



GUIDEBOOK – 2025

EXPAT CENTRE SERVICES

FOR NON-AIFC PARTICIPANTS

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.

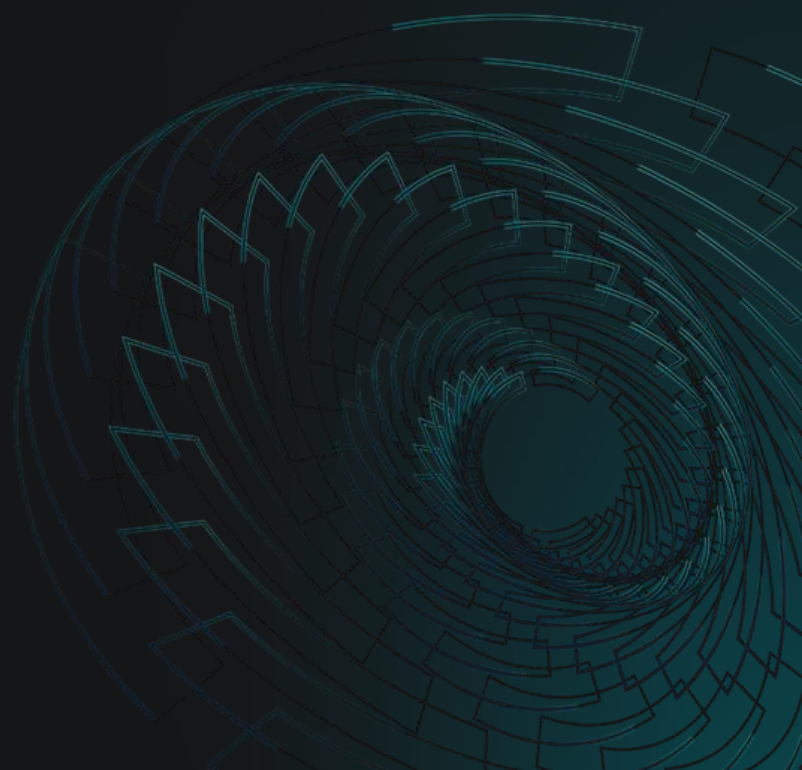
These guidelines are intended as a reference to assist the AIFC Bodies and Participants in better understanding the processes and procedures of obtaining services available at the EC for foreign investors, employees as well as business partners.

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

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EMPLOYMENT VISA

1. Invitation letter for obtaining an employment visa outside of Kazakhstan

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

Step 1 at Expat Centre

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Letter of invitation for visa issuance 2 hard copies;
- Copy of passport, including the personal details page (passport should be valid for more than 3 months after the visa expires and have at least 2 blank pages);
- Original payment document confirming the payment of the state fee;
- The employment contract signed by both parties highlighting the job title and engagement period of the applicant;
- Work permit (*if applicable*);
- Valid work visa of the main visa holder *for dependent visa* (foreign employee).
- Marriage/birth/adoption certificates *for dependent visa* (apostilled/legalised copy);
- Consent form.

Fees and Service Time

Service type	Service fee	State fee	Timeframe
Arranging an invitation letter for a C3 work visa and for dependent visa			
Up to 2 years	730 000	0,5 MCI (1966 KZT)	5 business days

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 or a Kazakhstan international airport

Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Passport, including the personal details page (passport should be valid for more than 3 months after the visa expires and have at least 2 blank pages);
- Contact the Embassy of Kazakhstan.

2. Obtaining an employment visa within Kazakshtan

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

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative /

authorised person (*if applicable*);

- Official letter requesting for visa issuance from the host party;
- Passport, including the personal details page (passport should be valid for more than 3 months after the visa expires and have at least 2 blank pages);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Copy of the visa (*if applicable*);
- Original certificate confirming fingerprinting and verification completed in the current year;
- Notification on arrival;
- The employment contract signed by both parties highlighting the job title of the applicant;
- Employment certificate issued via the Enbek.kz portal;
- Original payment document confirming the payment of the state fee;
- Work permit (*if applicable*);
- Valid work visa of the main visa holder *for dependent visa* (foreign employee);
- Marriage/birth/adoption certificates *for dependent visa* (apostilled/legalised copy);
- Consent from.

Fees and Service Time

Service type	Service fee	State fee	Timeframe
Obtaining a C3 work visa and for dependent visa			
Up to 2 years	730 000	30 MCI (117 960 KZT)	5 business days

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.

