

User Guide for AIFC Portal – 2025

FOR AIFC PARTICIPANTS

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OVERVIEW

AIFC Portal is an online platform designed to streamline visa and migration, and e-government 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 www.portal.aifc.kz 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.

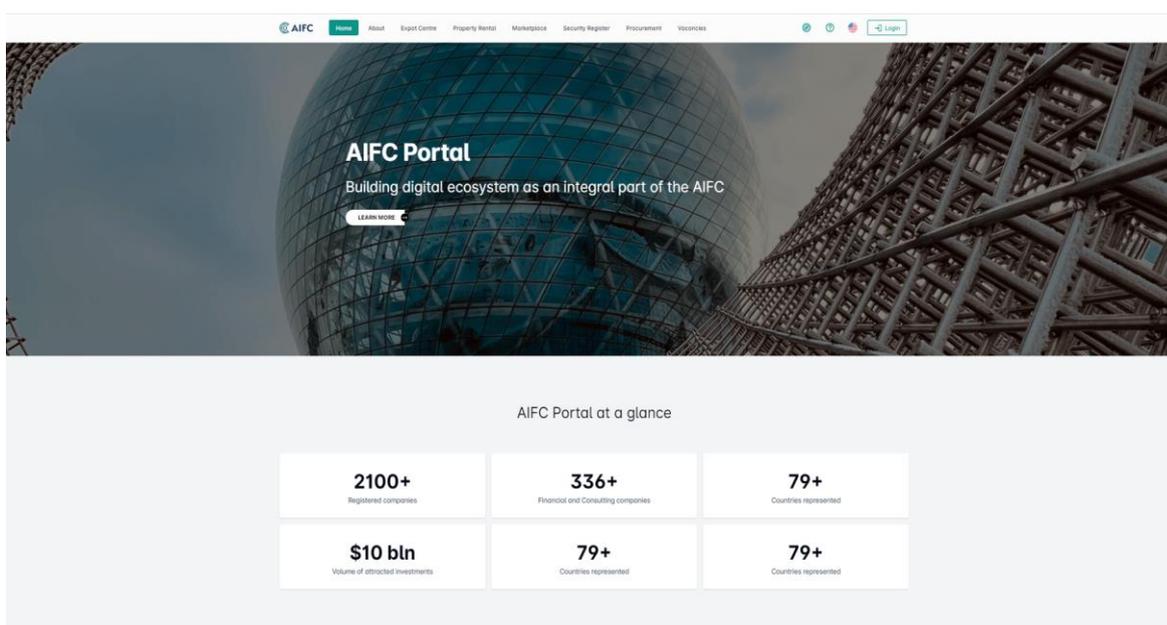
If you encounter any technical issues, please email us at expat@aifc.kz or call us directly at **+7 7172 64-73-40, +7 7172 64-72-99, +7 7172 64-72-61** for assistance.

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.

