



GUIDE TO FREQUENTLY ASKED QUESTIONS BY CITIZENS

OFFICE OF THE UNDERSECRETARY FOR FOREIGN AFFAIRS
CITIZEN ASSISTANCE AND TRANSPARENCY DIVISION

2025

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INTRODUCTION

With the practical sense of guiding all those who need procedures and services that depend on the Ministry of Foreign Affairs, the Guide to Frequently Asked Questions of Citizens is prepared, a document that contains and compiles the main questions asked to this State Department.

It is essential that citizens are informed about the services that the Foreign Ministry offers, as well as the requirements and procedures for their use. This document contains some of the most frequently asked questions that users may ask when interacting with this entity, along with their corresponding answers and guidelines for their resolution.

I appreciate the work done by the Undersecretariat for Foreign Affairs, the General Administrative Directorate, the General Directorate for Consular Affairs, Immigration and Chileans Abroad, the Directorate for Strategic Communication, the Division of Citizen Attention and Transparency and the Division of Infrastructure and Logistics, who were key in the preparation of this writing.

We hope that this guide will be very useful for all citizens who need to access the Ministry's services.

Kind regards



GLORIA DE LA FUENTE GONZÁLEZ
Undersecretary of Foreign Affairs



FREQUENTLY ASKED QUESTIONS ON SERVICES AND PROCESSES

AT THE UNDERSECRETARIAT
FOR FOREIGN AFFAIRS



1. APOSTILLE

A. WHAT IS THE APOSTILLE?

Apostille or Hague Apostille is a unique certification, which has been implemented in the country since August 2016, which allows public and private documents to have an official certification, valid in the other member countries of the Hague Apostille Convention.

To find out which countries allow its use, visit the following link:

<https://www.consulado.gob.cl/que-es-la-apostilla-y-como-es-la-apostilla-chilena>

B. HOW IS AN APOSTILLE PROCESSED IN THE MINISTRY OF FOREIGN AFFAIRS?

Any document from a Public Service not competent to apostille must be carried out in person at our Ministry, located at Agustinas 1320, Santiago. The opening hours are Monday through Friday from 9:00 a.m. to 2:00 p.m., where the document will be reviewed and two circumstances of the document will be attested with its apostille, its public nature and the veracity of the signature that authorized it.

C. WHAT ARE THE CHARACTERISTICS OF THE APOSTILLE IN CHILE?

- **Electronic or "e-Apostille":** It can be done through an advanced electronic signature and its authenticity can be verified through the page: <https://consulta.apostilla.gob.cl/consulta>.
- **Deconcentrated and decentralized attention:** It is carried out in person at the services or with competent regional authorities to apostille the documents. For documents that can only be apostilled by the Ministry of Foreign Affairs, the procedure is carried out in the city of Santiago.
- **The procedure or exercise of apostilling a document has no cost to the user.**

D. WHAT CHILEAN DOCUMENTS DOES THE CHILEAN MINISTRY OF FOREIGN AFFAIRS APOSTILLE?

Public or private documents with official certification originating in Chile, especially those that do not correspond to be apostilled by the Ministries of Education (MINEDUC), Justice and Human Rights, Health (MINSAL) or by the Civil Registration and Identification Service (SRCel): <https://www.apostilla.gob.cl/apostilla/donde-puedo-solicitar-la-apostilla>

E. WHAT CHILEAN DOCUMENTS DOES THE CHILEAN MINISTRY OF EDUCATION APOSTILLE?

(Located at calle Fray Camilo Henríquez No. 262, district and city of Santiago)

- Certificates issued by educational establishments recognized by the MINEDUC.
- Documents from Higher Education institutions recognized by the MINEDUC.
- Documents from Higher Education institutions that were revoked (closed) and that were officially recognized by the MINEDUC.
- Study documents from institutions of the Armed Forces or Law Enforcement Agencies.
- Certificates with electronic apostille available at www.ayudamineduc.cl

These apostilles do not require further processing in the Ministry of Education or the Ministry of Foreign Affairs.

F. WHAT CHILEAN DOCUMENTS DOES THE CHILEAN MINISTRY OF JUSTICE APOSTILLE?

(Located at calle Moneda No. 1155, district and city of Santiago) <https://www.minjusticia.gob.cl/conoce-mas-sobre-nuestro-servicio-de-apostilla/>

- Notarial: public deeds, sworn statements, notarized instruments, among others.
- Copy of registration with Registrars, current ownership certificate, actual possessions, validity and legal status of companies, among others.
- Copy of documents issued by judicial registrars.
- Copy of sentences and other resolutions issued by courts belonging to the Judiciary.
- Administrative acts and other documents issued by authorities from services reporting to the Ministry of Justice.
- Administrative acts and other documents signed by the minister, undersecretary or regional secretaries of the Ministry of Justice.

G. WHAT CHILEAN DOCUMENTS DOES THE CIVIL REGISTRATION AND IDENTIFICATION SERVICE OF CHILE (SRCEI) APOSTILLE?

(Located at calle Amanda Labarca No. 70, district and city of Santiago).

The Civil Registration and Identification Service has an online apostille for 28 certificates (more information at <https://www.registrocivil.cl/principal/servicios-en-linea>)

Among others, the following documents can be apostilled:

- Photocopies of records and entries.
- Death, birth and marriage certificates.
- Burial pass.
- Certificates.
- Full handwritten copy (birth, marriage, death certificates).
- Family book.
- Original photocopy of the cessation of cohabitation.

H. WHAT CHILEAN DOCUMENTS DO THE REGIONAL MINISTERIAL SECRETARIATS OF HEALTH APOSTILLE?

- Health certificates.
- Medical reports.
- Vaccination certificates.
- Medical Prescriptions.
- MINSAL certificates.
- Health tests.
- Employment certificates.
- Medical leaves.
- HIV certificates.
- Corpse preservation certificates.
- Corpse removal Resolutions.

I. WHAT CHILEAN DOCUMENTS CAN BE APOSTILLED FROM ABROAD?

Public documents issued in Chile under Advanced Electronic Signature (FEA), with the possibility of receiving an apostille and verification online. It can be requested through the following form: <https://www.consulado.gob.cl/servicios-en-linea/solicitar-apostilla-chilena>

J. WHAT IS A FOREIGN APOSTILLE?

The Convention provides that, at the request of any interested party, the authority that issued an apostille must verify whether the entries included in it conform to those of the register or file that it must bear, in which the issued apostilles are recorded, indicating the number, order and date of the apostille, as well as the name of the subscriber of the public document and the capacity in which he acted. For more information about the competent authorities to consult for a foreign Apostille Authority, go to the following link: <https://www.hcch.net/es/instruments/conventions/authorities1/?cid=41>

Therefore, a foreign document is not apostilled in Chile, but must come apostilled from the country of origin by the respective foreign authorities.

2. LEGALIZATION

A. WHAT IS A LEGALIZATION?

It is a certification of signatures on Chilean documents and those coming from countries that are not part of the Hague Apostille Convention.

Legalization is only a signature certification and does not refer to the content of the document.

B. WHAT IS THE LEGALIZATION OF CHILEAN DOCUMENTS?

It corresponds to the certification of signatures on public documents issued in Chile, which must have prior legalization by the institution responsible for each procedure, and of private documents signed before a Chilean notary public, so that they are valid abroad.

For more information, please go to: <https://www.consulado.gob.cl/documentos/legalizar-documentos-emitados-en-chile>.

C. WHO CAN REQUEST THE LEGALIZATION OF CHILEAN DOCUMENTS?

Any person can request the legalization of a document, without requiring a power of attorney from the document holder.

