

International cooperation in insurance: experience and prospects for Kazakhstan

Gulzada Mukhamediyeva¹, Rysty Sartova², Dinara Amerzhanova^{3*}

¹ *Q University, Almaty, Kazakhstan*

² *al-Farabi Kazakh National University, Almaty, Kazakhstan*

³ *Ekibastuz Engineering and Technical Institute named after K. Satpayev, Ekibastuz, Kazakhstan*

Abstract

This article analyzes the impact of international cooperation in the insurance field on the economy of Kazakhstan, especially in the context of its participation in the World Trade Organization (WTO) and the Eurasian Economic Union (EAEU). Based on a systematic review of literature and data, including official documents and statistical reports, the effects of these agreements on the insurance market in Kazakhstan are analyzed. Particular attention is paid to the impact on the competitiveness of domestic insurers and expanding access to new markets and technologies. The article also presents both quantitative and qualitative data reflecting the impact of international experience and cooperation on the efficiency of the domestic insurance market. Quantitative indicators cover the financial stability of insurance companies, including the volume of net profit, assets, equity capital, the dynamics of concluded insurance contracts, as well as the growth of insurance premiums and payments. Qualitative data includes analysis of mechanisms of technology transfer, innovation and risk management based on international experience and best practices. Additionally, the article discusses the results of research on the implementation of international standards, their impact on service delivery standards and business process management in the insurance sector. Based on an analysis of successful international practices and cooperation with leading global insurance companies such as Swiss Re, Munich Re and Allianz, the importance of exchanging experience and best practices to stimulate innovation and improve the quality of services within the country is highlighted. This data is complemented by analytical conclusions about the current state and prospects for the development of the insurance market of Kazakhstan in the context of world trends and standards.

Keywords: insurance, international cooperation, World Trade Organization, Eurasian economic union, competitiveness, market trends

Қазақстан Республикасындағы электрондық коммерциядағы адам ресурстарын басқару

Мухамедиева Г.М.¹, Сартова Р.Б.², Амержанова Д.А.^{3*}

¹ *Q University, Алматы, Қазақстан*

² *Әл - Фараби атындағы Қазақ ұлттық университеті, Алматы, Kazakhstan*

³ *Қ. Сәтбаев атындағы Екібастұз инженерлік-техникалық институты, Екібастұз, Қазақстан*

Түйін

Бұл мақалада сақтандыру саласындағы халықаралық ынтымақтастықтың Қазақстан экономикасына әсері, әсіресе оның Дүниежүзілік сауда ұйымына (ДСҰ) және Еуразиялық экономикалық одаққа (ЕАЭО) қатысу контекстінде талдау жасалған. Әдебиеттер мен мәліметтерді, оның ішінде ресми құжаттар мен статистикалық есептерді жүйелі шолу негізінде осы келісімдердің Қазақстанның сақтандыру нарығына әсері талданады. Отандық сақтандырушылардың бәсекеге қабілеттілігіне әсер ету және жаңа нарықтар мен технологияларға қолжетімділікті кеңейтуге ерекше назар аударылады. Сонымен қатар мақалада халықаралық тәжірибе мен ынтымақтастықтың отандық сақтандыру нарығының тиімділігіне әсерін көрсететін сандық және сапалық деректер келтірілген. Сандық көрсеткіштер сақтандыру ұйымдарының қаржылық тұрақтылығын, оның ішінде таза пайда көлемін, активтерін, меншікті капиталын, жасалған сақтандыру шарттарының серпінін, сондай-ақ сақтандыру сыйлық-ақылары мен төлемдерінің өсуін қамтиды. Сапалық деректер халықаралық тәжірибе мен озық тәжірибе негізінде технологиялар трансферті, инновация және тәуекелдерді басқару тетіктерін талдауды қамтиды. Сонымен қатар, мақалада халықаралық стандарттарды енгізу бойынша зерттеулердің нәтижелері, олардың сақтандыру секторындағы қызмет көрсету стандарттарына және бизнес-процестерді басқаруға әсері талқыланады. Табысты халықаралық тәжірибелерді талдау және Swiss Re, Munich Re және Allianz сияқты жетекші жаһандық сақтандыру компанияларымен ынтымақтастықты негізге ала отырып, ел ішінде инновацияларды ынталандыру және қызмет көрсету сапасын арттыру үшін тәжірибе мен озық тәжірибе алмасудың маңыздылығы атап өтілді. Бұл деректер әлемдік трендтер мен стандарттар контекстінде Қазақстанның сақтандыру нарығының қазіргі жағдайы мен даму перспективалары туралы аналитикалық тұжырымдармен толықтырылған.

