

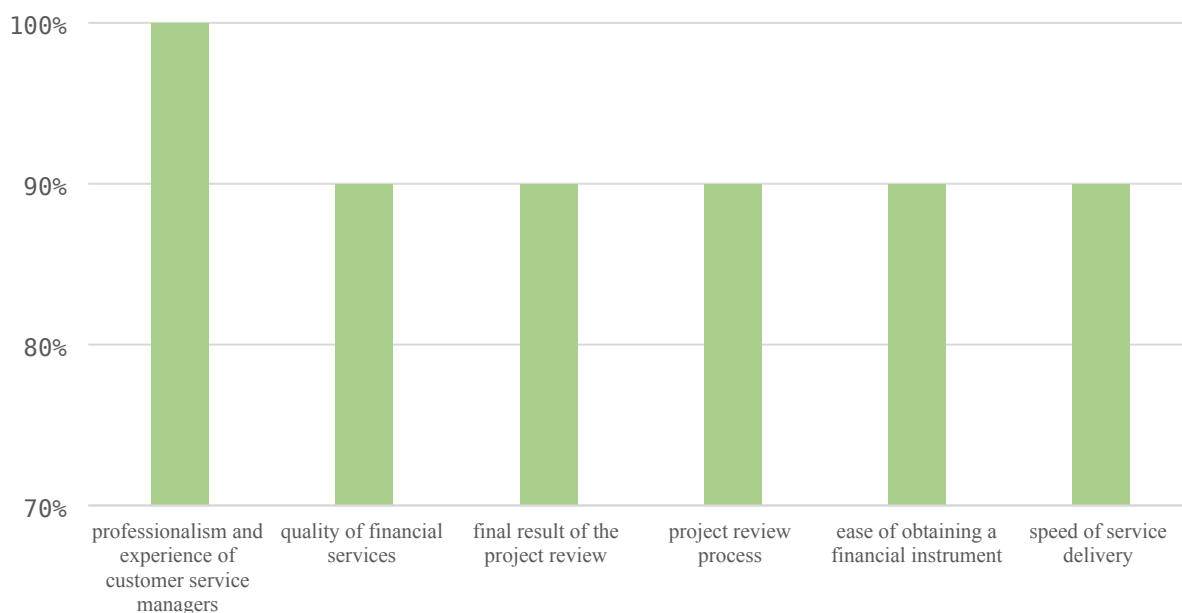
Analysis of Satisfaction of Project Companies of Qazaqstan Investment Corporation (QIC)

The joint-stock company "Qazaqstan Investment Corporation" (hereinafter referred to as QIC) is conducting a survey among its customers to assess their level of satisfaction with government support measures.

The purpose of the survey among the customers of JSC "Qazaqstan Investment Corporation" (QIC) is to gather feedback to evaluate the effectiveness of the offered government support measures, as well as to identify strengths and potential areas for improvement. Such surveys help to understand the needs of project companies, optimize the process of providing financial instruments, and develop more flexible solutions for further national economic development. The survey results serve as an important basis for further improvements and the formation of strategies aimed at maintaining sustainable growth and the development of non-resource sectors in Kazakhstan.

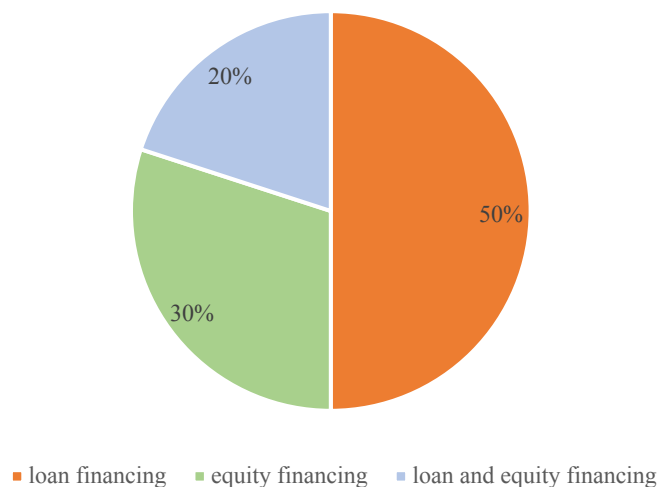
In a survey conducted among 10 project companies using the services of Qazaqstan Investment Corporation, respondents rated their satisfaction on a 5-point scale (where "1" means "very dissatisfied" and "5" means "very satisfied"). All survey participants gave the highest rating of 5 points for questions related to the professionalism and experience of the customer service managers. 90% of respondents rated "5" on a number of key aspects, including the quality of financial services, the final result of the project review, the project review process, ease of obtaining financial instruments, and the speed of service delivery. The remaining 10% of respondents rated these aspects with a score of 4 points.