D. HOW SHOULD CHILEAN DOCUMENTS BE SUBMITTED FOR LEGALIZATION?

Original documents must be presented with a handwritten signature, which is compared with the registry of signatures kept by the Ministry of Foreign Affairs. If the signature does not match or is not found in such record, it will not be legalized.

If the documents bear an electronic signature, it must be an advanced electronic signature (FEA), and they must contain a mechanism that permits to verify their integrity and authenticity when printed. If the document cannot be verified it will not be legalized.

E. DOES THE LEGALIZATION OF CHILEAN DOCUMENTS HAVE ANY COST?

The legalization process has no cost.

F. WHERE IS THE LEGALIZATION OF CHILEAN DOCUMENTS CARRIED OUT?

At Agustinas 1320, first floor, Santiago, opening hours Monday through Friday, from 9:00 a.m. to 2:00 p.m.; or you can schedule an appointment electronically at <https://minrel.totalpack.cl/Agenda/index.asp>

If you live in another region, you can deliver the document to the Regional or Provincial Government or Delegation corresponding to your domicile, an entity that will send it to this Ministry for legalization, being returned to the Delegation, for subsequent delivery to the interested party.

G. WHAT DOCUMENTS SHOULD BE PREVIOUSLY LEGALIZED BY THE INSTITUTION THAT ISSUES THEM OR ANOTHER RELATED INSTITUTION BEFORE BEING LEGALIZED AT THE MINISTRY OF FOREIGN AFFAIRS?

Notarial or other documents issued by the Civil Registration and Identification Service, such as birth, marriage, police clearance and death certificates that have a handwritten signature. These documents must first be legalized at the Legalization Office of the Ministry of Justice, located at Moneda No. 1155, in the city of Santiago and if you are in regions, at the Office of the Regional Ministerial Secretariat (Seremi) of Justice.

- Judicial resolutions at the Clerk's Office of the Supreme Court, located at Compañía 1140, district and city of Santiago.
- Health certificates, medical prescriptions and vaccination certificates, in the corresponding Health Secretariat.
- Animal or export certificate, at the Agricultural and Livestock Service (SAG), located at Paseo Bulnes No. 140, district and city of Santiago.
- Elementary, High School, technical and university study certificates, at the Legalization Office of the Ministry of Education, located at calle Fray Camilo Henríquez No. 262, district and city of Santiago, and if you are in regions, at the Regional Ministerial Secretariat of Education.

H. HOW ARE CHILEAN DOCUMENTS LEGALIZED TO BE PRESENTED IN CUBA?

Legalization of Chilean public documents issued under advanced electronic signature, verifiable with a unique code, can be obtained online. Requests can be made at:
<https://tramites.minrel.gov.cl/legalizacion/>

I. WHAT IS A LEGALIZATION OF FOREIGN DOCUMENTS IN CHILE?

It corresponds to the legalization or certification of signatures on documents issued abroad from countries that are not part of the Apostille Convention, which have followed the legalization chain established by the country of origin, and incorporate as the last one that of the Chilean consul, whose signature is legalized at the Ministry of Foreign Affairs, so that they can be valid in Chile.

Legalization is only a signature certification and does not relate to the content of the document. Legalization only proceeds with documents under original signatures and not impressions.

For more information, you can access the following link:

<https://www.consulado.gob.cl/documentos/legalizar-documentos-emitidos-en-el-extranjero>

J. WHO CAN REQUEST THE LEGALIZATION OF CHILEAN DOCUMENTS?

Any person can request the legalization of a document, without requiring power of attorney from the document holder.

K. HOW SHOULD FOREIGN DOCUMENTS BE SUBMITTED FOR LEGALIZATION?

They must be original documents, with original signatures, that is, "in proper handwriting."

L. DOES THE LEGALIZATION OF FOREIGN DOCUMENTS HAVE ANY COST?

The legalization process has no cost.

M. WHERE IS THE LEGALIZATION OF CHILEAN DOCUMENTS CARRIED OUT?

At the Ministry of Foreign Affairs, located at calle Agustinas 1320, district and city of Santiago, opening hours are Monday through Friday, from 9:00 a.m. to 2:00 p.m.

Appointments can be scheduled online at: <https://www.consulado.gob.cl/solicita-tu-hora-de-atencion-para-apostilla-y-legalizaciones-1>. Then, you must go to the Apostille and Document Legalization Section on the corresponding day.

3. TRANSLATIONS

The Ministry of Foreign Affairs provides document translation services for procedures in national or foreign institutions. For more information, access:

<https://www.consulado.gob.cl/servicios/servicio-de-traduccion-en-minrel>

A. IS IT MANDATORY TO CARRY OUT THE TRANSLATION PROCEDURE AT THE MINISTRY OF FOREIGN AFFAIRS?

No, the service is optional. However, the entity that requests the translation is the one that determines whether or not it is mandatory to carry out the translation at this Ministry.

It is important to note that it is prohibited to partially or totally adulterate or falsify the original document or its translation (physical or digital). **This is a crime punishable by law.**

B. HOW IS THE TRANSLATION PROCEDURE REQUESTED?

- In-person attention, at calle Agustinas 1320, Monday through Friday from 9:00 a.m. to 1:00 p.m. district and city of Santiago.
- Online attention, on the website: <https://tramites.minrel.gov.cl/traduccion/inicio>

C. WHAT DO I NEED TO REQUEST THE PROCEDURE?

- Submit or upload to the platform the original document duly legalized or apostilled (depending on the country of destination). Otherwise, the translation will be done under the responsibility of the applicant.
- Request a translation estimate.
- Pay the corresponding cost.

D. WHAT ARE THE PERSONAL ATTENTION HOURS?

Monday through Friday from 9:00 a.m. to 1:30 p.m.

- For the admission of documents for translation, 45 numbers are delivered each day. The last number, if there is still availability, is delivered at 1:30 p.m.
- For pick-up of translated documents, no maximum number of numbers per day is established. However, the last number is delivered at 1:00 p.m.
- For picking up a translation, the corresponding voucher is required and, if a third party is picking up, he must present a plain proxy issued by the applicant.

E. WHAT ARE THE OPERATING HOURS OF THE ONLINE PLATFORM?

Monday through Friday from 9:00 a.m. to 6:00 p.m., except holidays (Chilean time).

Each person may file 2 requests per day and for each request they may upload a maximum of 5 files.

F. CAN I REQUEST AN ONLINE TRANSLATION FOR ANOTHER PERSON?

Yes. The important thing is that the account owner indicates the name of the document holder when making the request, so that the translation apostille is generated in the right way.

G. IS THE TRANSLATION REQUESTED ONLINE PICKED UP IN PERSON?

No. If the request was made online, the translation is uploaded to the same platform.

H. ARE JUDICIAL DOCUMENTS TRANSLATED AT THE MINISTRY OF FOREIGN AFFAIRS?

No. The Ministry of Foreign Affairs does not translate documents for judicial proceedings other than those referred to in article 437 of the Code of Criminal Procedure (active extraditions).

I. WHAT LANGUAGES DOES THE MINISTRY OF FOREIGN AFFAIRS TRANSLATE?

- English-Spanish / Spanish-English
- French-Spanish / Spanish-French
- German-Spanish / Spanish-German
- Portuguese-Spanish / Spanish-Portuguese
- Italian-Spanish / Spanish-Italian

J. WHAT ARE THE TRANSLATION SERVICE TIMELINES AND COSTS?

The time and cost of a translation may vary depending on the length and type of document. For this reason, the estimate (whether in person or online) is carried out exclusively with the document at sight.

The fee is calculated based on the resulting number of translated pages into the established format there being three translation deadlines: normal, urgent (with a 100% surcharge) and extreme urgent (with a 150% surcharge).

