

At the same time, the Exchange launched an online project called "History in persons" – prepared and released on its website a series of materials (essays and interviews), consisting of personal memoirs of persons who played a substantial role in the development of the country's financial market. Some of them were used in the work on the book called "Building the future".

KASE's anniversary was also marked with the opening of the Exchange's museum that features more than 100 exhibit items representing historic value for Kazakhstan's stock market.

Another information platform of the Exchange is the project called KASE Talks that started in March 2018 in the format of public lectures with participation of leading professionals of the financial market who made a significant contribution to the building and development of Kazakhstan's financial market. The purpose of KASE Talks is to increase people's awareness of the conditions in which the financial market of the Republic of Kazakhstan evolves and main factors

influencing its development.

A total of six KASE Talks lectures were organized last year with the participation on Azamat Joldasbekov, Damir Karassaev, Eldar Abdrazakov, Sholpan Ainabaeva, Anvar Saidenov and Yelena Bakhmutova. Lectures gained popularity and gathered listeners of various categories in one auditorium: students, young specialists from banks and brokerage firms, journalists.

For purposes of implementation of the information policy aimed at creating interesting news content of the Exchange, KASE's official pages were created on social platforms for various targets auditoriums – from youth environment to expert community.

Improving the quality of services

The quality of exchange services is assessed based on the Methodology of assessing the satisfaction of the Exchange's clients with operations of the Exchange. The Methodology stipulates annual surveying with the purpose of assessing the quality of services KASE provides to its clients and main aspects of business processes used – granting the membership of the Exchange, training of traders, operation of the trading, clearing, settlements, information disclosure, information technologies and payment of exchange and clearing fees.

As part of the survey 43 members of the Exchange, 84 issuers and 7 structural units (self-assessment) were interviewed in 2018. The overall assessment of the satisfaction of clients of the Exchange made up 89.50%.

For servicing external users of information systems the Exchange launched a ServiceDesk in 2017. The service's functional provides for three levels of support: from inquiry and information service to technical maintenance. Exchange services are being steadily improved.