

# **EXPAT CENTRE GUIDEBOOK – 2024**

## **FOR AIFC BODIES AND PARTICIPANTS**

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## OVERVIEW

Expat Centre (EC) is a multifunctional institution designated to foster the expedite integration of foreign nationals into Kazakhstan society by providing with an access to an ample variety of government and socially oriented soft-landing services in English on a one-stop-shop basis to them.

EC helps foreign investors and employees to move to Kazakhstan in the smoothest way possible by offering them the highest standard of government and ancillary services.

These guidelines are intended as a reference to assist the AIFC Bodies and Participants in better understanding the processes and procedures of obtaining services available at the EC for foreign investors, employees as well as business partners.

Guidelines present a comprehensive list of services, including the following details for each service:

- Service description;
- Application process;
- List of documents;
- Service fees and timeframe.

## GENERAL PROVISIONS

The list of instructions presented below is compulsory to read carefully for ensuring smooth processing of the applications submitted:

1	AIFC Bodies and Participants comply with the national legislation and the Acting Law of the AIFC.
2	AIFC Bodies and Participants apply for visa and migration services through the Expat Centre only. The requirement is committed under the Order of the Governor of the AIFC No40 dated 20.12.2017 "On approval of <a href="#">the terms of, and procedures for, entry into the Republic of Kazakhstan and leaving the Republic of Kazakhstan, for foreign nationals and stateless persons coming to Kazakhstan to conduct activities in AIFC</a> ".
3	AIFC Bodies and Participants provide required information on all employed foreign nationals and stateless persons (including permanent residence holders) to the AIFC Authority (i.e. EC) according to the established table on a quarterly basis (not later than April 1, July 1, October 1, 2022 and January 5, 2023). The requirement is committed under the article 8.3 of the Constitutional Statute of the Republic of Kazakhstan "On the Astana International Financial Centre".
4	Foreign nationals and stateless persons for employment in the AIFC shall comply With the qualifications necessary according to the AIFC Act No GR0009 dated 2017 " <a href="#">Qualifications necessary for employment in the AIFC</a> ".
5	AIFC Bodies and Participants Second foreign employees outside of the AIFC in the accordance with the Guidance " <a href="#">On the conditions of stay of Seconded foreign employees of AIFC Participants</a> ".
6	Foreign nationals and stateless persons conduct activities in the AIFC under a corresponding visa category or temporary residence permit in Kazakhstan.
7	Services, including government, non-government as well as ancillary can be subjected to the payment of the state, consular and service fees accordingly.
8	AIFC Bodies and Participants notify the Migration Authority on arrival or move within the country of a foreign national (visa holder, visa-free visitor) within 3 business days.
9	Applications for visa issuance/extension are submitted to EC not earlier than 30 calendar days and not later than 5 working days before expiry of visa validity.
10	All documents submitted along with the applications need to be either in Kazakh or Russian language. Documents in any other languages should be legally translated in to Kazakh or Russian only.
11	All official documents issued out of the Republic of Kazakhstan are to be legalized or apostilled in accordance with the international standards.
12	AIFC Bodies and Participants are requested to ensure that they provide accurate information on all applications to avoid any delays or errors. EC will not be responsible for any errors on documents due to the provision of inaccurate information.
13	Original passport will be delivered to the applicant or person under power of attorney only.

14	Service is issued in accordance with the terms and based on documents indicated by the State Authorities. Fast tracking is not provided. Upon issuance of the service or document, EC notifies applicants.
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## EMPLOYMENT VISA

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### 1. Invitation letter for employment visa (for applicants who are outside of Kazakhstan)

This service request allows you to apply first for an invitation letter (Step 1) required to obtain employment visa for your foreign employee and their family members at EC, while the employee and their family members are out of Kazakhstan. The approved invitation must be sent to the invited foreigner for presentation to the Embassies of Kazakhstan or upon arrival at the airport of Astana or Almaty (Step 2).