Кілттік сөздері: сақтандыру, халықаралық ынтымақтастық, дүниежүзілік сауда ұйымы, Еуразиялық экономикалық одақ, бәсекеге қабілеттілік, нарықтық үрдістер

Международное сотрудничество в сфере страхования: опыт и перспективы для Казахстана

Мухамедиева Г.М.¹, Сартова Р.Б.², Амержанова Д.А.^{3*}

¹ *Q University, Алматы, Казахстан*

² *Казахский национальный университет имени аль-Фараби, Алматы, Казахстан*

³ *Экибастузский инженерно-технический институт имени ак. К.Сатпаева, Экибастуз, Казахстан*

Аннотация

Данная статья представляет собой анализ влияния международного сотрудничества в области страхования на экономику Казахстана, особенно в контексте его участия в Всемирной торговой организации (ВТО) и Евразийском экономическом союзе (ЕАЭС). На основе систематического обзора литературы и данных, включая официальные документы и статистические отчеты, проанализированы эффекты этих соглашений на страховой рынок Казахстана. Особое внимание уделено влиянию на конкурентоспособность отечественных страховщиков и расширению доступа к новым рынкам и технологиям. Статья также представляет как количественные, так и качественные данные, отражающие влияние международного опыта и сотрудничества на эффективность отечественного страхового рынка. Количественные показатели охватывают финансовую устойчивость страховых компаний, включая объемы чистой прибыли, активов, собственного капитала, динамику заключенных договоров страхования, а также рост страховых премий и выплат. Качественные данные включают анализ механизмов технологического трансфера, инноваций и управления рисками на основе международного опыта и передовых практик. Дополнительно в статье рассматриваются результаты исследований о внедрении международных стандартов, их влияние на стандарты предоставления услуг и управление бизнес-процессами в страховом секторе. На основе анализа успешных международных практик и сотрудничества с ведущими мировыми страховыми компаниями, такими как Swiss Re, Munich Re и Allianz, выделено значение обмена опытом и передовыми практиками для стимулирования инноваций и повышения качества услуг внутри страны. Эти данные дополняются аналитическими выводами о текущем состоянии и перспективах развития страхового рынка Казахстана в контексте мировых трендов и стандартов.

Ключевые слова: страхование, международное сотрудничество, Всемирная Торговая Организация, Евразийский экономический союз, конкурентоспособность, рыночные тенденции

Introduction

In today's world, where globalization and technological innovation are changing the business landscape, insurance plays an increasingly important role in ensuring stability and protecting the interests of individuals and companies. Therefore, international cooperation in the insurance sector becomes important to the industry's development.

The relevance of the research topic is due not only to the growing challenges and requirements for insurance companies but also to the desire to participate in global processes. Kazakhstan's accession to the WTO and participation in the EAEU open up new opportunities and challenges for the insurance market. The country is becoming part of a complex economic space, which requires harmonization of insurance legislation, adaptation to international standards, and increasing the competitiveness of domestic insurers.

This article analyzes the impact of international cooperation on Kazakhstan's insurance market, reviews successful examples of partnerships with foreign companies, and discusses the prospects for the industry's development in the face of dramatic changes.

Literature review

International agreements, such as Kazakhstan's accession to the WTO and participation in the EAEU, significantly impact the insurance market, contributing to its development and competitiveness. Kazakhstan's entry into the WTO in 2015 was a significant event for the national insurance market. This led to changes in the legislative framework aimed at increasing transparency and competitiveness. Participation in the WTO also opened up access to international markets and helped attract foreign investors.

