User Guide 2025

# **User Guide for AIFC Portal – 2025**

# FOR AIFC PARTICIPANTS

#### User Guide 2025

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## **OVERVIEW**

AIFC Portal is an online platform designed to streamline visa and migration, and egovernment services for AIFC Expat Centre (EC) clients.

Please note that **all EC services are available exclusively through the portal**. Physical final acceptance of applications for EC services will occur only after the full approval of the application and payment for services on the portal.

#### Key features include:

- *Application Submission*: Submit visa and migration and other e-government services applications online.
- Appointment Booking: Schedule appointments at the Expat Centre.
- Invoice Generation: Request invoices and access public contracts.
- Document Management: Upload and track required documentation.

#### How to get started?

- Simply visit the portal at <u>www.portal.aifc.kz</u> and follow the easy steps to create your account
- Select the service(s) you would like to receive and proceed to the payment and booking page
- Once the application for "Expat Centre" services is submitted, please track the status of your application on the AIFC Portal

#### Note:

- Personal manager services involve the fulfillment of forms, the submission of applications, the notary, translation and delivery of documents services.
- The "walk-in option" refers to a priority submission service.

This guideline is intended to walk the AIFC Participants through the registration process and key features of the AIFC portal.

If you encounter any technical issues, please email us at <u>expat@aifc.kz</u> or call us directly at **+7 7172 64-73-40**, **+7 7172 64-72-99**, **+7 7172 64-72-61** for assistance.

## ACCOUNT REGISTRATION

To access the full range of services on the AIFC Portal, users must first complete the account registration process. This involves providing basic personal or company information, including contact details and relevant documentation. Once registered, users can securely submit applications, track the status of requests, and access additional services, such as appointment booking and invoice generation.

#### Step 1

Access the AIFC Portal via the following link: https://portal.aifc.kz/

	CAIPC New Allow Legit Cores Property News			
1	AIFC Portal Building digital ecosys	tem as an integral part of the Al	IFC	
X				
		AIFC Portal at a glance		
	2100+ Registered comparises	336+ Financial and Consulting companies	79+ Countries represented	
	\$10 bln Volume of attracted investments	79+ Countries represented	79+ Countries represented	

## Step 2

Click on "Login"



In the authentication window that opens, click on "Sign up now".

	Sign In	
	E-mail Password	
1	Sign In	
	Forgot password Don't have an account? Sign up now	

#### Step 4

After that, you will see a data entry form for creating an account, which you need to fill out\* and then click on **"Sign up now".** 

\*Attention: Please ensure that your password meets the portal requirements.

example@example.com	
Example	
Example	
	i
Kazakhstan	~
I confirm that I agree to the storage and processing of my ersonal data and cookies as described in the Privacy Policy nd Terms and Conditions	
Sign up	

After successfully creating your account, the system will authenticate and redirect you to the main page of the AIFC Portal.

#### Congratulations! You have created your account.



## SUBMITTING APPLICATION FOR "EXPAT CENTRE" SERVICES

The AIFC portal allows you to easily submit applications for both migration and visa services. It streamlines the process by providing an online platform where users can manage their requests. Simply log in, complete the required forms, and submit your application directly through the system.

#### Step 1

To apply for "Expat Centre" services, you first need to undergo authentication. If you have already completed it, then you need to click on the "**My applications**" **tab** in the top menu of the AIFC Portal.



## Step 2

After clicking on the tab, the system will display a page with all your applications that you will submit in the future.

	AIFC	Home	About	My applications	Expat Centre	Property Rental	Marketplace	Security Register	Procurement	Vacancies	Ø	0	ф,	۲	2
My	Application	ns											N	w applic	ation
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C AIFC Home About	My applications	Expat Centre	Property Rental	Marketplace	Security Register	Procurement	Vacancies	Ø	0	ф,	۲	0
My Applications										N	ew applic	cation
	Applications	Q Search										
All	ID	Service		Cri	eated Date	Status						
Expat Centre applications						Items per page: 10	• 0 to 0		) Go	то: (		•
Property applications												
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To submit a new application, click on the "New Application" button.