K. WHAT ARE THE PAYMENT METHODS?

- **Personal service:** you can pay in cash or with a bank card.
- **Online service:** you can pay using a payment button with bank cards or QR code.

At the time of entering the document (whether in person or online), you must pay a deposit equivalent to 50% of the estimated total and the balance is paid once the translation is finished. The final amount can only be determined once the document is translated, so the balance could be higher or lower than the advanced amount.

L. HOW CAN I KNOW WHEN A TRANSLATION IS READY?

- **If requested personally:** the exact delivery date of the translation is informed verbally and is also indicated on the pickup receipt.
- **Online Service:** the deadline in business days informed in the estimate begins on the day the translation advance payment is made (business days: Monday through Friday, except holidays).

M. IS THE TRANSLATION ALSO LEGALIZED OR APOSTILLED?

Yes, the translation is legalized or apostilled (depending on the country of destination) as follows:

- **Translations requested personally:** if the translation is intended to be presented in a country that is a member of the Hague Convention, the holder must request an apostille at the Document Analysis and Validation Department of this Ministry. If the translation is intended to be presented in a country that is not a member of the Hague Convention, the holder must request a legalization at the Document Analysis and Validation Department of this Ministry.
- **Online translation:** If the translation is intended to be presented in a country that is a member of the Hague Convention, it is uploaded with an apostille to the platform (according to the data provided by the holder). If the translation is intended to be presented in a country that is not a member of the Hague Convention, the user must request a legalization at the Document Analysis and Validation Department of this Ministry.

N. WHAT CAN I DO IF THEY DO NOT MEET THE COMMITTED DEADLINES?

You can contact the Translation Task Force directly at 228274546 to resolve your case or enter a requirement on the Citizen Service System: <https://subrel.cerofilas.gob.cl/> of the Ministry.

O. HOW CAN I CONTACT TRANSLATIONS DIRECTLY IN CASE OF DOUBTS?

Any information relating to Translations is contained on the website indicated at the beginning. For special cases, you may call 228274546, or write to the email: publicotraducciones@minrel.gob.cl.

P. WHAT IS THE LEGAL FRAMEWORK FOR TRANSLATIONS?

- Supreme Decree No. 64, of 2003, from the Ministry of Foreign Affairs, which sets the translation fees.
- Exempt Resolution No. 2254, of 2010, from the Ministry of Foreign Affairs, which establishes that it will not carry out the translation of documents for judicial proceedings other than those referred to in article 437 of the Code of Criminal Procedure

4. REGISTRATION AND RECOGNITION OF DEGREES

A. WHAT IS THE DEGREE REGISTRATION AND RECOGNITION PROCEDURE?

It allows Chileans and foreigners to have the recognition and registration of their degree obtained in countries under a current bilateral or multilateral agreement, which entitles them to freely practice their profession in Chile. For more information, go the following link: <https://www.consulado.gob.cl/reconocer-y-registrar-titulos-de-estudios-obtenidos-en-el-extranjero>. This procedure is free of charge.

B. FROM WHAT COUNTRIES CAN THE PROCEDURE FOR REGISTRATION AND RECOGNITION OF TITLES BE CARRIED OUT IN THE MINISTRY OF FOREIGN AFFAIRS?

Currently, bilateral agreements with Brazil, Peru and Uruguay are in force. For their part, the current multilateral agreements consider Bolivia, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Peru. The Mexico Convention has been suspended with respect of Guatemala as of January 1, 2025. Therefore, those wishing to recognize their professional degrees awarded in Guatemala should contact the University of Chile.

C. HOW IS THE PROCESS OF REGISTRATION AND RECOGNITION OF TITLES REQUESTED?

The request for title recognition is made through an online form (<https://reconocimientodetitulos.minrel.gob.cl/>). If the information and files that accompany the application meet the requirements, the applicant must go to an interview, which aims to verify the original documents and receipt of copies of them, authenticated before a Chilean notary under the signature of a true copy of the original.

The interview is carried out, after booking an appointment online, in the Title Section of the Ministry of Foreign Affairs, located at calle Agustinas No. 1320, district and city of Santiago, during business hours Monday through Friday from 9:00 a.m. to 2:00 p.m.2:00 p.m.

D. WHAT DOCUMENTATION SHOULD BE SUBMITTED TO CARRY OUT SUCH PROCEDURE?

- Professional degree duly apostilled or legalized.
- Original certificate of transcript of grades of the program, issued by the university or higher education center, duly apostilled or legalized.
- Original certificate, which certifies the legal existence of the institution, issued by the higher education regulatory entity, duly apostilled or legalized,
- Identity card for the case of Chileans; Passport for the case of foreigners (only the pages showing the photograph, personal data and validity).

Important: The digitization of documents must be carried out from their original, in color and PDF format, considering both sides completely.

Documentation coming from Brazil must be translated into Spanish. This procedure may be requested from the Translation Department of the Ministry of Foreign Affairs (such translation is subject to payment of a regulated fee).

In the case of law graduates or lawyers, the recognition that is carried out through this process does not qualify them for professional practice. Only the Supreme Court of Chile grants the corresponding title of lawyer, a procedure that must be carried out subsequently before it.

Those who seek the recognition of a title granted in a State Party to the Mexico Convention of 1902, related to medicine and surgery (physicians, dentists, pharmacists, veterinarians, nutritionists, obstetricians, physical therapists, medical technologists, nurses), must first take a general test, so the ministry, after receiving the background information, sends it to the University of Chile.

You can review the information on this procedure at: <https://www.consulado.gob.cl/reconocer-y-registrar-titulos-de-estudios-obtenidos-en-el-extranjero>

E.WHAT OTHER COMPETENT BODIES AND FROM WHAT COUNTRIES ARE DEGREES RECOGNIZED IN CHILE?

The recognition of degrees awarded in Argentina, Ecuador, Spain and the United Kingdom is carried out by the Chilean Ministry of Education (MINEDUC).

For professional degrees obtained in countries without a current agreement, go to the Foreign Title Revalidation Office of the University of Chile (<https://uchile.cl/revalidacion>).

5. VISAS

A. GENERAL ASPECTS REGARDING VISAS:

Act No. 21,325 on Aliens and Immigration establishes under paragraph I, the requirements to enter Chile. Foreigners may be authorized to enter Chile as holder of a temporary residence permit, or as official, temporary or permanent resident.

As a general rule, a foreigner will not require temporary authorization or visa to remain temporarily in the country; However, for qualified reasons of national interest or international reciprocity temporary authorization or visa may be required for nationals of certain countries, granted by a Chilean consulate abroad.

The entry of people into the national territory and their exit must be carried out through authorized posts, with travel documents and provided that there are no legal prohibitions in this regard.

Passports, identification cards, safe-conduct passes or other similar, valid and current identity documents, qualified by an exempt resolution from the Undersecretariat of Foreign Affairs and issued by a State or an international organization, will be reputed as travel documents, as so will the documentation determined by the agreements or conventions signed on the matter by the State of Chile and that are in force, which can be used by the holder for international trips.

To re-enter Chile, if you spent 90 days as a tourist, if the reason for continuing your stay in Chile is justified, you can process an Extension of the Permit before the National Immigration Service of the Ministry of the Interior and Public Security of Chile. or leave the country and submit a new application.

B. WHAT ARE THE COMPETENT BODIES IN CHILE TO GRANT RESIDENCE PERMITS OR VISAS?

The National Immigration Service, supervised by the Ministry of the Interior and Public Security of Chile, manages and processes temporary and permanent residence permits from abroad and in Chile. For more information, access the page of that service at <https://serviciomigraciones.cl>.

The Ministry of Foreign Affairs, through the Chilean consulates abroad, manages and processes temporary authorizations or visas from abroad.