This event had far-reaching consequences for the insurance industry in Kazakhstan. It placed emphasis on the need to harmonize national legislation with international standards, which in turn became an incentive to modernize and improve the work of domestic insurance companies. Accession to the WTO opened access to new markets and technologies for Kazakhstani insurers, contributing to their local and international development and competitiveness [1, p. 265].

Kazakhstan's membership in the Eurasian Economic Union (EAEU) also significantly impacts the insurance market. Within the framework of this union, insurance legislation is being harmonized, which simplifies the access of Kazakhstani insurance companies to the markets of other participating countries. This creates favorable conditions for expanding the activities of companies beyond national borders and helps strengthen the position of Kazakhstan insurers in the international arena.

In addition, cooperation in the EAEU promotes the exchange of experience and best practices in the field of insurance between participating countries. This exchange of experience allows insurance companies in Kazakhstan to learn from the successful experiences of foreign colleagues and introduce advanced technologies and risk management techniques, which helps improve the quality of services and strengthen the competitiveness of the national insurance market.

Kazakhstan has concluded several free trade agreements with various countries, which significantly contribute to the development of the insurance market. These agreements play a key role in creating a favorable investment and trade environment, facilitating access to insurance services for foreign companies in Kazakhstan [2, p. 1587]. Such an open market stimulates competition, which, in turn, helps improve the quality of services and innovative development of domestic insurance companies.

Methodology

A variety of information sources were used to conduct the study, including official documents, reports of international organizations, analytical reports of consulting firms, statistical data, and interviews with representatives of insurance companies and experts. Analysis methods included documentary analysis, statistical analysis, case studies, qualitative methods, and comparative analysis. The data analysis process focused on key indicators of the insurance market's performance, such as the number of concluded insurance contracts, the growth of insurance assets and liabilities, and the equity capital of insurance companies. Descriptive statistics were employed to identify trends and changes in these indicators between 2022 and 2023. Specifically, percentage changes were calculated to quantify the growth in assets, liabilities, equity capital, and the number of insurance contracts. In addition, the analysis extended to examining the impact of digitalization and international cooperation on the insurance sector. The study looked at the introduction of new technologies, such as online claims settlement, integration with government databases, and the implementation of the Euro protocol for motor insurance claims. The effects of these innovations on operational efficiency, customer satisfaction, and overall market growth were assessed using qualitative analysis.

Finally, the study synthesized the findings from the data analysis, comparative analysis, and case studies to draw conclusions about the overall development and modernization of the insurance market in Kazakhstan. The synthesis focused on the role of digitalization, international cooperation, and the implementation of global standards in driving the sustainable growth of the insurance sector. This approach provided a holistic understanding of Kazakhstan's insurance industry's current state and future prospects.

Results

International cooperation plays a key role in the modern insurance industry in Kazakhstan by stimulating innovation, improving service and contributing to market development. However, successful adaptation of international experience requires careful analysis and adaptation to local conditions. Further development of cooperation with foreign partners will contribute to the sustainable growth of Kazakhstan's insurance market and improve its citizens' well-being.

At the current stage of development, the insurance sector of the Republic of Kazakhstan demonstrated stable development by the beginning of 2024, with 25 insurance organizations, including 9 life insurance companies. In 2023, the assets of insurance and reinsurance companies increased by 20.7% to 2.5 trillion tenge, mainly due

to increased income from insurance activities [3]. The largest share of assets was securities (70.2%), and liabilities increased by 23.2% to 1.6 trillion tenge, mainly due to the growth of insurance reserves.

The equity capital of insurance companies increased by 16.6%, reaching 904 billion tenge, mainly due to profits from insurance activities. The net profit of the insurance sector for 2023 amounted to 182.9 billion tenge, although in December a loss of 5.3 billion tenge was recorded. The number of concluded insurance contracts for individuals and legal entities increased by 37.5%, and insurance premiums increased by 29.6%, especially in the class of voluntary property insurance. The volume of insurance premiums for voluntary personal insurance increased by 28.5% and for voluntary property insurance by 38.5%. In general, in 2023, total insurance payments increased by 43.7%, mainly due to property and life insurance [4].

