan-Mar	(8-81853) 4-23-53
80 PFR division in the Khanty-Mansi autonomous region - Yugra	Zaitseva Tatiana Sergeevna	628012, 34, Mira Street, Khanty-Mansiisk	(8-3467) 39-30-13
81 PFR division in the Chukchi autonomous district	Antonenko Inna Igorevna	689000, 16, Energetikov Street, Anadyr	(8-42722) 6-38-00 6-38-01
82 PFR division in the Yamal-Nenets autonomous region	Kolokolova Taisa Fyodorovna	629007, 47, Respubliki Street, Salekhard	(8-34922) 3-68-01
83 PFR division in the town of Baikonur	Aimuratov Talgat Bakbergenovich	468320, 13, G.S. Kosmonavta Titova Street, Baikonur, Republic of Kazakhstan	(8-33622) 7-34-37
84 PFR division in Sevastopol	Bugayenko Svetlana Alexandrovna	299007, 54, Nikolaya Muzyki Street, Sevastopol	(8-692) 44-29-05 53-16-00

Russian Pension Fund contacts

Website	pfrf.ru
Online services portal	es.pfrf.ru
Consulting Center nationwide, 24/7	8-800-600-4444
Online consultant	pfrf.ru/knopki/online_kons/online_konsult
Online liaison office for online applications from citizens and entities	pfrf.ru/eservices/send_appeal/resident
Online liaison office for citizens residing abroad	pfrf.ru/eservices/send_appeal/nonresident
Executive Directorate	4, Shabolovka Street, Moscow, 119991
Department for Liaison with Citizens Insured Persons, Entities and Insuring parties	Bld.1, 4, Slavyanskaya Square, Moscow, 109240 Tel: 8 495 987-89-07, 8 495 987-89-14
Department for Pension Benefits of Persons Residing Abroad	20a, Akademika Anokhina Street, Moscow, 119602 Tel: 8 495 987-80-30
Department for Pension Benefits of Public Sector Employees	21, Mytnaya Street, Moscow, 115162 Tel: 8 495 982-46-38
Vkontakte	vk.com/pension_fond
Odnoklassniki	ok.ru/pensionfond
Twitter	twitter.com/pension_fond
Facebook	facebook.com/PensionFondRF