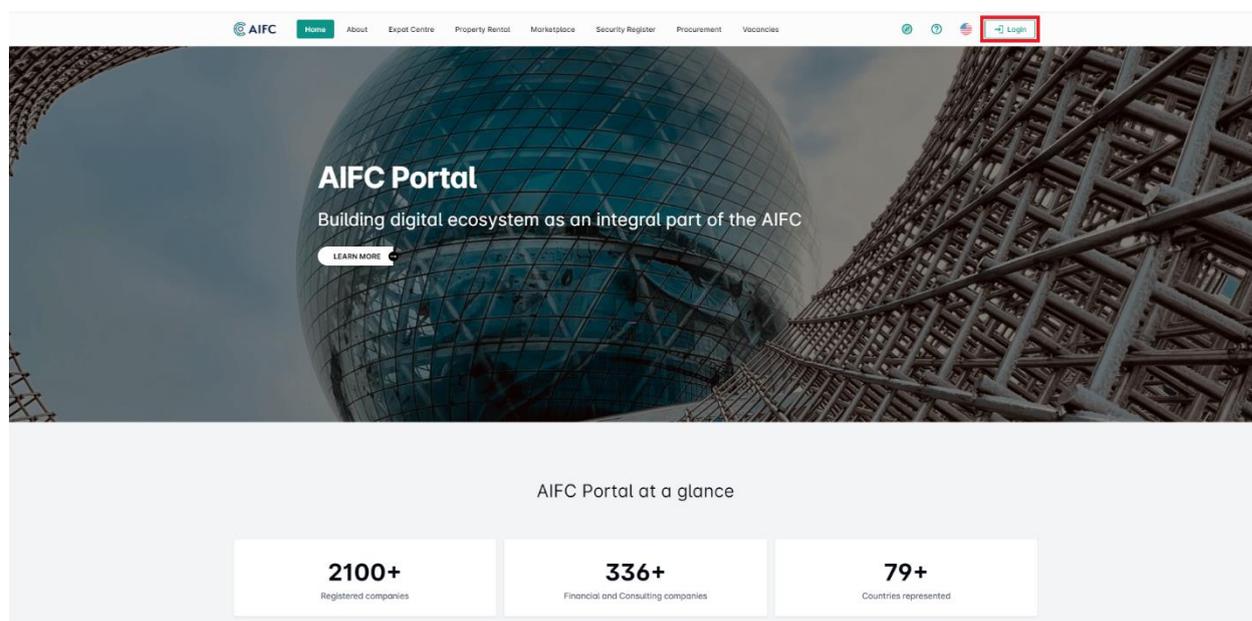
Step 1

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



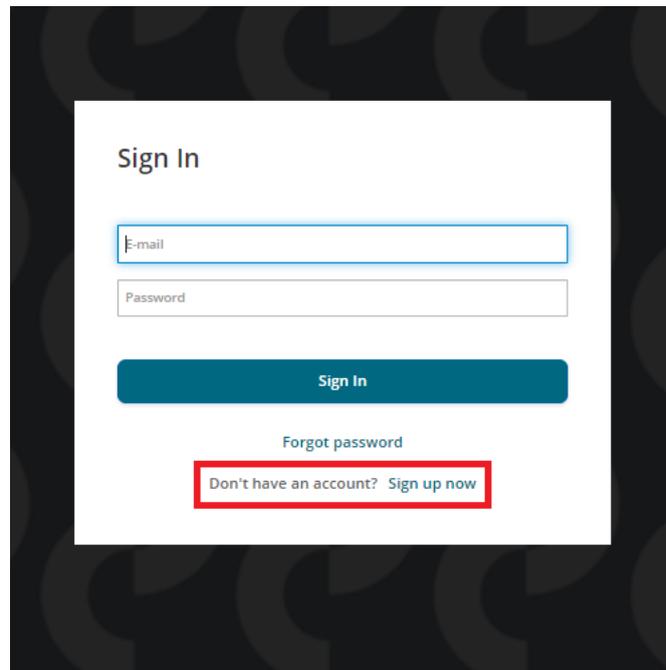
Step 2

Click on “Login”



Step 3

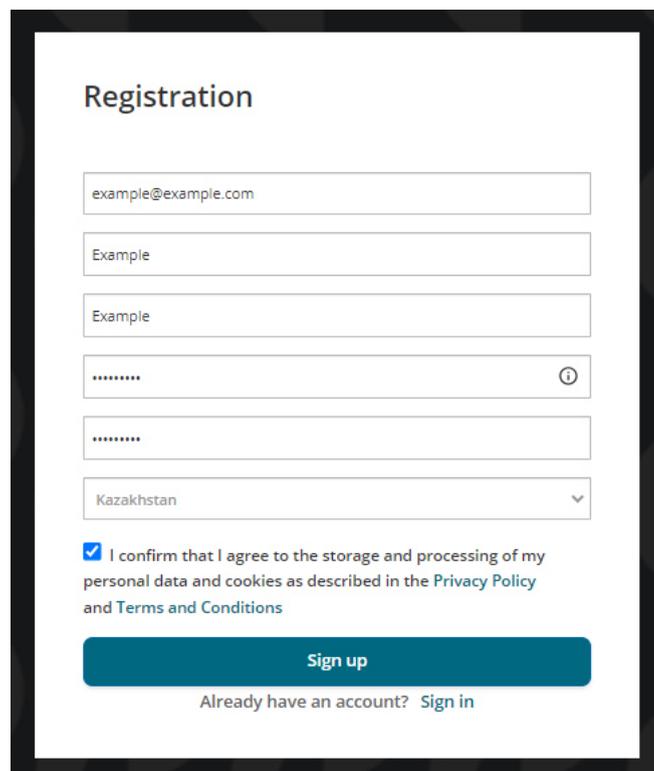
In the authentication window that opens, click on **“Sign up now”**.