Service Satisfaction Analysis



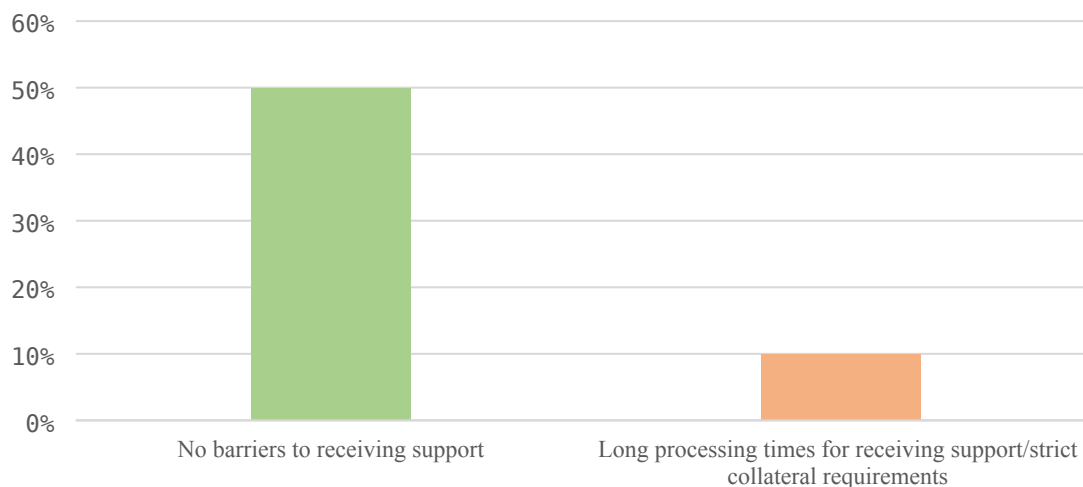
Half of the respondents (50%) used loan financing as one of the support measures provided by QIC. 30% of the surveyed preferred equity financing, while 20% applied a combination of loan and equity financing.

Provided support measures



At the same time, 90% of the respondents did not encounter any barriers when receiving support. However, 10% noted challenges such as "long processing times for receiving support" and "strict collateral requirements" as the main obstacles when obtaining support instruments.

Barriers to receiving support



Analysis of Survey Results on Support Measures for Project Companies

The survey results regarding the preferences of companies for future support measures highlight the following key points:

1. What support measure would you like to receive in the future?

- **Loan financing:** 30% of respondents (3 companies) expressed interest in receiving loan financing. This option was the most popular, indicating a high demand for liquidity to implement their projects.
- **Leasing financing:** 10% of respondents (1 company) chose leasing financing. This suggests interest in support related to the acquisition of assets or equipment.
- **No plans to receive support:** 10% of respondents (1 company) stated that they do not plan to receive support in the future. This could indicate the company's independence or a lack of need for additional financing at this time.
- **No response:** 10% of respondents (1 company) did not indicate any preferences, which may suggest uncertainty or an unfinished decision-making process.
- **Other forms of support:** 10% of respondents (1 company) noted "other" forms of support, indicating specific needs that were not covered by the proposed options.
- **Pre-export and export trade financing:** 10% of respondents (1 company) expressed interest in pre-export and export trade financing, highlighting a need for support in foreign trade.
- **Combined forms of support:** 20% of respondents (2 companies) chose more comprehensive forms of support. One company indicated a combination of "loan financing/equity financing/guaranteeing/subsidizing," while the other mentioned "equity financing/guaranteeing/subsidizing/pre-export and export trade financing." This suggests a need for multifunctional support that includes both loan funds and investments or subsidies.



Лист согласования

ФИО	Должность	Решение	QR
Болатов Даурен	Директор департамента Департамент стратегического развития и международного сотрудничества	Подписано	