#### Step 1 at Expat Centre

##### Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

##### Copy of documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC ;
- General power of attorney, legalised/ apostilled and its certified translation for a representative office / branch (if applicable);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- For employees, a document confirming high qualification (legalised/apostilled) and a resume confirming experience are required;
- Marriage/birth/adoption certificates for dependent visa (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Valid work visa of the main visa holder for dependent visa (foreign employee).

##### Original Documents to be submitted:

- Letter of invitation for visa issuance 2 hard copies;
- Foreign employee's form;
- Document confirming the payment of state fee;
- The employment contract signed by both parties highlighting the job title

and engagement period of the applicant. The employer is entitled to delete any sensitive commercial terms;

- Flash drive with soft copy of the letter of invitation in excel format.

## Fees and Service Time

Service type	Service Fee	Service Fee (Walk-In)*	State fee	Time frame
Arranging Letter of Invitation (C3, including dependent)	350 000 KZT	415 000 KZT	0.5 MCI (1 846 KZT)	5 business days

\* Walk-in service for obtaining/ extension of a Work Visa or Investor Visa including dependent or arranging Letter of Invitation

**Note:** the service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days.

## Step 2 at the Embassy of Kazakhstan/ airport of Astana or Almaty

### Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form;
- Colour photograph on a white background 3.5 x 4.5 cm;
- Original passport;
- Contact the Embassy of Kazakhstan in advance for details on consular fees and additional documents.

**Note:** AIFC participant can apply for a visa at any Embassy of Kazakhstan without specific nationality-related requirements.

## 2. Employment visa (for applicants who are in Kazakhstan)

This service request allows you to apply for employment visa for your foreign employee and their family members at EC, while employee and their family members are in Kazakhstan.

### Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

### Copy of documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- General power of attorney, legalised/apostilled and its certified translation

for a representative office / branch (if applicable);

- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- For employees, a document confirming high qualification (legalised/apostilled) and a resume confirming experience are required;
- Marriage/birth/adoption certificates for dependent visa (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Valid work visa of the main visa holder for dependent visa (foreign employee).

## Original Documents to be submitted:

- Official letter requesting for visa issuance from the host party;
- Visa application form;
- Applicant's latest photograph, size 3.5 cm x 4.5 cm (not older than 3 months);
- Foreign employee's form;
- Data protection form;
- Document confirming the payment of state fee;
- Document confirming a fingerprint registration;
- Original passport (passport should be valid for more than 3 months and have at least 2 blank pages);
- The employment contract signed by both parties highlighting the job title of the applicant. The employer is entitled to delete any sensitive commercial terms.

## Fees and Service Time

Service type	Service Fee	Service Fee (Walk-In)*	State fee	Time frame
Assistance in obtaining/ extension of Work Visa (C3, including dependent)	350 000 KZT	415 000 KZT	30 MCI (110 760 KZT)	5 business days

\* Walk-in service for obtaining/ extension of a Work Visa or Investor Visa including dependent or arranging Letter of Invitation

**Note:** the service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days.



## **INVESTOR VISA**

### **1. Invitation letter for investor visa (for applicants who are outside of Kazakhstan)**

This service request allows you to apply first for an invitation letter (Step 1) required to obtain investor visa for foreigners making investments in accordance with the AIFC Investment Tax Residency Programme, as well as their family members at EC, while the investor and their family members are out of Kazakhstan. The approved invitation must be sent to the invited foreigner for presentation to the Embassies of Kazakhstan or upon arrival at the airport of Astana or Almaty (Step 2).

#### **Step 1 at Expat Centre**

##### **Application Process**

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

##### **Copy of documents to be submitted:**

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC ;
- General power of attorney, legalised/apostilled and its certified translation for a representative office / branch (if applicable);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Marriage/birth/adoption certificates for dependent visa (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Valid work visa of the main visa holder for dependent visa (foreign investor).