#### Step 4

The system will display a modal window titled **"Select application type"**, where you need to specify the type of application. From the dropdown menu, **select "Expat Centre" and click on the "Next" button.** 

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<complex-block>by plotoise Applications Applications Applications Applications Applications Application type Application type Application type Application type Application type Applications Applicatio</complex-block>	CAIFC Ho	me About	My applications	Expat Centre	Property Rental	Marketplace	Security Register	Procurement	Vacancies	Ø	0 1	r 🍨	4	
Applications AI DI Service Created Date Status Event complications Property applications Center Complication type Figure Centre Cancel Vert Cancel Vert Ca	My Applications											New applic	ation	
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Water up proceeding   Property applications     Property applications     Select application type     If Copies Forts Services     Interplace Control     Our Polices	Expat Centre applica	tions						Items per page: 1	0 🔹 0 of 0		Go To:		•	
Image: Comparison of the Comparison	Property applications	i		Selec	ct application	type		×						
Expat Centre         Concet       Nat         Manglik Ek bidg 55/18 C3.3, Atoma day, The Republic of Kazahhston       OUR POLICIES         PUBLIC REGISTER       Dublic REGISTER         MEDA       MEDA         *7 (1772) MF 281       MEDA         (Form 9 cur, to 6 p.m.)       FAQ         Torgliptic.ze       Concat update secured				AIFC D	gital Portal Services*									
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OUR POLICIES     OUR POLICIES       Atativa city, The Atativa city, The							Cancel	Next						
FAQ     Enter your e-molt oddress       Y (112) 647.321     MAKE AN ENQURY       (from 9 curt. to 6 p.m.)     MAKE AN ENQURY       contract US       info@idfc.kz	Mangilik El, bldg 5 Astana city, The Republic of Kazak	55/18 C3.3, thstan			OUR POLICIES PUBLIC REGISTER MEDIA			Sta with	y current with our late hin one click!	st insights, n	ews and im	portant upda		
CONTACT US Infe@alfc.kz 2024 @ AIFC All rights reserved	<b>+7 (7172) 647 321</b> (from 9 a.m. to 6				FAQ MAKE AN ENQUIR			En	iter your e-mail addre	SS		SUBMIT		
	info@aifc.kz				CONTACT US									

At the next step, you will need to select the service(s) you would like to receive. After selecting the service(s), click on the "**Create**" **button**.

CAIFC Home About	My applications	Expat C	entre	Property Rental	Marketplace	Security	Register	Procurement	Vacancies	ø	0	Φ	۲	2	
My Applications	Applications	q	Select	t Expat Cer	ntre services	5		×				Ne	ew applice	ation	
All Expat Centre applications Marketplace applications Property applications	ID		<ul> <li>1. Visa</li> <li>1</li> <li>1</li> <li>1</li> <li>1</li> <li>1</li> <li>2. Taxp</li> <li>2</li> </ul>	and migration issi 1.1 Letter of invitati 1.2 Visa obtaining/ 1.3 Migration regis payer registration 2.1 Taxpayer regis	ues ion fextension tration of foreigners tration	i			10 <b>-</b> 0 of 0		> Go'	To:		•	
Manglik B, bidg 55/18 C3.3, Astona city, The Republic of Kazakhstan +7 (1172) 647 231 (from Youm, to 6 p.m.)			<ul> <li>3. E-Gc</li> <li>3</li> <li>4. Cons</li> <li>4. Cons</li> <li>5. Expa</li> </ul>	overnment 3.1 E-Government sultations on entry 4.1 Consultations o at Loyalty Program	services y and stay terms n entry and stay ter nme	ms	Back	Create	ay current with our latest thin one click! Enter your e-mail address	insights, r	news and	su	ant update	25	
intograne.x2				20	24 © AIFC All rights	reserved									

## Step 6

After clicking the button, the system will display a form\* for you to fill out your application.

\*Attention: Please pay attention to the field "Choose one of the following options" in the "Services" section:

- If you are a member of the AIFC, you need to enter your **BIN** (Business Identification Number) in the field below and click on the "**Search**" **button**.
- After clicking, the system will verify your organization in our participant database and display the name of your organization.

Services					
Choose one of the following options •					
AIFC Participant					
O Non AIFC Participant					
Enter BIN*					
240640700067					sedich
Name of the organisation (Required for legal entities):					
CRC Limited					
List of services					+ Add service
Service name	Price	Personal Manager	Amount	Total Price	
Visa and migration issues / Letter of invitation Business visa B1, B2, B3 – Single entry	10 000 KZT	0	- 1 +	10 000 KZT	ā
				Total: 10 000 KZ1	r

The next step in completing the application is filling out the **"Applicant's Contact Details" section**. In this section, you need to provide your contact information.