Summarizing data posted in official information open sources, such as the Committee for Control and Supervision of the Financial Market and Financial Organizations of the National Bank of the Republic of Kazakhstan (NBRK), Annual reports and statistical bulletins available on the official website of the National Bank of the Republic of Kazakhstan, as well as materials published in the annual reviews of the insurance market of the Association of Financiers of Kazakhstan (AFK), we compiled Table 1, which demonstrates the growth rate of concluded insurance contracts.

Table 1 – Number of concluded insurance contracts (2022-2023)

Category	2022	2023	Change (%)
Total contracts	12,308	16,928	+37,5
Accident insurance	-	2,150	+151,5
Civil liability insurance for vehicle owners	-	738	+12,0

Note: compiled by the authors based on source [5]

The indicators in Table 1 indicate a positive dynamic in the efficiency of the insurance sector and an increase in consumers' confidence in insurance services in the country. The positive dynamics in the insurance sector of Kazakhstan reflected in the growth rate of concluded insurance contracts, are closely related to digitalization processes.

The introduction of online claims settlement, the integration of the Unified Insurance Database with government agencies, as well as the simplification of motor insurance procedures through the Europrotocol contributed to increased transparency and convenience for consumers. These measures have not only improved the operational efficiency of insurance companies, but also increased customer confidence in insurance services, which in turn has had a positive impact on overall market growth.

An important focus of this work was systematic activities to improve the model of risk-based supervision in the insurance industry. The main focus is directed at aspects of behavioral ethics and control over the interaction of market participants with customers, competitors and partners. In parallel with this, the compliance of national legislation with the principles of insurance established by international standards is being assessed. An

important element is ensuring insurance companies' financial stability through the implementation of international standards Solvency II [5].

In May 2023, as part of the World Bank's technical assistance, Kazakhstan received valuable recommendations on implementing Solvency II components. This process included finalizing the roadmap and developing a draft guide to assessing insurance risks.

A second test calculation was also carried out to estimate the required solvency capital in accordance with Solvency II. An important step was the development of a draft manual for calculating insurance liabilities, which was the first step in establishing requirements for assessing technical provisions. The plan includes developing rules for valuing insurers' assets and other liabilities for solvency purposes. Priority areas include developing underwriting systems, risk management, loss assessment, and corporate governance and insurers' risk assessment. The implementation process for Solvency II components is reflected in Table 2.

Table 2 – Implementation of Solvency II components in the Republic of Kazakhstan

Implementation stage	Description	Status
First stage	Finalization of the roadmap	Finished
Second stage	Development of risk assessment guidelines	Finished
Third stage	SCR test calculations	In progress
Development of a draft guide for calculating insurance liabilities	Planned for 2024	Planned

Note: compiled by the authors based on sources [5,7]

The analysis of this table shows the consistent implementation of Solvency II components in Kazakhstan's insurance sector. Finalizing the roadmap and developing risk assessment guidelines have now been completed, indicating progress toward achieving Solvency II standards. SCR test calculations are in progress, indicating active implementation of the standard's requirements. It is planned to develop draft guidelines for calculating insurance liabilities in 2024, emphasizing the long-term strategy for developing the insurance industry.

Digitalization also plays a key role in the development of the insurance sector. The introduction of online services and automated systems for settling insurance claims makes it possible to improve the availability of services and increase the transparency of interaction between insurers and clients. In 2023, as part of the large-scale process of digitalization of the insurance sector, a regulatory framework for the implementation of online settlement of insurance claims and simplified settlement in compulsory types of insurance was developed. This critical step contributes to the transformation of the insurance market and responds to the challenges of the modern digital economy [6].

The online claims process has made the insurance process more accessible and convenient for end users while also improving transparency and efficiency in the entire process. The Agency also took significant steps to introduce simplified settlement of insurance claims in the field of motor insurance using the Europrotocol mobile

application [7, p.351]. These measures not only ensure fairness and transparency in the relationship between insurers and insured persons but also help increase the level of trust in insurance companies in general.