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”**.

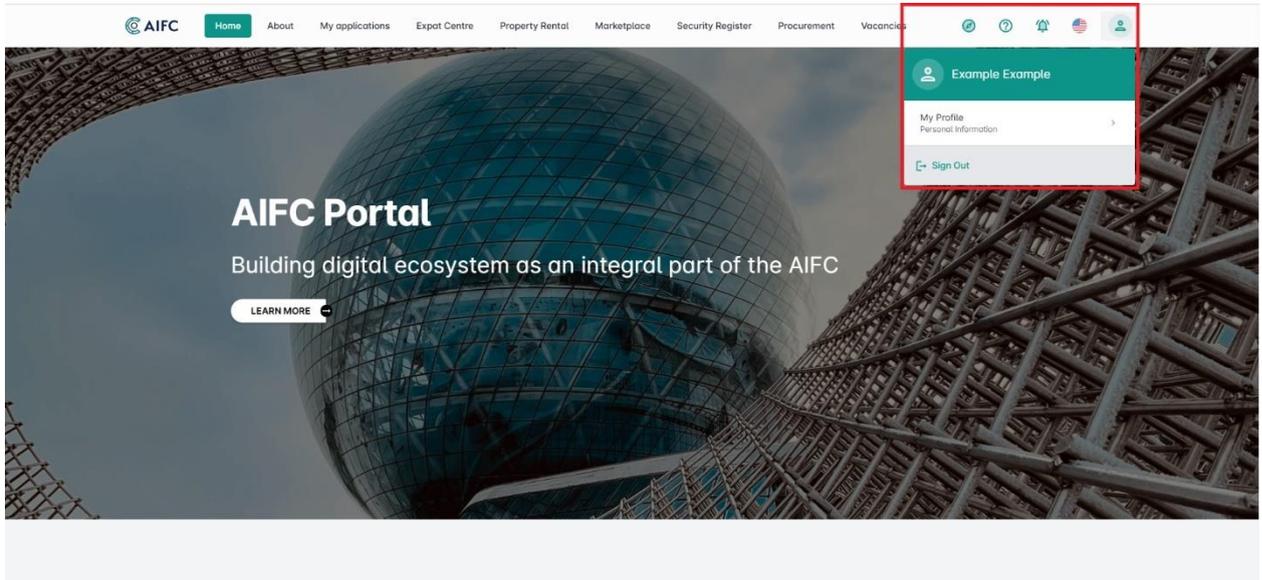
***Attention:** Please ensure that your password meets the portal requirements.



Step 5

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.