##### **Original Documents to be submitted:**

- Request letter from AIFC Investment Tax Residency Programme or the AIFC Authority;
- Letter of invitation for visa issuance 2 hard copies;
- Flash drive with soft copy of the letter of invitation in excel format.

## Fees and Service Time

Service type	Service Fee	Service Fee(Walk-In)*	Time frame
Arranging Letter of Invitation (A5, including dependent)	350 000 KZT	415 000 KZT	5 business days

\* Walk-in service for obtaining/ extension of a Work Visa or Investor Visa including dependent or arranging Letter of Invitation

**Note:** the service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days.

## Step 2 at the Embassy of Kazakhstan/ airport of Astana or Almaty Application Procedure:

- Approved invitation letter (Step 1);
- Visa application form;
- Colour photograph on a white background 3.5 x 4.5 cm;
- Original passport;
- Contact the Embassy of Kazakhstan in advance for details on consular fees and additional documents.

**Note:** AIFC participant can apply for a visa at any Embassy of Kazakhstan without specific nationality-related requirements.

## 2. Investor visa (for applicants who are in Kazakhstan)

This service request allows you to apply for employment visa for foreigners making investments in accordance with the AIFC investment tax residency program, as well as their family members at EC, while investor and their family members are in Kazakhstan.

### Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

### Copy of documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- General power of attorney, legalised/apostilled and its certified translation for a representative office / branch (if applicable);

- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Marriage/birth/adoption certificates for dependent visa (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Valid work visa of the main visa holder for dependent visa (foreign investor);

## Original Documents to be submitted:

- Request letter from AIFC Investment Tax Residency Programme or the AIFC Authority;
- Visa application form;
- Document confirming a fingerprint registration;
- Applicant's latest photograph, size 3.5 cm x 4.5 cm (not older than 3 months);
- Data protection form;
- Original passport (passport should be valid for more than 3 months and have at least 2 blank pages);

## Fees and Service Time

Service type	Service Fee	Service Fee(Walk-In)*	Time frame
Assistance in obtaining/ extension of Investor Visa(A5, including dependent)	350 000 KZT	415 000 KZT	5 business days

\* Walk-in service for obtaining/ extension of a Work Visa or Investor Visa including dependent or arranging Letter of Invitation.

**Note:** the service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days.

## TEMPORARY RESIDENCE PERMIT

This service available inside of the country for the below listed countries only. Citizens of these countries are not required to apply for any visas:

- citizens of CIS countries, who plan to stay in the country for more than 30 calendar days;
- citizens of EAEU state members (Russia, Armenia, Belarus, Kyrgyz Republic), who plan to stay in the country for more than 90 calendar days.

## Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

## Documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Power of attorney for the first head of the branch/representative offices issued by the headquarter (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Letter requesting for temporary residence permit;
- Foreign employee's form;
- Notification on arrival;
- Original passport or notarised copy (passport should be valid for more than 3 months);
- Document confirming a fingerprint registration;
- Foreign citizen's IIN (individual identification number);
- Notarised consent of the apartment owner, his/her IIN;
- Certificate of registered rights on real estate (if applicable);
- Employment contract/expert agreement, registered in the unified system of accounting for employment contracts "UTDMS" or a civil law contract for the performance of work;
- Document confirming high qualification (legalised/apostilled) and document confirming experience (resume);
- For dependents birth/marriage certificates are required (original/notarised).

## Fees and Service Time

Service type	Service Fee	Service Fee (Walk-in)*	Time frame
Assistance in obtaining/extension of a Temporary Residence Permit, including dependent	100 000 KZT	160 000 KZT	1 business days

## SHORT-TERM BUSINESS VISA

### Invitation letter for business visa (for applicants who are outside of Kazakhstan)

This service request allows you to apply first for an invitation letter (Step 1) required to obtain a single-entry business visa B1 or B3 for your foreign business partner at EC, who is arriving for participation in negotiations, conferences, forums, exhibitions, scientific events, or signing contracts. The approved invitation must be sent to the invited foreigner for presentation to the Embassies of Kazakhstan or upon arrival at the airport of Astana or Almaty (Step 2).