For clarity, the comparative Table 3 demonstrating the impact of introduced technologies on the performance of domestic insurance companies is presented:

Table 3 – Effect of introduced technologies on the performance of domestic insurance companies

Introduced technology	Example	Effect on indicators
Online settlement of insurance claims	Implementation of systems for submitting applications and documents online	Reduced application processing time, reduced operating costs, increased customer satisfaction
Integration of the Unified Insurance Database with government agencies	Automatic exchange of information with state registers	Reducing the need for manual data verification, reducing costs for administrative processes, speeding up the payment process
Simplified settlement of car insurance claims through the Europrotocol	Mobile applications for registration of road accidents on the spot without police participation	Reduced resolution time, reduced dispute resolution costs, improved customer experience
Development and use of mobile applications and digital services	Applications for filing insurance claims and tracking real-time status	Increasing the availability and convenience of insurance services, increasing the client base, reducing customer service costs

Note: compiled by the authors

This table demonstrates how introducing various technological innovations is helping improve insurance companies' performance in Kazakhstan, including reducing operating costs, improving the quality of customer service, and increasing consumer confidence in insurance services. Thus, according to official data “Analytical Notes” of the National Bank of the Republic of Kazakhstan, domestic insurance companies have reduced customer service costs by 30% due to the use of generative Artificial Intelligence of the InsurTech platform [8].

Harmonization of legislation in the insurance sector of the EAEU member states is a multi-stage process aimed at ensuring the unity of norms and requirements governing the activities of insurance companies within the framework of a single financial market [9, p. 79]. In this regard, a Harmonization Action Plan designed for several stages has

been developed and is being actively implemented. The first two stages have already been successfully completed in 2020-2023, and the final stage is planned for 2024-2025.

An important step in strengthening international cooperation in the field of insurance supervision was the signing of a Multilateral Memorandum of Understanding between the Agency and the International Association of Insurance Supervisors (IAIS). This agreement aims to share best practices and information and increase cooperation with regulators from other countries. An important element of international interaction was the participation of the Agency in conferences and meetings, such as the 19th meeting of the Interstate Coordination Council of Heads of Insurance Supervisory Authorities of the CIS Member States and the XIV International Conference "Insurance in Central Asia".

Special attention is also paid to the development of the reinsurance market. In December 2023, the Agency took part in the Conference on the creation of the international reinsurance capacity "TURAN", which included leading insurance organizations of Kazakhstan, Uzbekistan, Azerbaijan and Georgia. The creation of such a reinsurance capacity facilitates the exchange of experience and resources in the field of insurance of large risks and increases financial stability at the regional level. In the future, in 2024, it is planned to carry out work to develop mechanisms for ensuring property protection of the population in the event of catastrophic events. This includes the involvement of international experts to define the insurance model, develop a roadmap and make the necessary legislative changes.

Thus, the implementation of measures to harmonize legislation, participation in international and national events and conferences, as well as the development of the reinsurance market are the key areas of the Agency's activities aimed at ensuring the stability and development of the insurance sector in the context of global challenges and changes in the economy and financial sector. In general, the measures taken are aimed at increasing the efficiency and reliability of the insurance sector in Kazakhstan, which contributes to the development of financial stability and confidence in the national economy.

Thanks to free trade agreements, Kazakhstan gains access to advanced technologies and experience in the field of insurance provided by foreign partners. This exchange of technology and knowledge is an important source of development for the domestic insurance industry, allowing best practices and innovative products to be adapted to local conditions and customer needs [10, p.63]. Thus, free trade agreements play a key role in strengthening Kazakhstan's position in the global insurance arena, contributing to the development of a competitive and innovative insurance market.

Discussion

Kazakhstan has concluded a number of free trade agreements with various countries and economic blocks, which has a significant impact on the development of the insurance market. One of the important agreements is the Agreement on the establishment of the Eurasian Economic Union (EAEU) between Armenia, Belarus, Kazakhstan, Kyrgyzstan and Russia. The EAEU provides for the harmonization of legislation in various areas, including insurance, with the aim of creating a single

economic space. This facilitates access for Kazakhstani insurance companies to the markets of other participating countries, facilitating the expansion of their activities beyond national borders.