Please indicate a main contact for this application			
First Name*		Last Name*	
Example		Example	
Citizenship*			
Kazakhstan	*	1111111111	
Birthdote*		Gender*	
01/01/2024		Male	-
Passport number/ID Number*	Valid from*	Valid untit*	
1111111	01/01/2024	31/12/2024	
Phone Number*		Email address of main contact*	
+77771112233		example@example.com	
Please add information about applicants for	or each service		
1. Visa and migration issues / Letter of invitati	on / Business visa B1, B2, B3 - Single entry		~
Save			

## Step 8

To specify the person for whom the service is being requested, you need to click on the name of the service and then click on the **"Add person" button**. After clicking the button, the system will display a form for you to fill out.

#### \*Attention:

- Please note that if you want to request services for multiple people, you need to increase the value in the "Amount" column in the "Services" section of the same application form. This specifies the number of people you want to include in the application.
- After that, you will be able to add the required number of people and fill out the application form for each of them (button "Add person").
- Please also note that increasing the quantity will also increase the cost of the service(s).

Please indicate a main contact for this application			
Example	Last Name     Example	2	
Citizenship- Kazakhstan	• (IN 111111111	1111	
Birthdote + 01/01/2024	Cander*- Male		•
Passport number/ID Number+	Valid from+ 01/01/2024	Volid unit* 31/12/2024	
+77771112233	Email addr example	ess of main contact. @example.com	
Please add information about applicants for each se	arvice		
1. Visa and migration issues / Letter of invitation / Busine	ess visa B1, B2, B3 – Single entry		^
	+ Add person		
Save			

The final step in completing and submitting the application is reviewing the **"Public Offer"**. Please read it carefully, and if you agree, check the box, and click on **"Submit" button**.

Declaration			
Services			
Applicant's Contact Details			
Public Offer			
Please, read through the Public O	ffer carefully and confirm your acknowledgment and acceptance		
	Annex 1 to the decision of the Management Board of JSC "Astanc CONTRACT (PUB	a International Financial Centre Authority" No dated_ 2021 LIC OFFER)	
This Public Contract is an official o	ffer (public offer) of JSC "Astana International Financial Centre Authority	", a legal entity located at 55/18 Mangilik El avenue, Astana city, Republic of	Kazakhstan (hereinafter
referred to as the "Contractor"). Th	e Contractor proposes to conclude this Public Contract (hereinafter refe	rred to as the "Contract") in connection with the provision of information and	advisory services on
the terms specified in the Contract	with anyone who responds. On the other hand, the consumer of services	s (hereinafter referred to as the "Client"), who has accepted a public offer to	conclude this Contract.
The Contractor and the Client are t	the Parties of the Contract. The publication (placement) of the text of the	Contract on the official website of the Contractor https://expatcentre.aifc.k	z/ is a public offer
addressed to a wide range of parti	es (Part 3 of AIFC Contract Regulations No.3 of 2017) in order to provide	a corresponding service. Full and unconditional acceptance of the terms of	which is considered the
provision of the contact informatio	n to Contractor and payment for services by the Client. Acceptance of th	is Contract by the Client means that the Client fully agrees with all the provi	isions of this Contract,
and the Client is considered as a p	erson who entered into a contractual relationship with the Contractor. In	connection with aforementioned, Client must attentively read the text of this	s Contract and in case of
disagreement with the terms and a	anditions – refuse to conclude the Contract and using Contractor's servic	ces.	
	1. THE SCOPE OF TH	IE CONTRACT	
1.1. The scope of this Contract is (hereinafter referred to as the "S	to deliver information and advisory services as set out in the Append ervices"), which is an integral part of the Contract and accepted by	tix 1 (Price list for information and advisory services of the AIFC Expat C the Client.	entre) to this Contract
	2. RIGHTS AND OBLIGATIO	INS OF THE PARTIES	
2.1 The Contractor is obliged:			
2.1.1. To provide Services in a pro	per and timely manner, in full package according to the conditions o	I this Contract.	hanin consistent) or
prepare materials independently	on the basis of relevant documents provided by the Client (on perso	nal manager service).	Jusis services/, or
2.1.3. Contractor should inform C	lient via official email of the Contractor in timely manner about circu	mstances beyond the control of the Contractor that causes overall imp	ossibility to provide
services or delay in provision of :	services.		
2.2 The Contractor is eligible:			
2.2.1. To refuse provision of Servi	ces to the Client and return the amount paid with deduction of actua	al expenses incurred by the Contractor.	
2.2.2. To determine independent	ly the methodology and pattern of the provision of Services, taking in	nto account the wishes of the Client, stated before the conclusion of the	a Contract.
_			
I have read and accept the Pu	blic Offer	<u>•</u>	Download the Public Offer

Congratulations! You have submitted an application for "Expat Centre" services.