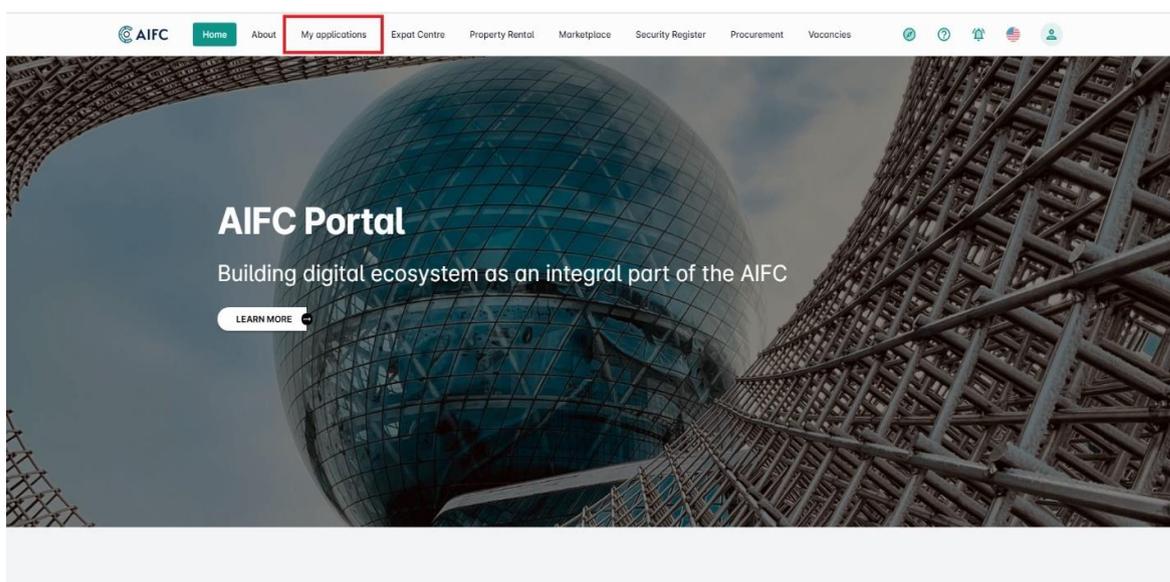


SUBMITTING APPLICATION FOR “EXPAT CENTRE” SERVICES

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.

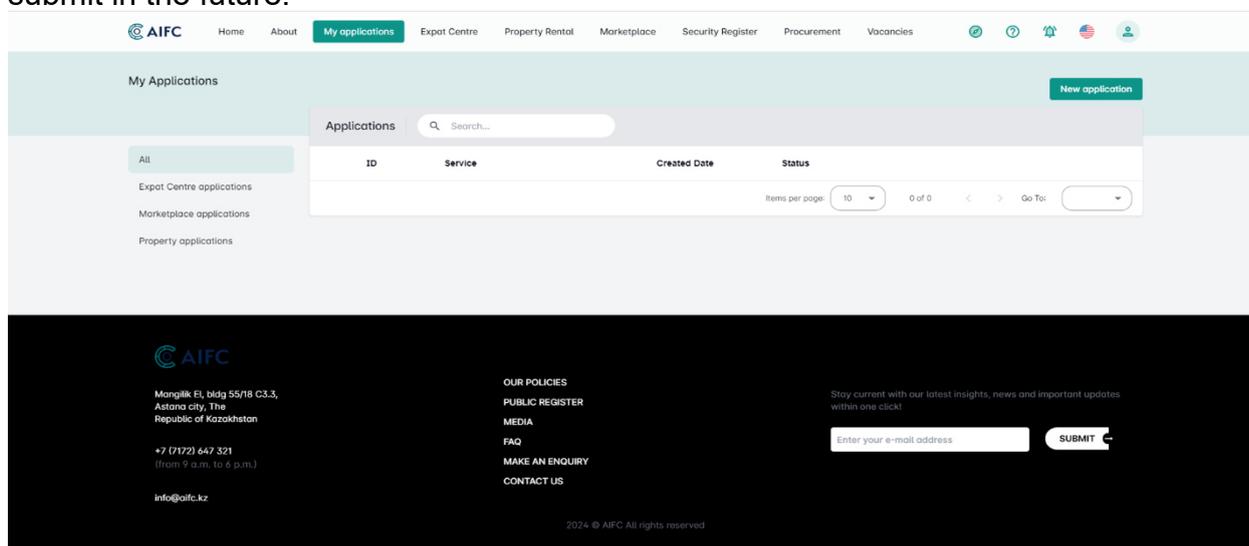
Step 1

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.