To inquire about temporary authorization or visa requirements go to the following link: <https://www.consulado.gob.cl/informacion-sobre-visas-para-ingresar-a-chile>.

C. HOW CAN YOU FIND OUT ABOUT THE STATUS OF APPLICATION FOR A TEMPORARY AUTHORIZATION OR VISA?

You can find out about the status of your procedure at <https://tramites.minrel.gov.cl/>, with the validation (token) and application number.

D. HOW IS THE TEMPORARY AUTHORIZATION OR VISA GRANTED?

To request a temporary visa at a consulate, you must enter the link: <https://tramites.minrel.gov.cl/>.

Once the temporary authorization or visa has been received and the digital stamp has been reported, the electronic visa will be sent from the mission's official email to the personal email provided by the user. It is the user's obligation to print the permit and carry it when entering the country along with their passport.

E. WHAT ARE THE DEADLINES AND COSTS?

The processing period corresponds to those established in Act No. 19,880, that is, six months, except for force majeure of act of God. The costs can be verified in the table of visas and tariffs by nationality (<https://www.consulado.gob.cl/cuadro-de-visas-y-aranceles-de-chile>).

F. HOW DO I APPLY FOR A VISA FROM CHILE TO ANOTHER COUNTRY?

On the following link you may find information regarding the countries that request Chilean citizens to obtain a visa for entry: <https://www.consulado.gob.cl/chilenas-os-que-viajan-fuera-de-chile>

G. HOW DO I ENTER CHILE FROM ANOTHER COUNTRY?

Entry into Chile must be made through an authorized post, getting in touch with the International Police or the corresponding border control authority for immigration control with relevant documentation (passport or identity document and temporary authorization or visa if applicable, depending on the country of origin).

H. HOW DO I ENTER CHILE THROUGH THE WORKING HOLIDAY PROGRAM?

Negotiations of Working Holiday agreements are under the responsibility of the Ministry of Foreign Affairs; However, the National Immigration Service is responsible for processing temporary residence permits for applicants from foreign countries.

- To apply for the Working Holiday Program, foreign applicants who are interested in coming to Chile must enter the website <https://tramites.serviciomigraciones.cl> and file the Application for Temporary Residences for Foreigners outside Chile.
- If you are Chilean, to apply for the Working Holiday Program abroad you must make inquiries and know the requirements of the country of interest through the official communication channels of the Governments or at the Consulates of those countries in Chile. To find out what agreements are signed by the Ministry of Foreign Affairs of Chile with other countries, you must go to the website: <https://www.consulado.gob.cl/servicios/acuerdos-working-holiday>

I. WHERE ARE APPLICATIONS FILED FROM?

Applications for temporary authorization or visa or temporary residence permit must be filed from out of the Chilean territory.

6. CONSULAR SOCIAL SERVICE

A. WHAT IS THE CONSULAR SOCIAL SERVICE?

It allows Chileans who live or transit abroad and their immediate family members in Chile to access consular assistance and protection in situations of serious social vulnerability, among others.

Although it has no cost, there may be related expenses.

For more information, access the following link: <https://www.consulado.gob.cl/servicios/servicio-social-consular>

B. WHERE ARE THE PROCEDURES CARRIED OUT TO REQUEST THE CONSULAR SOCIAL SERVICE?

- When abroad, contact the respective Chilean Consulate.
- In Chile, at the Consular Social Service Department of the Ministry of Foreign Affairs, located at calle Agustinas 1320, 1st floor, district and city of Santiago, Monday through Friday from 9:00 a.m. to 1:00 p.m. or at the telephone numbers 228274622 and 228274625.

C. WHAT CONSULAR ASSISTANCE IS AVAILABLE TO CHILEANS WHO RESIDE OR TRANSIT ABROAD?

- To locate fellow nationals residing abroad or locate their relatives in Chile.
- To manage repatriation requests for reasons of health, homelessness, accidents, illnesses, deaths, gender violence and human trafficking, among others. Also to provide guidance to family members in Chile.
- To request information on detainees abroad, their health condition, their current condition and, when the country's laws allow it, to know the status of their processes. Also, to keep family members in Chile informed and where possible, to collaborate in sending documents and correspondence.
- To support the protection of Chilean children under social risk situations, for example: illness, detention or death of parents, victims of human trafficking abroad, among others.
- To intervene and coordinate with families and Chilean consulates in cases of situations of serious individual or family social vulnerability.
- To provide consular assistance to women, children and adolescents who are victims of human trafficking.
- To coordinate with accredited consulates the necessary protection when cases of gender or domestic violence occur (reported by victims or relatives in Chile).

D. WHAT DOCUMENTATION IS REQUIRED FOR SUCH PROCEDURES?

- Identity card or passport.
- Certificate proving relationship (birth, marriage or family book).
- Specific background information if required.

E. HOW CAN A CHILEAN CITIZEN BE LOCATED ABROAD?

The request must be made by a direct family member at the Consular Social Service Department of the Ministry of Foreign Affairs, located at calle Agustinas No. 1320, 1st Floor, district and city of Santiago. To do this, the Birth Certificate of the person being sought must be presented, full identification details of the applicant, including proof of relationship and latest data of the person abroad that includes a reference of a country and city that allows direct the search to a Consulate.

Although it is possible to locate people from the Consular Social Service Department, it does not guarantee the delivery of information on the family member's address, since it is not possible to deliver personal information without the authorization of the person to be located or a court order, in accordance with Act 19,628 which governs regulations on the protection of private life.

F. HOW CAN I LOCATE A CHILEAN CITIZEN MISSING ABROAD?

The request must be channeled through a direct family member to the Consular Social Service Department of the Ministry of Foreign Affairs, located at calle Agustinas No. 1320, 1st Floor, district and city of Santiago. To do this, you must present the birth certificate of the person to be located, complete identification details of the applicant, including proof of relationship, and last known information about the person abroad, that allows the search to be directed to a specific consulate. Furthermore, the applicant must evaluate whether it is appropriate to file a claim for alleged misfortune in Chile.

G. HOW CAN I REPORT AN ALLEGED MISFORTUNE OF A CHILEAN CITIZEN ABROAD?

You are recommended to inform the Ministry of Foreign Affairs to complement and support the search in the respective country.

For that purpose, you must go to the Consular Social Service Department, located at Calle Agustinas No. 1320, 1st Floor, district and city of Santiago.

H. HOW CAN I GET INFORMATION ON A CHILEAN CITIZEN DETAINED ABROAD?

- The request is made by a direct relative at the Consular Social Service Department, having information on the person's last location. This will request confirmation of the arrest, the facility of detention and the information required about the case.
- The Consulate of Chile may request confirmation on the detention from the corresponding authorities, information on the detainee, visit the detainee to find out about their situation if required and ensure that due process is carried out.
- The deportation ticket for a Chilean detained in another country cannot be paid, as it is not possible to intervene in the procedures of foreign immigration authorities.
- The Consulate of Chile cannot intervene in judicial proceedings followed abroad.
- If a detainee does not have documentation or if such documentation is not updated and must travel to Chile, the prison authority in charge must file the request to the corresponding Chilean Consulate, who will carry out the procedure to document the detainee.
- The Consulate of Chile does not cover the costs of a private lawyer for the judicial proceedings abroad, but will ensure that a public defender or an ex officio or pro bono lawyer is assigned according to the law rules in force in that country.
- The possibility that a Chilean citizen detained abroad can continue serving his sentence in Chile is regulated by international conventions and treaties. The request must be presented by the detainee to the local prison authorities of the country where he is located. For more information on this application, you can consult with the International Division of Social Reintegration of the Ministry of Justice and Human Rights.
- In the case of a Chilean citizen detained at an airport out of Chile, such retention and inadmissibility are the responsibility of the immigration authorities of the respective country, without the Chilean consulates being able to intervene directly in this process. At any rate, the immigration authority must report the fact to the respective Chilean consulate.
- The Chilean consulate has the power to visit a detainee abroad.