3. Employment visa extension

This service allows you to apply for the extension of a visa. Documents for visa extension shall be submitted not earlier than thirty working days before, and not later than five working days before, expiry of the visa validity period.

Please note that a visa extension applies only if the applicant remains with the same host party. If the applicant changes the host party, the process will no longer be considered an extension but will instead be treated as an application for a new visa.

Please ensure that the visa renewal application is submitted prior to the expiry of the visa to avoid an overstay fine.

1. Invitation letter for obtaining an investor visa outside of Kazakhstan

This service allows you to apply for an invitation letter (Step 1) required to obtain an investor visa for foreign nationals and their family members who are outside Kazakhstan. The approved invitation must be sent to the invited foreigner for presentation to the Embassies of Kazakhstan (Step 2).

Step 1 at Expat Centre

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- Copy of the certificate of registration of the legal entity (from Egov);
- Order of appointment of the first head;
- Shareholder resolution on appointment of the first head of the Company;
- General power of attorney, legalised/ apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative/authorised person (*if applicable*);
- Letter of invitation for visa issuance 2 hard copies;
- Copy of passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Request letter from the authorised body of the Republic of Kazakhstan for investments or the AIFC Authority;
- Valid work visa of the main visa holder *for dependent visa* (foreign investor);
- Marriage/birth/adoption certificates *for dependent visa* (apostilled/legalised copy);
- Consent from.

Fees and Service Time

Service type	Service fee	State fee	Timeframe
Arranging an invitation letter for an A5 investor visa and for dependent visa			
Up to 2 years	730 000	0,5 MCI (1966 KZT)	5 business days

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

Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);

Contact the Embassy of Kazakhstan in advance for details on consular fees and additional required documents.

2. Obtaining an investor visa within Kazakhstan

This service request allows you to apply for an investor visa for foreign investors and their family members through the EC, while investor and their family members are in Kazakhstan.

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office/branch (*if applicable*);

- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Request letter from the authorised body of the Republic of Kazakhstan for investments;
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Copy of the visa (if applicable);
- Original certificate confirming fingerprinting and verification completed in the current year;
- Notification on arrival;
- Valid work visa of the main visa holder for dependent visa (foreign investor);
- Marriage/birth/adoption certificates for dependent visa (apostilled/legalised copy);
- Consent from.

Fees and Service Time

Service type	Service fee	State fee	Timeframe
Obtaining a A5 investor visa and for dependent visa			
Up to 2 years	730 000	-	5 business days

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.

3. Investor visa extension

This service allows you to apply for the extension of a visa. Documents for visa extension shall be submitted not earlier than thirty working days before, and not later than five working days before, expiry of the visa validity period.

Please note that a visa extension applies only if the applicant remains with the same host party. If the applicant changes the host party, the process will no longer be considered an extension but will instead be treated as an application for a new visa.

Please ensure that the visa renewal application is submitted prior to the expiry of the visa to avoid an overstay fine.

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.

1. For the purpose of employment

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Letter requesting for temporary residence permit;
- Original passport or notarised copy;
- Foreign citizen's IIN (individual identification number);
- Valid temporary residence permit (*if applicable*);
- Notarised consent of the apartment owner, his/her IIN;
- Notification on arrival;
- Original certificate confirming fingerprinting and verification completed in the current year;
- A copy of the health insurance (the original shall be provided for verification);
- The employment contract signed by both parties highlighting the job title of the applicant;
- Employment certificate issued via the Enbek.kz portal;

- Consent form;
- For dependents birth/marriage certificates are required (original/notarised).

Fees and Service Time

Service type	Service fee	Timeframe
Assistance in obtaining/extension of a Temporary Residence Permit, including dependent		
For Employee	210 000	1 business day
For Expert		1 business day

2. Business - immigrant

This service request allows a foreign national to undergo the procedure for obtaining a TRP with the status of a business immigrant. The process consists of several sequential steps.

At the first stage, the applicant must enter the Republic of Kazakhstan and obtain an initial TRP (Step 1) as a business immigrant for a period of up to 90 calendar days. During this period, the individual must either register a legal entity or acquire a share in an existing business. Once these requirements are met, the TRP may be extended (Step 2) for up to 12 months.

Step 1 Obtaining an Initial TRP

Required documents:

- Completed application form for a temporary residence permit;
- Original passport or notarised copy;
- Individual Identification Number (IIN) of the foreign national;
- Notarised consent from the property owner providing accommodation;
- Notification of arrival;
- Original certificate confirming fingerprinting and verification completed in the current year;
- Medical certificate (Form 028/y);
- Copy of valid medical insurance (original must be presented for verification);
- Criminal record certificate and confirmation of no court-imposed restrictions on conducting business activity in the applicant's country of citizenship;
- Consent form.