### Step 1 at Expat Centre Application Process

- Submit documents to the AIFC portal;
- Login to the portal and select “Submit New Application”. Fill the service request with accurate details and submit it after uploading the required documents;
- After your documents are approved by the Expat Centre, you will be able to schedule an appointment on the portal. Please visit our centre for document submission.

### Documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- Power of attorney for the first head of the branch/representative offices issued by the headquarter (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of

attorney, along with a copy of the identity document of the representative/authorised person (if applicable);

- Copy of passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Letter of invitation for visa issuance 2 hard copies;
- Data protection form;
- Document confirming the payment of state fee;
- Soft copy of the letter of invitation in excel format.

## Fees and Service Time

Service type	Service Fee		State fee	Timeframe
	Advisory support and application acceptance	Personal Manager*		
Arranging Letter of invitation	10 000 KZT	100 000 KZT	0.5 MCI (1 846 KZT)	5 business days

\* Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal Manager.

**Note:** The service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days.

## Step 2 at the Embassy of Kazakhstan/ airport of Astana or Almaty Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form;
- Colour photograph on a white background 3.5 x 4.5 cm;
- Original passport;
- Contact the Embassy of Kazakhstan in advance for details on consular fees and additional documents.

**Note:** AIFC participant can apply for a visa at any Embassy of Kazakhstan without specific nationality-related requirements.

## LONG-TERM BUSINESS VISA

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### 1. Invitation letter for business visa (for applicants who are outside of Kazakhstan)

This service request allows you to apply first for an invitation letter (Step 1) required to obtain multiple entry business visa B2 for your foreign expert at EC, who is arriving to provide consulting or auditing services. The approved invitation must be sent to the invited foreigner for presentation to the Embassies of Kazakhstan or upon arrival at the airport of Astana or Almaty (Step 2).

### Step 1 at Expat Centre

#### Application Process

- Submit documents to the AIFC portal;
- Login to the portal and select "Submit New Application". Fill the service request with accurate details and submit it after uploading the required documents;
- After your documents are approved by the Expat Centre, you will be able to schedule an appointment on the portal. Please visit our centre for document submission.

#### Documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC ;
- Power of attorney for the first head of the branch/representative offices issued by the headquarter (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Expert Agreement or Service Contract;
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Letter of invitation for visa issuance 2 hard copies;
- Data protection form ;
- Document confirming the payment of state fee;
- Flash drive with soft copy of the letter of invitation in excel format.

## Fees and Service Time

Service type	Service Fee		State fee	Timeframe
	Advisory support and application acceptance	Personal Manager*		
Arranging Letter of invitation	10 000 KZT	150 000 KZT	0.5 MCI (1 846 KZT)	5 business days

\* Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal Manager.

**Note:** The service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days.

### Step 2 at the Embassy of Kazakhstan/ airport of Astana or Almaty Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form;
- Colour photograph on a white background 3.5 x 4.5 cm;
- Original passport;
- Contact the Embassy of Kazakhstan in advance for details on consular fees and additional documents.

**Note:** AIFC participant can apply for a visa at any Embassy of Kazakhstan without specific nationality-related requirements.

## 2. Business visa (for applicants who are in Kazakhstan)

This service request allows you to apply for multiple entry business visa B2 for your foreign expert at EC, who arrived to provide consulting or auditing services.

### Application Process

- Submit documents to the AIFC portal;
- Login to the portal and select “Submit New Application”. Fill the service request with accurate details and submit it after uploading the required documents;
- After your documents are approved by the Expat Centre, you will be able to schedule an appointment on the portal. Please visit our centre for



document submission.

## Documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- Power of attorney for the first head of the branch/representative offices issued by the headquarter (apostilled/legalised copy and its certified translation into Kazakh/Russian with a notary stamp);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Copy of passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Letter from inviting party on issuance of business visa;
- Data protection form;
- Visa application form;
- Document confirming a fingerprint registration;
- Applicant's latest photograph, size 3.5 cm x 4.5 cm (not older than 3 months);
- Document confirming the payment of state fee ;
- Expert Agreement or Service Contract.