I. HOW TO REPORT ON A SICK OR INJURED CHILEAN CITIZEN ABROAD?

- The Ministry of Foreign Affairs and its consulates do not cover medical expenses in the event of accidents or diseases of Chilean citizens abroad. The costs are for each patient or family, so it is recommended that they travel holding medical and travel insurance.
- The Chilean consulates abroad do not have the powers or ability to act as guarantor or to make loans for any financial commitment or debt, including hospital bills, accommodations, funeral services or other similar services, under any circumstances.
- In the case of a family member hospitalized abroad with mental health problems, the Consular Social Service Department, in coordination with the Chilean consulates, can provide assistance to people hospitalized with mental health problems. In that case, their families may be informed of their progress and their return to the country will be evaluated, if appropriate.

J. HOW TO REPORT ABOUT A CHILEAN CITIZEN WHO DIED ABROAD?

- If a family member dies abroad, you must contact the Consular Social Service Department, a unit that will coordinate with the respective Chilean consulate. In this way, the available information will be confirmed, and background information will be requested that permits the family to be informed, so that they can make decisions on how to proceed with the funeral proceedings.
- The Ministry of Foreign Affairs and its consulates do not have a budget item to cover the cost of funeral services abroad. Some travel or health insurance policies include coverage for this expense, so it is highly recommended that people always travel with insurance.
- To travel with an amphora from abroad, an original translated, apostilled or legalized death certificate and a translated, apostilled or legalized cremation certificate are required.
- It is recommended that at the time of contracting the funeral service that will carry out the cremation, it is indicated that the amphora will be removed out of the country, so that this service delivers the apostilled or legalized documentation and that the amphora has a security seal to be transported. On the other hand, it is suggested to find out about the additional requirements that the airline may request, according to country of origin and itinerary.
- To repatriate the body of a relative who died abroad, the family must hire a funeral home in the country where death occurred, which provides the service of preserving the body and transporting it to Chile by land or air.
- The funeral home must provide all the documentation required for the transfer. Furthermore, as it is a transfer of the coffin with the body, the family must also hire a funeral home in Chile to receive it at the point of entry into the country and carry out the procedures with the Chilean health authority (Seremi de Salud), to comply with the current regulations.
- In this process the family may count on consular assistance, given the complexity of the procedures; For that purpose they may contact the Consular Social Service Department.
- To repatriate the bone remains of a family member buried abroad years ago, it is recommended to consult with the Consular Social Service Department, as the requirements will depend on the country of repatriation.

- The Chilean consulates abroad cannot recover the assets of relatives of Chilean citizens who died abroad, so this situation must be resolved directly by the interested parties. If it is not possible to travel to the country where the assets are located, they may resort to hiring a lawyer or representative in the respective country.
- The Ministry cannot act as a guarantor or make a loan to pay funeral expenses upon the commitment that the family will pay it in installments.

K. HOW DOES THE ENTRY AND EXIT OF CHILDREN AND ADOLESCENTS TAKE PLACE IN CHILE?

- If personal custody of a child has not been entrusted by the court to either parent or to a third party, the child may not leave Chile without the authorization of both parents or of the person who has acknowledged parenthood of the child, as the case may be.
- If a court order has been issued granting personal custody to either parent or to a third party, the child may not leave without that person's authorization.
- If the parent does not have personal custody but has established visitation rights (Article 229 of the Civil Code), granted by a court ruling or agreement approved by the competent court, the court must also authorize the child's exit from the country.
- If authorization to leave the country is denied without plausible reason by the person who is expected to grant it, it may be granted by the competent family court.
- A child whose parentage has been determined by court (Forced Recognition) may leave with the authorization of the parent who has recognized him.
- If the person who is entitled to give authorization has been convicted of the following offenses contemplated in the Criminal Code:
 - Chapter VII "Crimes and Offenses against Family Order, Public Morality, and Sexual Integrity," paragraphs V "Rape" and VI "Rape and Other Sexual Offenses," their authorization will henceforth be waived.
- Regarding adoption, pursuant to Act No. 19,620, the adopted person becomes a child of the adoptive parent, so the foregoing provisions are therefore applicable.
- In case of emancipation of adolescents through marriage, authorization is not required to leave the country.
- Foreign children and adolescents staying temporarily must enter the country accompanied by their parent, guardian, or person responsible for the personal custody of the child under 18 years of age, or with a written authorization from one of them, the court, or the competent authority, where appropriate, duly legalized or apostilled.
- If the parent or third party does not return the minor within the period stipulated in the travel authorization, the affected party may invoke the Convention on the Civil Aspects of International Child Abduction, whose central authority is the Legal Aid Corporation, International Bureau.

L. IF A MINOR WAS NOT ACKNOWLEDGED BY ONE OF THE PARENTS, TO LEAVE CHILE HE MUST PRESENT:

- If the personal custody of the minor has not been entrusted by the judge to one of his parents or to a third party, the minor will not be able to leave without the authorization of both parents, or the one who has acknowledged him, as the case may be.
- If the court entrusted personal custody to one of the parents or to a third party, the child cannot leave the country without authorization from the father, mother or third party to whom personal custody was granted.

M. DOCUMENTATION NECESSARY FOR THE MINOR TO EXIT THE COUNTRY:

- Valid passport or identity card, depending on the country of destination.
- Birth certificate or family book, attaching three plain photocopies.
- Death certificate if one of the parents is deceased, attaching three plain photocopies.
- Respective authorizations in original and three plain photocopies in either case.

N. DOCUMENTS THAT MUST REFER TO THE AUTHORIZATIONS

Authorizations issued in Chile

- **Notarial Authorization:**

The permit must be recorded in a public deed or a private instrument duly authorized by a notary public, and its validity will be in accordance with the term established by the persons authorized to grant that permit, unless the person concerned gives due notice of its revocation to any police unit.

Such authorization is not required if the minor exits the country in company of the person or persons who are required to give it. In this case, the relationship of the children and adolescents with their parents must be proven through the documents indicated in Article 305 of the Civil Code.

- **Court Judgment:**

The judgment must contain a certificate stating that it is final and enforceable. This certificate may be included on the last page immediately following the judgment, or it may be included in the text itself, indicating if and when the parties waive their remedies, case in which the judgment becomes enforceable at that time.

- **Out-of-Court Agreements:**

This must be approved by the Family Court, and does not require a certificate of enforceability. It consists of mediations, settlements, conciliations, agreements, and provisional authorizations, authorizations issued outside Chile.

- **Consular authorization:**

This authorization is issued before the Chilean Consul in the manner contemplated in Article 49 of the Juvenile Law. Its validity will be in accordance with the term established by the persons authorized to grant this permit, and public deeds and private instruments are equally valid. Furthermore, both instruments may authorize multiple departures until the age of majority is reached. Their validity will be based on the will expressed in the instrument by the grantor, provided its validity is certified.

- **Authorization issued before an authority in a foreign country:**

This authorization is issued before a notary public or equivalent authority in a foreign country, which must bear an apostille or the chain of legalizations, as the case may be. Foreign Court Judgment: This is a ruling issued by the competent foreign court, which contains the factual and legal grounds and determines a particular legal situation. In this case, it authorizes the exit of a child from the country and must have been subject to the exequatur procedure.

Q. HOW IS THE LOCATION OF BIOLOGICAL PARENTS OF CHILDREN ADOPTED ABROAD MANAGED?

It may be done directly through the website of the National Child Service <https://www.mejorninez.cl/adopcion.html> or contacting the nearest Chilean Consulate where they will provide you with guidance and information.