Fees and Service Time

Service type	Service fee	Timeframe
Assistance in obtaining of a Temporary Residence Permit		
Business - immigrant	210 000	1 business day

Note: The initial temporary residence permit is issued to an individual and must be applied for at the location of the property owner's official registration.

Step 2 Extension of TRP with business-immigrant status

Required documents:

- Certificate of state registration of the legal entity (available on Egov.kz);
- Power of attorney along with a copy of the representative's/authorized person's identity document (if applicable);
- Application form for the temporary residence permit;
- Original passport or notarised copy;
- Individual Identification Number (IIN) of the foreign citizen;
- Notarised consent from the property owner;
- Notification on arrival;
- Original certificate confirming fingerprinting/verification completed in 2025;
- Medical certificate form 028/u;
- Copy of medical insurance policy (original to be presented for verification);
- Confirmation of the presence or absence of a criminal record and prohibition from engaging in entrepreneurial activity based on a court decision in the country of citizenship;
- Consent form.

Fees and Service Time

Service type	Service fee	Timeframe
Assistance in extension of a Temporary Residence Permit		
Business - immigrant	210 000	1 business day

PERMANENT RESIDENCE PERMIT

This service allows foreign citizens who meet the requirements of the list of in-demand professions to apply for a permanent residence permit (PRP). The PRP is a paper document confirming the right to permanent residence in the Republic of Kazakhstan. Obtaining the PRP is a mandatory step prior to receiving a residence permit.

Required Documents:

- Application form for the permanent residence permit;
- Original passport or notarised copy with a validity period of more than 180 calendar days at the time of application;
- Individual Identification Number (IIN) of the foreign citizen;
- Certificate of criminal record (or absence thereof) from the country of citizenship;
- Notarised consent of a child aged 14 to 18 for permanent residence;
- Notarised contract with a natural or legal person (to confirm financial solvency during the stay in the Republic of Kazakhstan) or a notarized statement from a natural or legal person confirming accommodation and registration for at least 180 calendar days;
- Medical certificate form 028/u;
- Photo sized 3.5 × 4.5 cm;
- Original payment receipt confirming state fee payment;
- Original certificate confirming fingerprinting/verification completed in 2025;
- Consent to the processing of personal data.

Fees and Service Time

Service type	Service fee	State fee	Timeframe
Permanent Residence Permit	480 000	4 MCI (15 728 KZT)	45 working days

SHORT-TERM BUSINESS VISA

1. Invitation letter for obtaining a business visa outside of Kazakhstan

This service request allows you to apply for an invitation letter (Step 1) required to obtain a single-entry business visa for your foreign business partner through the EC, who is arriving to participate in negotiations, conferences, forums, exhibitions, scientific events, signing contracts, as well as for purposes related to business immigration. The approved invitation must be sent to the invited foreigner for presentation to the Embassies of Kazakhstan (Step 2).

Step 1 at Expat Centre

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Letter of invitation for visa issuance 2 hard copies;
- Copy of passport, including the personal details page (passport should be valid for more than 3 months after the visa expires and have at least 2 blank pages);
- Original payment document confirming the payment of the state fee;
- Consent form.

Fees and Service Time

Service Fee	Service Fee Personal Manager*	State fee	Timeframe
Arranging an invitation letter for a single-entry business visa (B1/B2/B3/C5)			
40 000 KZT	260 000 KZT	0.5 MCI (1 966 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

Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Passport, including the personal details page (passport should be valid for more

than 3 months and have at least 2 blank pages);

Contact the Embassy of Kazakhstan in advance for details on consular fees and additional required documents.

2. Short - term business visa extension

This service allows you to apply for the extension of a visa. Documents for visa extension shall be submitted not earlier than thirty working days before, and not later than five working days before, expiry of the visa validity period.

Please note that a visa extension applies only if the applicant remains with the same host party. If the applicant changes the host party, the process will no longer be considered an extension but will instead be treated as an application for a new visa.

Please ensure that the visa renewal application is submitted prior to the expiry of the visa to avoid an overstay fine.

LONG-TERM BUSINESS VISA

1. Invitation letter for obtaining a business visa outside of Kazakhstan

This service allows you to apply for an invitation letter (Step 1), required to obtain a multiple entry business visa for a foreign national through the EC.

This applies to individuals arriving for the purposes of equipment installation, repair, and maintenance, provision of consulting and audit services, as well as to founders and members of the board of directors.