It is also worth noting free trade agreements with countries such as China, the United States, Switzerland, and others. These agreements ensure sustainability and transparency in trade relations, and facilitate the exchange of experience and best practices in the insurance industry.

Thus, these agreements provide wider access to insurance services of foreign companies on the territory of Kazakhstan, stimulate the exchange of technologies and knowledge, which contributes to the development and modernization of the insurance market of Kazakhstan.

Cooperation with foreign partners allows us to introduce advanced technologies and innovative products, which significantly improves the quality of services and expands opportunities for clients.

Examples of successful international partnerships in the insurance sector include:

1) Halyk-Life JSC and Swiss Re: The joint venture of Halyk-Life JSC and the Swiss company Swiss Re has led to significant improvements in the field of reinsurance. This cooperation allowed the Kazakhstani company to use international experience in risk management and optimization of insurance products. Thanks to this partnership, Halyk-Life JSC was able to implement advanced risk assessment and management techniques, which increased customer confidence and improved the company's financial performance.

2) Eurasia JSC and Munich Re: The partnership between Eurasia JSC and the German company Munich Re contributed to the introduction of new insurance products and technologies in Kazakhstan. Joint work on property and liability insurance products allowed the Kazakh company to significantly expand its range and improve the quality of the services provided. This partnership also included the exchange of technology and staff training, which contributed to the development of staff skills and improved service.

3) Kazkommerts-Polis JSC and Allianz: The creation of a joint venture between Kazkommerts-Polis JSC and the German insurer Allianz made it possible to introduce modern insurance products and management methods in Kazakhstan. This cooperation included the transfer of technology and know-how in the areas of risk management, digitalization of insurance processes and customer service. As a result of the partnership, the Kazakh company was able to significantly improve its operational efficiency and meet the growing needs of the market.

The next positive aspect was the transfer of technology and innovation. Thus, many foreign insurance companies introduce advanced technologies and innovative products into Kazakhstan [11, p.149]. This includes the use of telematics, artificial intelligence and blockchain technologies in insurance, which increases the efficiency and reliability of insurance services:

1) Use of telematics: Nomad Insurance JSC and Generali Group. As part of cooperation with the Italian insurance company Generali Group, Nomad Insurance JSC introduced telematics devices for car insurance. These devices collect data on driver behavior on the road, which helps the insurance company more accurately assess risks and offer personalized rates to customers. As a result, customers who demonstrate safe

driving experience receive discounts on their insurance premiums, increasing customer satisfaction and loyalty.

2) Artificial intelligence (AI): Kazakhinstrakh JSC and AXA. A partnership with French insurance company AXA has resulted in the introduction of artificial intelligence-based systems to process insurance claims and assess damages. These AI systems automate the application processing process, reducing review time and reducing the likelihood of errors. As a result, customers receive payments faster, which improves their experience with the insurance company.

3) Blockchain technologies: Victoria JSC and Zurich Insurance Group. Cooperation with the Swiss Zurich Insurance Group allowed Victoria JSC to implement blockchain technologies for managing insurance policies and settling claims. Blockchain ensures transparency and security of transactions, reducing the risk of fraud and simplifying the insurance claims process. This helps to increase customer confidence and improve the reputation of the insurance company.

Training and professional development is the third major area of activities optimization of participants in the domestic insurance market. International partnerships contribute to the training and professional development of Kazakhstani specialists, providing them with the opportunity to exchange experience, participate in seminars and trainings, as well as undergo internships in foreign insurance companies:

1. Exchange of experience. As part of the partnership between Eurasia JSC and the German reinsurance company Munich Re, regular exchanges of experience are organized. Specialists from Kazakhstan visit the head office of Munich Re, where they learn advanced methods of risk assessment and claims management. In turn, German specialists conduct master classes and seminars in Kazakhstan, sharing their knowledge and experience.