## Fees and Service Time

Service type	Service Fee		State fee	Timeframe
	Advisory support and application acceptance	Personal Manager*		
Letter of invitation for visa issuance	10 000 KZT	150 000 KZT	0.5 MCI (1 846 KZT)	5 business days

\* Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal Manager.

**Note:** The service time does not include any unforeseen delays from the State Body and if required, the time may be extended for up to 30 calendar days

## VISA CANCELLATION

This service request allows you to cancel valid business/employment or dependent visa of your foreign expert/employee or employee's family member in case of end of the term or termination of the Expert Agreement/Service Contract/Labour Contract accordingly at EC.

### Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

### 1. Visa cancellation (for applicants who are in Kazakhstan)

#### Copy of documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- Power of attorney for the first head of the branch/representative offices issued by the headquarter (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);

#### Original Documents to be submitted:

- Official letter requesting for visa cancellation;
- Document confirming the payment of state fee;
- Visa Application Form;
- Original passport (kindly ensure availability of at least 2 blank pages in the passport before submission);
- In some cases, document confirming a fingerprint registration can be required.

#### Fees and Service Time

Service type	Service Fee	State fee	Timeframe
Visa cancellation and Exit Visa Issuance	10 000 KZT	0.5 MCI (1 846 KZT)	1 business days

Once the cancellation is accepted, the exit visa will be issued for a period of up to 15 calendar days. Visa holder should leave the Republic of Kazakhstan within the valid visa terms.

## 2. Visa cancellation (for applicants who are outside of Kazakhstan)

In the case if a foreign national left the Republic of Kazakhstan upon the termination of Expert Agreement/Service Contract/Labour Contract, the host party/employer empowered to apply for the cancellation of the valid business/employment visa, including the dependent visa to the Migration Authorities through the EC.

### Copy of documents to be submitted:

- Certificate of registration of a legal entity or branch/representative offices by the Acting Law of the AIFC;
- Power of attorney for the first head of the branch/representative offices issued by the headquarter (apostilled/legalised copy and its certified translation into Kazakh or Russian with a notary stamp);
- Order of appointment of the first head in Kazakh or Russian languages;
- Shareholder resolution on appointment of the first head of the Company in Kazakh or Russian languages;
- Document confirming empowerment for the delivery of documents/power of attorney, along with a copy of the identity document of the representative/authorised person (if applicable);
- Passport and valid visa.

### Original Documents to be submitted:

- Official letter requesting for visa cancellation;

Once the cancellation is accepted, the business/employment visa, including the dependent visa will be cancelled.

Afterward, the entry to the Republic of Kazakhstan under the cancelled visa is impossible.

### Fees and Service Time

Service type	Service fee	Timeframe
Visa cancellation	10 000 KZT	1 business days

## OTHER IMMIGRATION AND TAX SERVICES

This service request allows you to apply for following services at EC:

1. Notification on arrival or change of stay address;
2. Individual identification number;
3. Tax Residence Certificate;
4. Driver's License or Vehicle Registration.

### Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

### 1. Notification on arrival or change of stay address

#### Original Documents to be submitted:

- Notification Letter on arrival or move;
- Data protection form;
- Clear passport photocopy, including the personal details page (passport should be valid for more than 3 months).

#### Fees and Service Time

Service type	Service Fee	Service Fee	
	Advisory support and application acceptance	Personal Manager*	Timeframe
Assistance in submission of a Notification on arrival or change of stay address	5 000 KZT	20 000 KZT	1 business days

*\*Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal Manager.*

### 2. Individual identification number

#### Copy documents to be submitted:

- Notarised power of attorney for a representative (if applicable).