The approved invitation must be sent to the invited foreign national for submission to the Embassy of Kazakhstan (Step 2).

Step 1 at Expat Centre

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);

- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Letter of invitation for visa issuance 2 hard copies;
- Copy of passport, including the personal details page (passport should be valid for more than 3 months after the visa expires and have at least 2 blank pages);
- Original payment document confirming the payment of the state fee;
- Expert Agreement or Service Contract for category B2;
- Proof of inclusion as a founder or member of the board of directors for category B3;
- Consent form.

Fees and Service Time

Service Fee	Service Fee Personal Manager*	State fee	Timeframe
Arranging an invitation letter for a multiple entry business visa (B2/B3)			
40 000 KZT	260 000 KZT	0.5 MCI (1 966 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

Application Procedure:

- Approved visa invitation (Step 1);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);

Contact the Embassy of Kazakhstan or the Line Police Department (LPD) at the international airport in advance for details on consular fees and additional required documents.

2. Obtaining a business visa within Kazakhstan

This service allows you to apply for a multiple-entry business visa for foreign nationals through the EC, who are arriving for the purposes of equipment installation, repair and technical maintenance, provision of consulting and audit services, as well as for founders and members of the board of directors.

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Letter from an inviting party on issuance of business visa;
- Passport, including the personal details page (passport should be valid for more than 3 months and have at least 2 blank pages);
- Visa application form with a color or black-and-white photo (size 3.5 × 4.5 cm);
- Copy of the visa (if applicable);
- Original certificate confirming fingerprinting and verification completed in the current year;
- Notification on arrival;
- Original payment document confirming the payment of the state fee;
- Expert Agreement or Service Contract for category B2;
- Proof of inclusion as a founder or member of the board of directors for category B3;
- Consent form.

Fees and Service Time

Service Fee	Service Fee Personal Manager*	State fee	Timeframe
Obtaining Business Multiple Visa (B2/B3)			
40 000 KZT	260 000 KZT	30 MCI (117 960 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.*

3. Extension of Business-immigration visa

This service is designed to extend a single-entry C5 business immigration visa to a multiple-entry visa following the registration of a legal entity.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Request letter for visa issuance from inviting party;
- Request letter from the Akimat at the company's registration address;
- Passport, including the personal details page (passport should be valid for more than 3 months after the visa expires and have at least 2 blank pages);
- Visa application form with a color or black-and-white photo sized 3.5 × 4.5 cm;
- Copy of the visa (if applicable);
- Original certificate confirming fingerprinting and verification completed in the current year;
- Notification on arrival;
- Original payment receipt confirming the state fee payment;
- Consent form.

Fees and Service Time

Service Fee	Service Fee Personal Manager*	State fee	Timeframe
Obtaining Business Multiple Visa (C5)			
40 000 KZT	260 000 KZT	30 MCI (117 960 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.*

4. Long - term business visa extension

This service allows you to apply for the extension of a visa. Documents for visa extension shall be submitted not earlier than thirty working days before, and not later than five working days before, expiry of the visa validity period.

Please note that a visa extension applies only if the applicant remains with the same host party. If the applicant changes the host party, the process will no longer be considered an extension but will instead be treated as an application for a new visa.

Please ensure that the visa renewal application is submitted prior to the expiry of the visa to avoid an overstay fine.

VISA CANCELLATION

1. Visa cancellation after the visa holder has left Kazakhstan

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

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Official letter requesting for visa cancellation;
- Copy of passport
- Copy of a valid visa;

- Order for Termination of Employment (*if applicable*).

Fees and Service Time

Service type	Service Fee	State fee	Timeframe
Visa cancellation	40 000 KZT	-	1 business day

Once the cancellation is accepted, the business/employment visa, including the dependent visa will be cancelled. Afterward, entry to the Republic of Kazakhstan under the cancelled visa is impossible.

2. Visa cancellation if the visa holder is in Kazakhstan

This service allows you to apply for the cancellation of a valid visa of a foreign national and their family members, followed by the issuance of an exit visa, in the event of termination of a service agreement or employment contract through the EC.

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

Required documents:

- The certificate of registration of the legal entity (from Egov);
- Shareholder resolution and order of appointment of the first head of the legal entity;
- General power of attorney, legalised / apostilled and its certified translation for a representative office / branch (*if applicable*);
- Power of attorney, along with a copy of the identity document of the representative / authorised person (*if applicable*);
- Official letter requesting for visa cancellation and issuance of the exit visa;
- Original passport;
- Original certificate confirming fingerprinting and verification completed in the current year;
- Notification on arrival;
- Original payment document confirming the payment of the state fee.