		· · · · · · · · · · · · · · · · · · ·
O Declaration		
Services		
Applicant's Contact Details		
Public Offer		
Please, read through the Public Offer carefully and confirm your	acknowledgment and acceptance	
Annex 1 to the decision of th	e Management Board of JSC "Astana International Financial	Centre Authority" No dated 2021
	CONTRACT (PUBLIC OFFER)	
This Public Contract is an official offer (public offer) of JSC "Astana	nternational Financial Centre Authority", a legal entity located at	55/18 Mangilik El avenue, Astana city, Republic of Kazakhstan (hereinafte
referred to as the "Contractor"). The Contractor proposes to conclud	le this Public Contract (hereinafter referred to as the "Contract") i	in connection with the provision of information and advisory services on
the terms specified in the Contract with anyone who responds. On the	he other hand, the consumer of services (hereinafter referred to a	is the "Client"), who has accepted a public offer to conclude this Contract.
The Contractor and the Client are the Parties of the Contract. The p	ublication (placement) of the tout of the Contract on the official w	reheits of the Contractor https://expatcentre.aifc.kz/ is a public offer
addressed to a wide range of parties (Part 3 of AIFC Contract Regul	Notification	conditional acceptance of the terms of which is considered the
provision of the contact information to Contractor and payment for s		the Client fully agrees with all the provisions of this Contract,
and the Client is considered as a person who entered into a contrac		ent must attentively read the text of this Contract and in case o
disagreement with the terms and conditions – refuse to conclude the	Your application has been successfully submitted to the E	xpat
	Status - NEWI	nse.
1.1. The scope of this Contract is to deliver information and advis	Status HEN:	advisory services of the AIFC Expat Centre) to this Contract
(hereinafter referred to as the "Services"), which is an integral p	bit of the Contract and accepted by the Client.	
21 The Contractor is obliged:	2. RIGHTS AND OBLIGATIONS OF THE PARTIES	
211 To provide Services in a proper and timely mapper in full p	ackage according to the conditions of this Contract	
212 In a timely manner and within the established period to pro	wide information and advisory support, accept relevant docu	ments required for service provision (one-time basis services) or
prepare materials independently on the basis of relevant docum	ents provided by the Client (on personal manager service).	· · · · · · · · · · · · · · · · · · ·
2.1.3. Contractor should inform Client via official email of the Co	ntractor in timely manner about circumstances beyond the co	ntrol of the Contractor that causes overall impossibility to provide
services or delay in provision of services.		
2.2 The Contractor is eligible:		
2.2.1. To refuse provision of Services to the Client and return the	amount paid with deduction of actual expenses incurred by t	he Contractor.
2.2.2. To determine independently the methodology and pattern	of the provision of Services, taking into account the wishes o	of the Client, stated before the conclusion of the Contract.
I have read and accept the Public Offer		👲 Download the Public Of
Save		

# PAYMENT FOR SERVICES AND BOOKING A DATE

The AIFC portal provides a convenient way to make payments for various services offered through the AIFC. After uploading documents, you can securely complete your payment using the available payment options. Additionally, the portal allows you to select and book an appointment date that suits your schedule, ensuring a seamless process for accessing the services you need.

#### Step 1

After you have submitted your application, it will be processed by "Expat Centre" staff. Once your application is approved by the Supervisor, you will need to pay for the services you specified in the application.

When the status of your application is **"Awaiting for Payment"**, you need to go to the **"My Applications" tab**, find your application, and open it.

CAIFC Home At	out My applications Expat Centre Property Rental	Marketplace Security Register Procurement Vacancies	Ø 🤉 🌣 👙 😩
My Applications			New application
	Applications Q Search		
All	ID Service	Created Date Status	
Expat Centre applications	101 Business visa B1, B2, B3 – Single entry	06.12.2024 7:12 PM Awaiting For Payment	
Property applications		Items per page: 10 💌 1 - 1 of 1	< > Go To: 1 -

## Step 2

Once opened, the system will display a form for you to fill in the payment details. After filling out the form, click on the "**Next**" **button**.