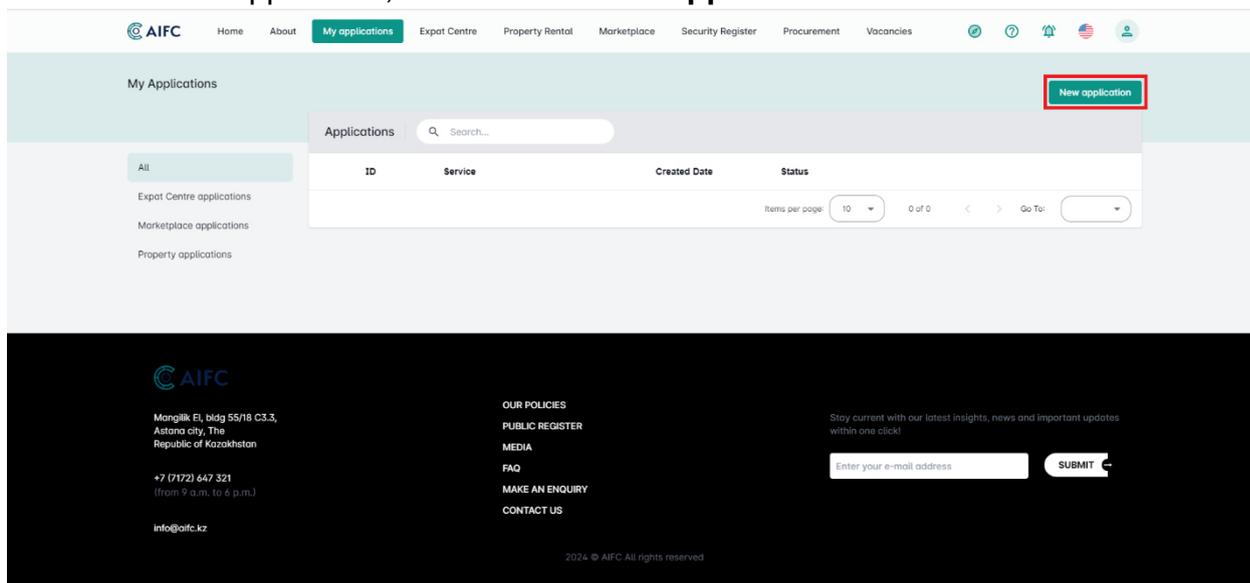
Step 2

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



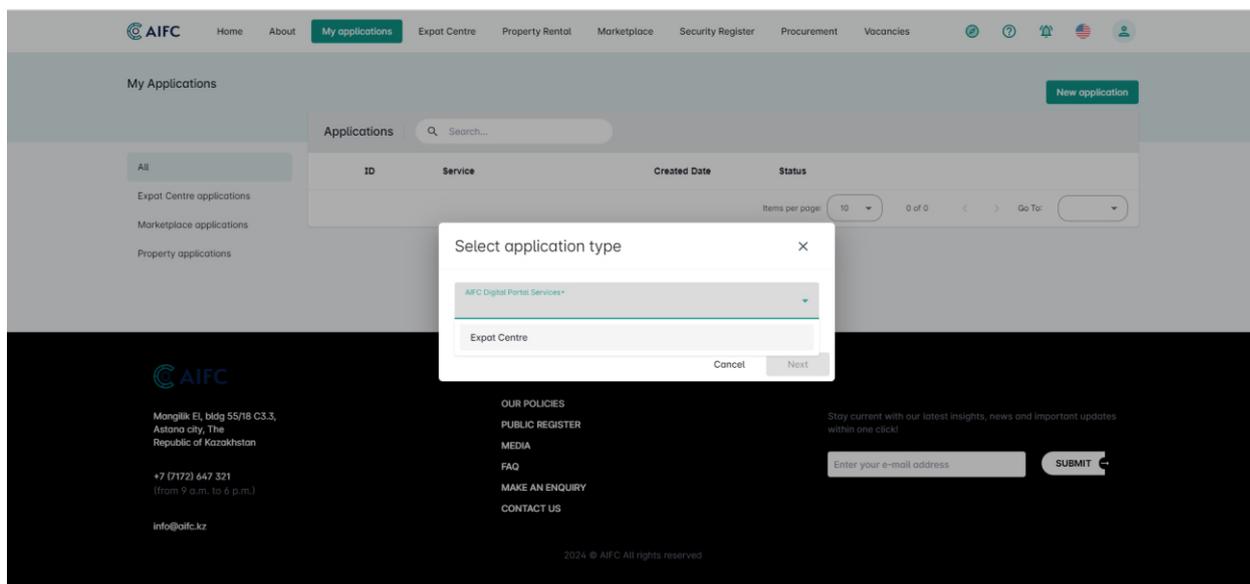
Step 3

To submit a new application, click on the **“New Application”** button.