Fees and Service Time

Service type	Service Fee	State fee	Timeframe
Visa cancellation and Exit Visa Issuance	40 000 KZT	0.5 MCI (1 966 KZT)	5 business days

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

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. Electronic Digital Signature;
5. Dactyloscopy registration (fingerprinting)

Application Process

- Submit documents to the [AIFC Portal](#);
- Log in to the portal and select “Submit New Application”. Fill out 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 the Expat Centre office for document submission.

1. Notification on arrival or change of stay address

To complete this service, the following documents are required: the residential address of the foreign national in the Republic of Kazakhstan, the electronic digital signature of the legal entity, a consent form, and a clean copy of the passport used for border crossing.

Fees and Service Time

Service type	Service Fee	Timeframe
Assistance in submission of a Notification on arrival or change of stay address	20 000 KZT	30 minutes

2. Individual identification number (IIN)

The Individual Identification Number (IIN) is a unique 12-digit code generated automatically based

on principles of uniqueness and permanence. The personal presence of the foreign citizen is mandatory for obtaining the Individual Identification Number.

Documents to be submitted:

- Passport containing the personal data page used for entry into Kazakhstan (with a translation into Kazakh or Russian);
- Original passport used for entry into Kazakhstan;
- Consent form.

Fees and Service Time

Service type	Service Fee	Service Fee (Walk-in)**	Service Fee Personal Manager*	Timeframe
Assistance in obtaining an IIN	20 000 KZT	40 000 KZT	120 000 KZT	1 business day

**Comprehensive support on application procedure, document submission, and electronic digital signature acquisition by Personal Manager*

***The «Walk-in» refers to a priority submission service.*

3. Tax Residence Certificate

This service allows you to apply for determination of tax obligations for foreign individuals or companies earning income within the territory of Kazakhstan, taking into account international agreements to avoid double taxation.

The Tax Residency Certificate is a document that confirms the tax residency status of a non-resident and certifies that the income recipient is a resident of a country with which Kazakhstan has an international agreement.

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	Service Fee Personal Manager*	Timeframe
Assistance in obtaining a Tax Residence Certificate	80 000 KZT	280 000 KZT	3-5 business days

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

4. Electronic digital signature

This service allows you to apply for an electronic digital signature (EDS). The EDS can be issued for both individuals and legal entities. To obtain the EDS, an application must be submitted via the portal of the National Certification Authority of the Republic of Kazakhstan.

During the application process, the system will request the following information:

- For individuals — Individual Identification Number (IIN);
- For legal entities — Business Identification Number (BIN) and the IIN of the CEO.

Additionally, the application must specify the storage location for the EDS keys (e.g., computer or USB device). Upon completing the online application, a personal visit to the EDS centre is required solely for the activation of the EDS.

Please note prior to visiting the EC, ensure that the applicant is registered in the Mobile Citizens database.

Documents to be submitted:

For an individual:

- An application submitted on the portal pki.gov.kz;
- Consent form.

For a legal entity:

- An application submitted on the portal pki.gov.kz;
- Order of appointment of the first head of the legal entity;
- Consent form.

Fees and Service Time

Service type	Service Fee	Service Fee (Walk-in)**	Service Fee Personal Manager*	Timeframe
Electronic digital signature	20 000 KZT	40 000 KZT	120 000 KZT	1 business day

** Comprehensive support on application procedure, document submission, and electronic digital signature acquisition by Personal Manager.*

***The «Walk-in» refers to a priority submission service.*

5. Dactyloscopy registration (fingerprinting)

This service allows you to apply for fingerprint registration. Upon completion of the procedure, a certificate confirming the fingerprinting will be issued.

Please note when reapplying for a work visa or temporary residence permit, a verification procedure is required.

Documents to be submitted:

- Individual Identification Number (IIN);
- Original passport;
- Notification on arrival;
- Consent form.

Fees and Service Time

Service type	Service Fee	Timeframe
Dactyloscopy registration	20 000 KZT	20-30 min

Note: *Fingerprinting for work visas, investor visas, or residence permits is provided free of charge, provided that the service fee for the respective visa or residence permit has been paid in advance.*

WORKING SCHEDULE:

from 09.00 to 18.00

from 13.00 to 14:00 - lunch break

FOR MORE DETAILED INFORMATION

email: expat@aifc.kz

Contact us:

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+7 (7172) 64 73 40 (Contact hours: 14.30 to 18.00)

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