Application	2 Review	Payment	Overview
Review			
By submitting this application you hereby a Please be informed that if the service has	agree to obtain state services through the AIFC Expat Centre and a not been provided, you can make a refund within 45 working days	ertify that all the information provided is full, correct and true.	
Payment* Online	nar osar promoto, yoo carinisho areana minin <del>o</del> o mahang aaya	oy minang an unicada actica to ane zer o capat destrue <u>nanoratranana</u>	
Payment Type*			
Payer's information			
First Name+		Last Name*	
Example		Example	
		Exempto	
		Linution	
Patronymic		Transien	
Patronymic Residency*		/ Country of Otteenship	
Patronymic Residency*- Kazakhstan	•	Country of Ottaenships	
Patronymic Residency* Kazakhstan	•	Country of Citizanahiga	•
Patronymic Reidency' - Kazokstan	•	Country of Otizanships	
Patronymic           Residency*	•	Country of Ottamologi	•
Patronymic Residency*- Kazakhstan IN IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	•	Country of Citizenships	·
Patronymic           Residency*           Kazakhstan           IN           1111111111           ZP code*           010000	· )	Country of Olizentality - Kazokhstan Pasaport number(D Number - 1111111 Country - Kazokhstan	· ·
Patronymic           Reidency*           Kazakhstan           III           III           Die Code*           00000	•	Country of Citizenships - Kazakhatan Pengpet numberito Number - 1111111 Country - Kazakhatan	•

At the next step, the system will display a generated Payment Invoice. Please review it and check the Terms & Conditions box to confirm that you agree with the terms and click on the **"Pay" button**.

Invoice			
Please make sure that you are tamiliar with all the n All bank charges must be paid by the Payer. Invoice Fees charged by the Astana International Financial	ecessary information you need to know before making pa is valid for 30 days from the issue date. Centre Authority are defined by the AIFC Fees Rules.	yment.	Download
Application ID	101	Document Number	P-0/2024/188
Document Date	13.06.2024	Due Date	13.07.2024
Currency Code	KZT	Total Amount (including VAT)	10,000
Account Name	Astana International Financial Centre Authority	Reference number	400481
Beneficiary Address			
Beneficiary Legal Address	Z05T3D6, 55/18 Mangilik el Avenue, Block C3.3	Beneficiary Actual Address	Z05T3D6, 55/18 Mangilik el Avenue, Block C3.3
Beneficiary Code	16	City	Astana
Country Code	KZ	Contact Phone	+7(7172)647340/7261
Pank Cradentials			
Beneficiary's Identifications Number	151240022476	Beneficiary's Bank	ALTYN BANK JSC
Beneficiary Bank's identification code	ATYNKZKA	Bank account number / IBAN	KZ149491100000810569 (KZT)
PPC	859		
Payer information			
Payer Name	Example Example	Payer IIN	1111111111
Payer Identity number/Passport number	1111111		
Invoice Lines			
Line number	1	Amount	10,000.00
Product code	PMTA01	Description	AEC Personal Manager/Team Assistant for PM/TA-101
Unit Price		Quantity	1
Terms&Conditions			
	to obtain state convises through the AIEC Front Control	and partify that all the information provided in fut	Learnest and true. Diagon he informed that 15 the

You can also download this generated Payment Invoice.

The system will redirect you to Halyk Bank's payment gateway. Enter your banking details and click on "**Pay \_\_\_\_ KZT'" button**.

Order #	dpay 400482
<b>1000</b> ⊙ Orde ∉ Card	DO KZT r details
VISA	
Card No 4405 6397 040	1 5096
Expires end	CvV
Cardholder Name	E
Youremail example@example.co	om
Your phone	
Pay <b>100</b>	00 KZT
Ba	ck

## Step 5

After completing a successful transaction, click on the **"Close" button**, and the system will automatically redirect you back to the AIFC Portal to the page where you can view your application.



Please note that after the system redirects you to the application viewing page, **the status of your application will still be "Awaiting for Payment"**, but **the payment status will be "Pending"**. This means that your transaction needs to be confirmed by the Expat Centre manager.

Application	Review	Payment	4 Overvie
Overview			
	Application	Application.pdf	
	Application ID	101	
	Status	Awaiting For Payment	
F	<sup>o</sup> ayment status	Pending	
Customer Satisfaction Survey (Please, compl	ete the following questions to rate our services.)		
		B	ack Book a date OK

### Step 7

Once your transaction is confirmed, the payment status will change to "Paid", and the status of your application will change to "Awaiting to Receive Documents".

At this stage, you also need to book a date and time to visit the "Expat Centre" office to hand over your documents to the manager. To do this, click on the "**Book a date**" **button**, which will open the booking page in a new tab.

Application	Payment Overview
Overview	
Application	Application.pdf
Application ID	101
Status	Awaiting To Receive Documents
Payment status	Paid
Customer Satisfaction Survey (Please, complete the following questions to rate our services.)	Back Book a date OK

After booking the date and time for your office visit, you can close the application viewing page by clicking the **"OK" button**.

Later, after handing over the documents to the "Expat Centre" manager, you can track the status of your application on the AIFC Portal under the "**My Applications**" tab.

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My Applications				New application	
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