P. HOW DO I REPORT AN IRREGULAR ADOPTION IN CHILE AND WHILE ABROAD, ARE RELATIVES LOOKED FOR?

You are suggested to contact the Chilean consulate closest to your home, which will receive your application and provide you with guidance and information in coordination with the Consular Social Service Department, so that you can access the available processing channels. In the case of a search for origins and/or illegal or irregular adoptions, the Search for Origins Program of the Specialized Service for the Protection of Children and Adolescents Better Childhood seeks to respond to requests from adopted people willing to contact their biological relatives.

To register abroad, applicants must complete the Motivation Sheet for the Search of Biological Family. Investigations will be carried out by the Child Abduction/Irregular Adoption Investigative Team of the Chilean Investigative Police (PDI) and will incorporate the case into the case filed with the Court of Appeals and maintained by a competent Investigating Justice.

Q. HOW IS THE RETURN OR REPATRIATION OF CHILEANS TO CHILE MANAGED?

- If you do not have the means to return to Chile alone or with your family, the Consular Social Service Department will evaluate the case and determine if a situation of serious social vulnerability is proven, such as human trafficking, domestic violence, a situation of neglect and destitution, children and adolescents with violated rights, which will make it possible to provide the consular assistance necessary for a safe return to Chile.
- If your documents are expired and you urgently need to travel to Chile, you should go to the nearest Chilean consulate and request a safe-conduct or emergency passport depending on the case.
- A person who is not self-sufficient and is alone abroad and wants to travel can request flight assistance from the airline through which they will be travelling, which will be subject to its decision and requirements, such as medical authorization, accompaniment or other requirements.

R. WHAT ARE THE PROCEDURES AND/OR STEPS TO RETURN TO LIVE IN CHILE?

If you are a Chilean living in another country, and you are planning to return to Chile, you can take a look at the handbook called "Guía para el Regreso a Chile", where you will find information on the steps to be taken. <https://www.consulado.gob.cl/regreso-a-chile>.

7. CONSULAR CIVIL REGISTRY

A. WHAT IS THE CONSULAR CIVIL REGISTRATION?

It allows Chileans who live or travel abroad and their immediate family members to carry out procedures to obtain Chilean documentation.

These procedures are carried out at the respective Chilean consulate. For more information, access the following link:

<https://www.consulado.gob.cl/consulados/site/edic/base/port/documentos.html>

B. WHAT SHOULD I DO TO OBTAIN AN IDENTITY CARD WHILE IN ANOTHER COUNTRY?

You must contact the Chilean consulate closest to your place of residence abroad and find out about the service channels and if a service appointment is necessary. For more information, go to:

<https://www.consulado.gob.cl/servicios/obtener-una-cedula-de-identidad-chilena>.

C. WHAT SHOULD I DO TO RENEW A CHILEAN IDENTITY CARD WHILE IN ANOTHER COUNTRY?

You must contact the respective Chilean consulate and request an appointment. Likewise, you must prove your Chilean nationality through your previous identity card or birth certificate. For more details, go to:

<https://www.consulado.gob.cl/servicios/obtener-una-cedula-de-identidad-chilena>

D. HOW CAN I DEACTIVATE MY IDENTITY CARD DUE TO LOSS OR THEFT FROM ANOTHER COUNTRY?

Go to the Chilean consulate closest to your place of residence or stay, explaining the reason for your visit, to deactivate your identity card. (Honorary consulates are excepted). For more information, go to:

<https://www.consulado.gob.cl/servicios/bloqueo-de-la-cedula-de-identidad>

E. HOW TO OBTAIN A PASSPORT WHILE IN ANOTHER COUNTRY?

To obtain your passport from another country, you must go to the nearest Chilean consulate and, if applicable, make an appointment. To obtain a regular passport you need to have your valid identity card and if it is expired, you may request both documents. For more details, go to:

<https://www.consulado.gob.cl/servicios/obtener-un-pasaporte-chileno>

F. WHAT SHOULD I DO TO DEACTIVATE A PASSPORT IN CASE OF LOSS OR THEFT WHILE IN ANOTHER COUNTRY?

You need to go to the Chilean consulate closest to your place of residence or stay abroad (honorary consulates are excepted). For more information, go to <https://www.consulado.gob.cl/servicios/bloqueo-de-pasaporte>

G. HOW TO OBTAIN AN EMERGENCY PASSPORT WHILE IN ANOTHER COUNTRY?

This procedure can be carried out at Chilean consulates around the world, for which you must first contact the respective office. It permits Chilean citizens who are outside Chile, as tourists and who have lost their passport or have been a victim of theft, to obtain a document to continue their trip in countries where its use is accepted. It is also granted to Chileans residing abroad, whose passport has expired or about to expire and requires such document in case of emergency, upon request for a regular passport. This will be disabled once the user enters Chile. For more information, go to: <https://www.consulado.gob.cl/servicios/solicitar-un-pasaporte-de-emergencia>.

H. TO OBTAIN A SAFE CONDUCT WHILE IN ANOTHER COUNTRY?

Contact the respective Chilean consulate to schedule an appointment to apply for a safe conduct, which allows Chilean citizens who are abroad and do not have a valid identity document to obtain an emergency document that will allow them to travel to Chile. If the flight has stops, you must indicate the cities where stops will take place.

The document is valid for 10 calendar days from the date of issue. The safe conduct will be retained by the International Police at the time of entering the country.

In qualified cases and justified exceptions, the Ministry may authorize consular officials to grant a safe conduct to a foreigner for the sole purpose of entering Chile. This travel document does not replace a prior authorization or visa, or a residence permit.

More information at: <https://www.consulado.gob.cl/servicios/solicitar-un-salvoconducto-por-emergencia>.

I. APPLICATION FOR NATIONALITY FOR CHILDREN OF CHILEANS BORN ABROAD?

The application can be made at any Chilean Consulate abroad and in Chile at the Civil Registration and Identification Service of Chile. More information at <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-nacimiento>

J. HOW CAN I RENOUNCE THE CHILEAN NATIONALITY WHILE IN ANOTHER COUNTRY?

To renounce the Chilean nationality, you must go to the Chilean consulate closest to your place of residence abroad, with the following documents:

- Application to renounce nationality (Endorse by the consul).
- Birth certificate of the interested party.
- Naturalization letter (legalized and translated). If you do not have it, attach a consular certificate of naturalization (it must be legalized if a consular certificate).
- Copy of Chilean document (identity card or passport)
- Copy of a foreign document (it may be a driver's license).

For more information, go to: <https://www.consulado.gob.cl/servicios/renuncia-de-la-nacionalidad-chilena>

K. HOW TO RECOVER THE CHILEAN NATIONALITY WHILE IN ANOTHER COUNTRY?

All nationals who renounced before 2005 may recover their Chilean nationality. To do this, you must go to the Chilean consulate closest to your place of residence abroad, with the following documents:

- Birth certificate, which must have a note of the resignation with the respective date.
- Request for elimination of loss of Chilean nationality (legalized).
- Valid identity document from the country where you reside.
- Naturalization letter or consular certificate of naturalization (consular certificate must be legalized).
- Chilean identity document (optional, not necessary).

More information at: <https://www.consulado.gob.cl/servicios/recuperacion-de-la-nacionalidad-chilena>.

In the event that the renunciation of Chilean nationality has been carried out after the entry into force of Act 20,050, it can only be regained by law.