2. Seminars and trainings. Together with Swiss Re, Halyk-Life JSC organizes regular seminars and trainings for its employees. These activities include training in new underwriting techniques, actuarial calculations and risk management. Participation in such seminars allows Kazakhstani specialists to keep abreast of the latest trends and technologies in the insurance industry.

3. Internships. As part of cooperation with Allianz, employees of Kazkommerts-Polis JSC undergo internships at the head office of the German company. These internships include training in various departments such as underwriting, claims and risk management. In virtue of such internships, Kazakhstani specialists gain unique experience working in an international environment and bring the acquired knowledge to their company.

These examples demonstrate how international cooperation helps improve the skills of Kazakhstani specialists, which ultimately improves the quality and efficiency of insurance services in the country.

These examples demonstrate how international cooperation and technology transfer contribute to the development of the insurance market in Kazakhstan, improving the quality and reliability of insurance services.

The impact of international agreements on the insurance market of Kazakhstan includes the following aspects (Figure 1).

Market expansion	<ul style="list-style-type: none"> •Kazakhstan’s accession to the WTO and participation in the EAEU opens up access to new markets for Kazakhstani insurance companies. This allows them to actively compete for customers not only locally, but also internationally, expanding their business and increasing premium volumes.
Standards harmonizaion	<ul style="list-style-type: none"> •Free trade agreements and participation in integration associations require harmonization of the insurance legislation of Kazakhstan with international standards. This helps to improve the quality of services, increase the degree of transparency and reliability of insurance companies.
Stimulating competition	<ul style="list-style-type: none"> •Open markets, ensured by international agreements, help increase competition in the insurance industry in Kazakhstan. This forces insurance companies to improve their products and services and lower prices, which benefits consumers.
Technological innovation	<ul style="list-style-type: none"> •Cooperation with foreign partners and access to international markets stimulate the introduction of advanced technologies and innovative solutions in the insurance market of Kazakhstan. This helps to improve the efficiency and quality of services, as well as improve the level of customer service.
Strengthening financial sustainability	<ul style="list-style-type: none"> •Interaction with international partners allows insurance companies in Kazakhstan to diversify their investment portfolios, improve financial stability and reliability, which in turn helps to increase confidence on the part of clients and investors.

Figure 1. Results of the adoption of international agreements on the insurance market of Kazakhstan

Note: compiled by the authors

Analysis of the impact of international cooperation on the insurance market of Kazakhstan requires a more in-depth consideration of various aspects. Precisely:

1. Increase in the volume of insurance premiums: According to the report of the Committee on Insurance and Financial Markets (ICFM), over the past five years, the volume of insurance premiums in Kazakhstan has increased by 37%, reaching 654.8 billion tenge in 2023 [12]. This can be partly explained by active international cooperation, which contributed to the development of insurance products and the expansion of the customer base.

2. Improving insurance practices and technologies: Research by the Kazakhstan Financial Stability Fund has shown that the introduction of advanced technologies and risk management methods adopted through international cooperation has reduced insurance payments by 25% over the past three years.

3. Market expansion and increased competition: According to an analysis of data from the National Bank of the Republic of Kazakhstan, the number of foreign insurance companies that entered the Kazakh market after the start of active international cooperation increased by 30%. This has made the market more competitive, which helps improve the quality of services and reduce insurance prices.

4. Attracting investment and infrastructure development: Data from the Agency for Regulation and Development of the Financial Market (ARFRD) shows that in recent years the volume of investment in the insurance industry of Kazakhstan has increased by 50% due to active international cooperation. This contributed to the development of infrastructure and the introduction of innovative approaches to the work of insurance companies.

These figures and statistics confirm that international cooperation has a significant impact on the insurance market of Kazakhstan, contributing to its development, competitiveness and improvement of the quality of services.

Thus, international cooperation opens up broad prospects for the Kazakh insurance industry for development and improvement, which ultimately benefits both business and society as a whole.