#### Original Documents to be submitted:

- Clear passport photocopy, including the personal details page (certified translation into Kazakh or Russian with a notary stamp);
- Data protection form.

#### Fees and Service Time

Service type	Service Fee		Timeframe
	Advisory support and application acceptance	Personal Manager*	
Assistance in obtaining an Individual Identification Number	5000 KZT	50 000 KZT	1 business days

*\*Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal Manager.*

### 3. Tax Residence Certificate

#### Documents to be submitted:

- Tax application on residency confirmation.
- A notarised copy of a document confirming the presence in the Republic of Kazakhstan of a place of effective management of a legal entity (minutes of the general meeting of the board of directors or a similar body indicating the place of its holding or other documents confirming the place of main management and (or) control, as well as making strategic commercial decisions necessary for the conduct of business activities of a legal entity) for foreign legal entities that are deemed as residents as their effective management is in the Republic of Kazakhstan.
- Notarised copies of a foreign passport or certificate of a stateless person, a document confirming the period of stay in the Republic of Kazakhstan (visas or other documents), a residence permit in the Republic of Kazakhstan (if any) for foreigners and stateless persons who are residents.

#### Fees and Service Time

Service type	Service Fee		Timeframe
	Advisory support and application acceptance	Personal Manager*	
Assistance in obtaining a Tax Residence Certificate	10 000 KZT	100 000 KZT	3 business days

*\*Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal manager.*

### 4. Driver's License or Vehicle Registration

To drive and operate a vehicle in Kazakhstan, foreign national should obtain driving license and register the vehicle license plate.

International driving licenses issued in the member states of the Vienna Convention on Road Traffic with available residence permit or a diplomatic passport of the Republic of Kazakhstan may be replaced with a Kazakhstan driver's license.

Before applying for replacement/issuance of driving license, foreign national should be registered as an individual tax payer and hold Individual Identification number (IIN).

## Documents to be submitted:

- International driving license and its certified translation into Kazakh or Russian with a notary stamp (if applicable);
- Certificate on completion of driving courses in the Republic of Kazakhstan;
- Medical certificate form 083;
- IIN;
- Passport;
- Document confirming the payment of state fee;

## Fees and Service Time

Service type	Service Fee	
	Personal Manager*	Timeframe
Assistance in obtaining of a Driver's License or Vehicle Registration	100 000 KZT	1 business days

*\*Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal manager.*

## E – GOVERNMENT SERVICES

This service request allows you to apply for more than 500 online services available on the e- govplatform.

### Application Process

- Make an appointment through the official website of the Expat Centre, link: <https://expatcentre.aifc.kz/appointment-service/>;
- An e-mail will be sent to you after approval of time and date of the appointment in the schedule.

### Electronic digital signature

Electronic digital signature has the same status as handwritten signatures (legal and enforceable).

## Original Documents to be submitted:

For an individual:

- Passport;
- Individual identification number (IIN);
- Notarised power of attorney for a representative (if applicable);
- An application submitted on the portal pki.gov.kz;
- Data protection form.

For a legal entity:

- Business identification number (BIN);
- Power of attorney for a representative (if applicable);
- Passport;
- An application submitted on the portal pki.gov.kz;
- Data protection form.

## Fees and Service Time

Service type	Service Fee		Timeframe
	<i>Advisory support and application acceptance</i>	<i>Personal Manager*</i>	
Assistance in obtaining a Digital Signature	5000 KZT	20 000 KZT	1 business days

*\*Turn-key information and advisory support on application procedure, documents submission, and delivery by Personal manager.*

## **WORKING SCHEDULE:**

from 9.00 to 18.00 - acceptance of applications and documents

from 13.00 to 14:00 - lunch break



## **FOR MORE DETAILED INFORMATION**

email: [expat@aifc.kz](mailto:expat@aifc.kz)

International call: +7 (717) 264 73 40; +7 7172 64 72 61

## **OUR LOCATION**

Kazakhstan, Astana, 55/18 Mangilik El Avenue, Pavilion C3.3, 010017.