L. HOW TO OBTAIN CHILEAN CIVIL CERTIFICATES WHILE ABROAD?

The Civil Registration and Identification Service of Chile has documents on its website. Certificates of birth, marriage, death, civil partnership agreement, police clearance driver's report can also be requested at Chilean consulates abroad. They can also be obtained directly from the website of the Civil Registration and Identification Service of Chile. They can also be requested at the Chilean consulates abroad at the following link: <https://www.consulado.gob.cl/redes/chile-en-el-mundo>

M. HOW CAN I MAKE A CONSULAR REGISTRATION OF BIRTH FOR MINORS FROM ABROAD?

You can get information at: <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-nacimiento>

To carry out this registration, you must attach the following documents:

- Original birth certificate of the minor issued by the competent authority of the country, duly apostilled or legalized by the Chilean consul (if the country does not belong to the Hague Convention).
- Birth certificate of the Chilean father or mother (born in Chile). If the father or mother is not born in Chile, you must also attach the birth certificate, identity card and Chilean death certificate (if deceased) of the grandparent born in Chile.
- Marriage certificate or civil partnership agreement of the parents of the child, if applicable.
- Valid foreign identity card of Chilean father or mother.
- Passport or DNI of foreign father or mother.
- Registrations of children aged six or older must attach a ten-print form.
- Form C9 in all registrations of minors (aged zero to seventeen years and eleven months) being the first common child registered in Chile of a couple.

N. HOW CAN I MAKE A CONSULAR REGISTRATION OF BIRTH FOR ADULTS FROM ABROAD?

You can get information at: <https://www.consulado.gob.cl/inscripcion-consular-de-nacimiento-18-anos-0>

To carry out this registration, you must attach the following documents:

- Original birth certificate issued by the competent authority of the country, duly apostilled or legalized by the Chilean consul (if the country does not belong to the Hague Convention).
- Birth certificate of the Chilean father or mother (born in Chile). If the father or mother is not born in Chile, you must also attach the birth certificate, identity card and Chilean death certificate (if deceased) of the grandparent born in Chile.
- Marriage certificate or civil partnership agreement of the parents of the registered person, if applicable.
- Valid Chilean and foreign identity card (if living abroad) of the Chilean father or mother.
- Passport or DNI of the foreign father or mother.
- Death certificate of the Chilean father or mother if deceased.
- Ten-print form with photograph of the registered person.
- Affidavit of the Chilean father or mother with a valid Chilean identity document. If they died abroad, you must register the death in Chile and attach an affidavit from a direct relative, of legal age, born in Chile, with a valid Chilean identity document and birth certificate to prove blood relationship with the registered person. If the applicant states that he does not have Chilean relatives, he must provide as many documents as possible from the person who provides the link to Chile, such as, for example, a copy of Chilean and foreign identity cards, marriage certificate, and death certificate; and sworn statement from the applicant indicating that he does not have relatives born in Chile, the SRCel will review the registration and accept or return it.
- If at any time the registered person had a visa as a foreigner in our country, he must attach a copy of the alien identity card or, failing that, report the Run number that was assigned to him.

O. HOW CAN I MAKE A CONSULAR MARRIAGE REGISTRATION FROM ABROAD?

You can get information at: <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-matrimonio>.

To carry out this registration, you must attach the following documents:

- Marriage certificate issued by the competent authority of the country, apostilled or legalized by the Chilean consul (if the country does not belong to the Hague Convention).
- Valid identity card of the Chilean spouse.
- Valid passport or ID of the foreign spouse.
- Registration must be requested by both spouses to qualify for the property regime. If this registration is requested only by the Chilean spouse, it will be registered as separation of property; and if one of the spouses is deceased, it must be registered without a regime.

P. HOW CAN I REGISTER A CIVIL PARTNERSHIP AGREEMENT FROM ABROAD?

- Original certificate of the stable de facto union issued by the competent authority of the country, apostilled or legalized by the Chilean consul (if the country does not belong to the Hague Convention).
- Valid identity card, passport or valid DNI of both interested parties.
- One or both parties must be of Chilean nationality.
- Registration must be requested by both interested parties to qualify for the patrimonial regime. If this registration is requested and signed only by the Chilean spouse, it is registered without property regime.

Q. HOW CAN I MAKE A DEATH REGISTRATION FROM ABROAD?

You can get information at: <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-defuncion>

To carry out this registration, you must attach the following documents:

- Death certificate issued by the competent authority of the country, apostilled or legalized by the Chilean consul (if the country does not belong to the Hague Convention).
- Birth certificate or Chilean birth entry of the deceased (mandatory).
- Marriage certificate (if applicable).
- Copy of the applicant's current ID or foreign DNI.
- Registration can be requested by a family member or a third party by presenting their identity card if Chilean or DNI if foreigner.

8. SOCIAL SECURITY

A. WHAT IS CONSULAR SOCIAL SECURITY?

It permits Chileans who live abroad to carry out pension procedures. **Chilean pensioners or active contributors to the Social Security Institute** can request pension procedures at the Chilean consulates abroad.

There are exceptions for cases where there is a Social Security Agreement between Chile and the country of residence. You can get information about consular social security procedures at the following link: <https://www.consulado.gob.cl/seguridad-social-consular>

B. HOW TO REQUEST THE SURVIVAL CERTIFICATE FOR THE IPS FROM ABROAD?

If you are an IPS pensioner and are residing abroad, you must complete the survival certification annually. This procedure can be carried out in the following ways:

- Through the SAC Citizen System (<https://tramites.minrel.gov.cl/Solicitudes/CertificadoSupervivencia.aspx>), validated by the consul using advanced electronic signature and sent directly to IPS in digital format.
- In those countries with which Chile has signed International Social Security Agreements (<https://www.spensiones.cl/portal/institucional/594/w3-propertyvalue-5936.html>), you can go in person to the liaison agency of the country of residence and request that they send to Chile a document that certifies their survival, using a valid Chilean Identity document and presenting an IPS pension pay slip.

This document is sent directly by the foreign entity to the Superintendency of Pensions, the liaison agency in Chile, who will send it to the Social Security Institute.

- You can go to a notarial office to get a Notarial Living Certificate, a document that must subsequently be apostilled to be legally valid in Chile. After that, you must send it by mail to the Social Security Institute, to the Payment Control Unit, at calle Santo Domingo No. 1285 – 4th floor – district and city of Santiago.
- Through the IPS virtual office, at the following website: <https://www.ips.gob.cl/tramites/63663>. The hours for this service are Monday through Thursday, from 8:00 a.m. to 6:00 p.m., and Fridays, from 8:00 a.m. to 5:00 p.m. (Chile time).
- At the virtual office of the Superintendency of Pensions, for this you must go to the site: <https://www.spensiones.cl/portal/institucional/594/w3-propertyvalue-10160.html>

Through this website, you may also process survival certifications of AFP pensioners, who live in those countries with which Chile has signed a Social Security Agreement.

C. HOW CAN A CHILEAN CITIZEN WHO LIVES ABROAD AND IS A PENSIONER OR ACTIVE CONTRIBUTOR TO A PRIVATE ORGANIZATION CARRY OUT HIS PROCEDURES IN CHILE?

He must do it in Chile, directly with the corresponding pension organization. He must consult the possibility of appointing a proxy in Chile to represent him before that body. In the latter case, he can process a power of attorney at the Chilean consulate, a document that must subsequently be legalized at the Ministry of Foreign Affairs, at Calle Agustinas No. 1320, district and city of Santiago, Monday through Friday from 09:00 a.m. to 2:00 p.m.

D. WHAT IS THE LIAISON AGENCY IN CHILE THAT MANAGES PENSIONS WHEN THERE IS A SOCIAL SECURITY AGREEMENT BETWEEN CHILE AND THE COUNTRY WHERE THE PERSON MADE HIS PENSION CONTRIBUTIONS?