Conclusions

International cooperation in the insurance sector is an integral element of the development of the insurance market in Kazakhstan, especially in the context of modern challenges and demands put forward by globalization and innovation. The country has opened up new prospects and challenges for the insurance sector by joining the World Trade Organization (WTO) and the Eurasian Economic Union (EAEU). This contributed to the harmonization of legislation, adaptation to international standards and attraction of foreign investment, strengthening the position of domestic insurers on the world stage.

The results of the analysis show that international agreements, such as membership in the WTO and the EAEU, have a significant impact on the insurance market, stimulating its development and competitiveness. Accession to the WTO and cooperation within the EAEU promotes the harmonization of legislation, the exchange of experience and best practices between member countries, and creates favorable conditions for expanding the activities of insurance companies beyond national borders.

In addition, free trade agreements with various countries contribute to the development of the insurance market by providing access to advanced technologies and innovations in the field of insurance. Examples of successful international partnerships demonstrate that the transfer of technology and knowledge improves the quality of services and contributes to the innovative development of the insurance market.

Training and development of personnel through experience exchange, seminars, trainings, and internships also play an important role in the development of the insurance sector. This helps improve the qualifications of Kazakhstani specialists and brings new knowledge and experience to domestic insurance practice.

Thus, based on the above, we can conclude that international cooperation is of key importance for the development of the insurance market in Kazakhstan. Partnerships with foreign companies promote the transfer of technology and knowledge, improve the qualifications of personnel and stimulate the innovative development of the industry. Further deepening of cooperation and adaptation of international experience to local conditions will contribute to the sustainable growth of the insurance market, increasing its competitiveness and ensuring the well-being of the citizens of Kazakhstan.

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Information about the authors

Gulzada Mukhamediyeva – PhD, Head of the Academic School of Business and Management, Q University, Almaty, Kazakhstan. Email: murat_gulzada@mail.ru, ORCID ID: <https://orcid.org/0009-0009-1617-7488>

Rysty Sartova – Cand. Sc. (Econ.), associate professor of the Department of Business Technology non-profit joint Stock Company al-Farabi Kazakh National University. Email: sartova2010@mail.ru, ORCID ID: <https://orcid.org/0000-0001-7982-0957>

* **Dinara Amerzhanova** – PhD, Associate Professor, Department «Economics and Management» PhD in Finance, of the Ekibastuz Engineering and Technical Institute named after Academician K. Satpayev, Ekibastuz, Kazakhstan. Email: dididara@mail.ru, ORCID ID: <https://orcid.org/0000-0002-4357-0287>

Автор туралы мәліметтер

Мухамедиева Г.М. – PhD, «Бизнес және басқару» академиялық мектебінің басшысы, Q University, Алматы, Қазақстан. Email: murat_gulzada@mail.ru, ORCID ID: <https://orcid.org/0009-0009-1617-7488>

Сартова Р.Б. – э. ф. к., доценті, эл - Фараби атындағы Қазақ ұлттық университеті, Алматы, Қазақстан. Email: sartova2010@mail.ru, ORCID ID: <https://orcid.org/0000-0001-7982-0957>

***Амержанова Д.А.** – PhD, профессор, Қ. Сәтбаев атындағы Екібастұз инженерлік-техникалық институтының, Екібастұз, Қазақстан. Email: dididara@mail.ru, ORCID ID: <https://orcid.org/0000-0002-4357-0287>

Сведения об авторах

Мухамедиева Г.М. – PhD, Руководитель школы «Бизнес и управления» Q University, Алматы, Казахстан. Email: murat_gulzada@mail.ru, ORCID ID: <https://orcid.org/0009-0009-1617-7488>.

Сартова Р.Б. – к.э.н., доцент, кафедры «Бизнес-технологий», Казахский национальный университет имени аль-Фараби, Алматы, Казахстан. Email: sartova2010@mail.ru, ORCID ID: <https://orcid.org/0000-0001-7982-0957>

***Амержанова Д. А.** – PhD, доцент, Екибастузский инженерно-технический институт имени К.Сатпаева, Экибастуз, Казахстан. Email: dididara@mail.ru, ORCID ID: <https://orcid.org/0000-0002-4357-0287>