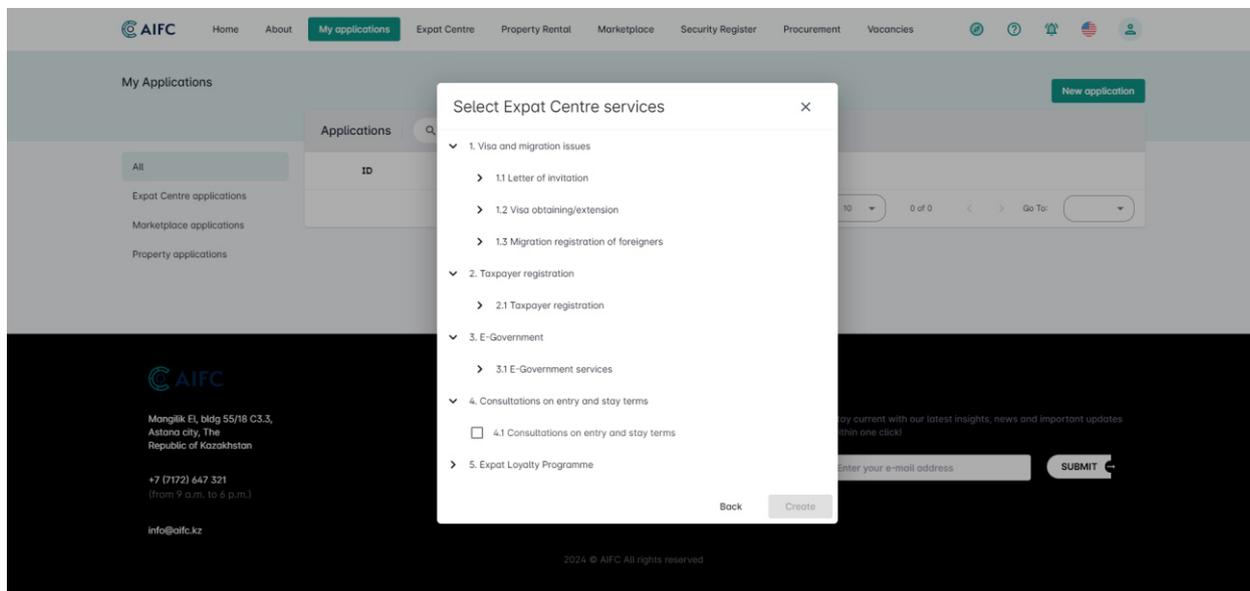
Step 4

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.



Step 5

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.



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.

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	<input type="checkbox"/>	1	10 000 KZT
Total:				10 000 KZT

Step 7

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.

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)*.

Step 9

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.

The screenshot shows a multi-step application process. The current step is 'Review', which includes a 'Public Offer' section. The offer text is partially visible, starting with 'Annex 1 to the decision of the Management Board of JSC "Astana International Financial Centre Authority" No dated... 2021'. Below the text, there is a checkbox labeled 'I have read and accept the Public Offer' which is checked. To the right of the text is a 'Download the Public Offer' button. At the bottom right of the page, there is a 'Submit' button. A 'Save' button is located at the bottom left of the offer section.

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

This screenshot shows the same application review page as above, but with a notification dialog box overlaid in the center. The notification text reads: 'Your application has been successfully submitted to the Expat Centre managers for processing. Please await their response. Status - NEW!'. The background of the page is dimmed, and the 'I have read and accept the Public Offer' checkbox is now unchecked. The 'Submit' button is no longer visible as it is behind the notification.

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.

The screenshot shows the 'My Applications' page on the AIFC portal. The navigation bar at the top includes 'AIFC', 'Home', 'About', 'My applications' (highlighted), 'Expat Centre', 'Property Rental', 'Marketplace', 'Security Register', 'Procurement', and 'Vacancies'. The main content area has a 'My Applications' header with a 'New application' button. Below this is a search bar and a table of applications. The table has columns for 'ID', 'Service', 'Created Date', and 'Status'. One application is listed with ID '101', Service 'Business visa B1, B2, B3 – Single entry', and Created Date '06.12.2024 7:12 PM'. The status 'Awaiting For Payment' is highlighted with a red box. At the bottom of the table, there are pagination controls: 'Items per page: 10', '1 – 1 of 1', and '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.

The screenshot shows the 'Review' step of the payment process. The progress bar at the top indicates four steps: 1. Application (checked), 2. Review (current step), 3. Payment, and 4. Overview. The 'Review' section contains a disclaimer: 'By submitting this application you hereby agree to obtain state services through the AIFC Expat Centre and certify that all the information provided is full, correct and true. Please be informed that if the service has not been provided, you can make a refund within 45 working days by writing an official letter to the AIFC Expat Centre: expat@aifc.kz'. Below the disclaimer are several form fields: 'Payment' (dropdown menu set to 'Online'), 'Payment Type' (dropdown menu set to 'Individual'), 'Payer's information' section with 'First Name' (Example), 'Last Name' (Example), 'Patronymic', 'Residency' (dropdown menu set to 'Kazakhstan'), 'Country of Citizenship' (dropdown menu set to 'Kazakhstan'), 'INN' (1111111111), 'Passport number/ID Number' (11111111), 'ZIP code' (010000), 'Country' (dropdown menu set to 'Kazakhstan'), 'City' (Astana), and 'District' (Astana).

Step 3

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.

You can also download this generated Payment Invoice.

Application
Review
3 Payment
Overview

Invoice

Please make sure that you are familiar with all the necessary information you need to know before making payment.
 All bank charges must be paid by the Payer. Invoice is valid for 30 days from the issue date.
 Fees charged by the Astana International Financial Centre Authority are defined by the AIFC Fees Rules.

[Download](#)

Application ID	101	Document Number	P-O/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

Bank Credentials

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
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Payer information

Payer Name	Example Example	Payer IIN	1111111111
Payer Identity number/Passport number	11111111		

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

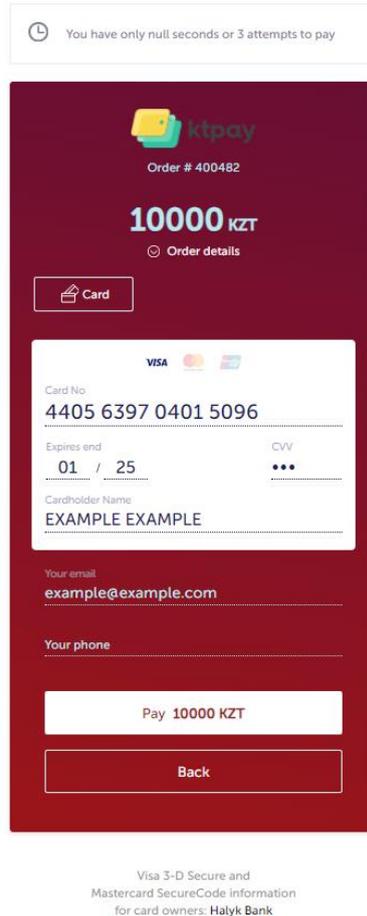
Terms&Conditions

By submitting this application you hereby agree to obtain state services through the AIFC Expat Centre and certify that all the information provided is full, correct and true. Please be informed that if the service has not been provided, you can make a refund within 45 working days by writing an official letter to the AIFC Expat Centre: expat@aifc.kz.

[Back](#)
Pay

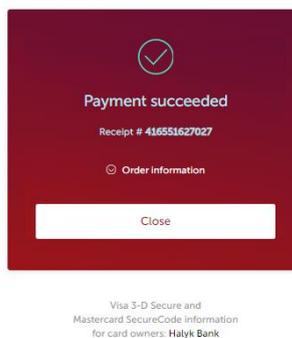
Step 4

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



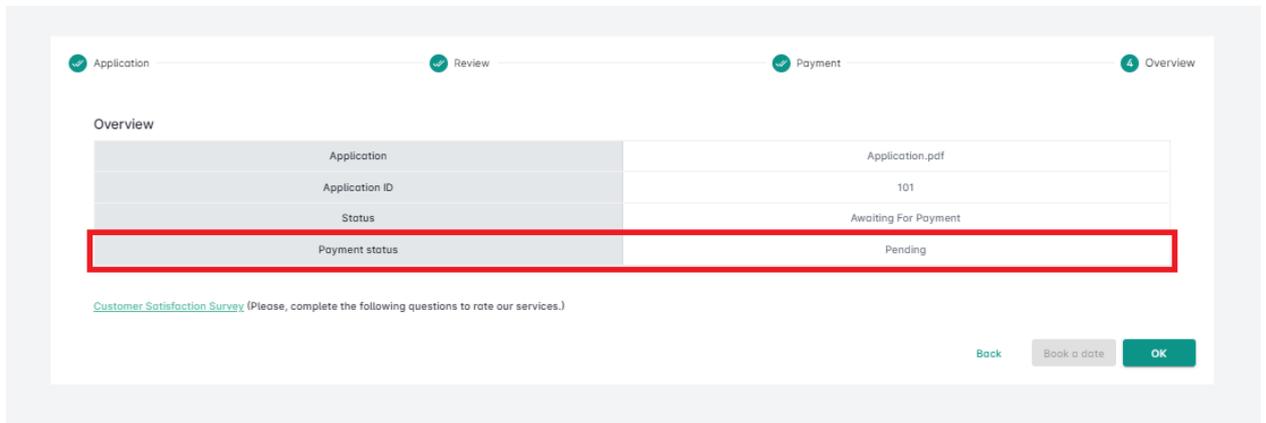
Step 5

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.



Step 6

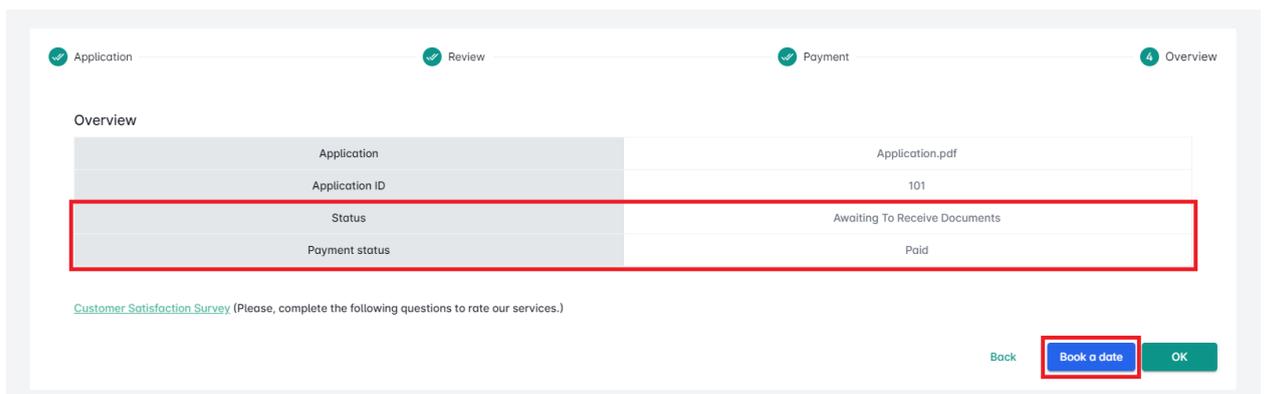
Please note that after the system redirects you to the application viewing page, **the status of your application will still be “Awaiting for Payment”**, but **the payment status will be “Pending”**. This means that your transaction needs to be confirmed by the Expat Centre manager.



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.



Step 8

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**.