The liaison agency for processing pensions under agreement is the Superintendency of Pensions.

Abroad, you must go to the liaison agency of the country of residence with which Chile has signed the Social Security Agreement. The user may request the consular network to intervene in his pension process in accordance with the agreement when, after a period of six months, the Chilean liaison agency has not responded to the request of its counterpart.

The requirements are published on the Consular Services website: <https://www.consulado.gob.cl/servicios/informacion-sobre-convenios-de-seguridad-social>

For more information on the international social security agreements signed by Chile, you can visit the website of the Superintendency of Pensions: <https://www.spensiones.cl/portal/institucional/594/w3-propertyvalue-5936.html>

E. CAN A CHILEAN CITIZEN WHO LIVES ABROAD ACCESS THE SOCIAL BENEFITS PROVIDED BY THE STATE TO CHILEANS?

No, because one of the requirements is to prove residence in Chile for 20 years (starting at 20 years of age) and a period of no less than four years of residence in the last five years prior to the application date. In addition, it entails a vulnerability requirement that cannot be accredited from abroad.

F. IF I START A PENSION PROCESS BEFORE THE PENSION ORGANIZATIONS WHILE IN CHILE, CAN I CONSULT WITH THE CHILEAN CONSULATE IN THE COUNTRY IN WHICH I LIVE ABOUT THE RESPONSE TO MY APPLICATION?

No, it is the exclusive responsibility of the holder, consular services are not involved. The Chilean consulate can report the resolution of applications when they have been initiated at the consular office.

G. WHAT IS THE SINGLE REPARATORY CONTRIBUTION (ACT 20,874) FOR QUALIFIED VALECH BENEFICIARIES AND THEIR SURVIVING SPOUSES?

It is a benefit that was paid one time since 2015, according to Act No. 20,874 and was paid to the vast majority of people who met the requirements. Currently, the application is valid only for people who have never requested the benefit and who meet the requirements as established in that Act. For more information, you can access the following website: <https://www.ips.gob.cl/fichas/aporte-unico-reparatorio-ley-20874-para-personas-consideradas-como-victimas-de-prision-politica-y-tortura-y-a-sus-familiares-reconocidas-por-el-estado-de-chile>

H. IS THERE A NEW DEADLINE TO REGISTER IN THE “LIST OF POLITICAL AND TORTURED PRISONERS” AND “MINORS BORN IN PRISON OR DETAINED WITH THEIR PARENTS” AS REPORTED BY THE VALECH COMMISSION?

No, the Law has not set deadlines for new registrations, these reports were issued in December 2004, July 2005 (reconsideration) and August 2011

9. MASSIVE EMERGENCIES OF CHILEANS ABROAD

A. WHAT ARE MASS EMERGENCIES OF CHILEAN CITIZENS ABROAD?

They correspond to massive critical events caused by natural or anthropic (man-made) phenomena and their corresponding impact on fellow nationals and/or foreigners (residents or in transit in Chile or abroad).

B. WHO CAN A CHILEAN CITIZEN ABROAD CONTACT IN CASE OF DISASTER OR CATASTROPHE ABROAD, PRODUCED BY NATURAL OR ANTHROPIC PHENOMENA, SUCH AS EARTHQUAKES, TSUNAMIS, TERRORIST ATTACKS, MAJOR TRAFFIC ACCIDENTS (BUS, TRAIN, PLANE)?

He should contact the nearest Chilean consulate. Get information about the consular network at:
<https://www.consulado.gob.cl/redes/chile-en-el-mundo>

C. WHO CAN A CHILEAN CITIZEN IN CHILE CONTACT WHEN HE HAS A RELATIVE ABROAD POSSIBLY AFFECTED BY A MASSIVE EMERGENCY OCCURRED BY NATURAL OR ANTHROPIC PHENOMENA, SUCH AS EARTHQUAKES, TSUNAMIS, TERRORIST ATTACKS, MAJOR TRAFFIC ACCIDENTS (BUS, TRAIN, PLANE)?

He must contact the Emergency Department in the Foreign Ministry to locate his relative, through the email emergency@consulado.gob.cl and provide basic information on the person: full name, RUN, telephone number, email address, place where he was located, last known information prior to the critical event and the applicant's data (full name, RUN and relationship).

If you are a foreigner and are in Chile as a tourist, in case of emergency, disaster and catastrophe, follow the instructions of the local authority and contact your Consulate in Chile. <https://www.consulado.gob.cl/redes/cuerpo-consular-en-chile>

10. NATIONALITY AND CITIZENSHIP

A. WHO ARE CONSIDERED CHILEANS?

Chilean nationals are those born in the territory of Chile. Children of a Chilean father or mother, grandfather or grandmother, who were born abroad, who were born in Chile, who have obtained a Chilean naturalization charter or who have acquired nationalization by grace. Those who have acquired a Chilean naturalization charter or those who have obtained Chilean nationality by grace are also Chilean nationals.

Exception: children of foreigners who are in Chile in the service of their government, and children of transient foreigners. They can acquire the Chilean nationality from the time they attain the age of 18 until the last day before turning 19.

B. HOW IS CHILEAN NATIONALITY LOST?

By voluntary resignation: For this resignation to be effective, it must be made before the competent Chilean authority. Abroad, before a Chilean Consul and having previously acquired another nationality. The renunciation of Chilean nationality cannot be revoked except by a law that allows it.

C. WHO HAS THE CHILEAN CITIZENSHIP?

Chileans who have turned eighteen years of age and have not been sentenced to afflictive penalty (sentence greater than 3 years and 1 day)

D. WHAT RIGHTS ARE INCLUDED IN CITIZENSHIP?

- Right to vote.
- To run for elected positions.
- Other rights conferred by the Constitution or the law.

E. WHEN CAN CHILEAN CITIZENS VOTE ABROAD?

- At presidential primaries.
- At elections for President of the Republic.
- In national plebiscites.
- In the case of Chileans who have acquired Chilean nationality from their being the child of a Chilean father or mother, grandfather or grandmother, who were born in Chile, who have acquired Chilean nationality by naturalization in Chile or by grace, they must be residents for one year in Chile to be able to vote.

F. CAN FOREIGNERS VOTE IN CHILE?

Foreigners can vote in Chile when they have been in the country for more than five years, are over 18 years old and have not been convicted to an afflictive sentence (of more than three years and one day).

Those who have become Chilean nationals can apply for elected public positions only after five years of being in possession of their naturalization charter

G. HOW CAN CHILEANS VOTE FROM ABROAD?

Chilean citizens, over 18 years of age, who live outside the country and who intend to exercise their vote in presidential primaries, presidential elections or national plebiscites, must complete the process of changing address or electoral registration, where appropriate, using the Single Code on the Serval website or in person in the network of Chilean consulates around the world. In that way, that are enrolled in the Register of Electors Abroad.

H. WHY HAVE YOU BEEN FINED FOR NOT VOTING IN CHILE, IF YOU RESIDE ABROAD?

For the last Constitutional Plebiscite on September 4, 2022, and the election of Constitutional Councilors on May 7, 2023, voting was mandatory for voters with electoral domicile in Chile. This was in accordance with Article 160 of the Constitution. Then, in April 2024, a reform was approved to Constitutional Organic Act No. 18,700 on Popular Voting and Scrutiny (Act 21,693). One of the transitional provisions introduced, stated that "any voter who does not vote in the elections will be sanctioned with a fine of 0.5 tax units for the Municipal benefit."

In view of the foregoing, if you did not vote during the 2022, 2023, and/or 2024 elections, or if you live abroad and did not update your voting address for 2024, you could receive a notification of a fine for not having voted.

I. HOW DO I KNOW IF I WAS FINED?

The Magistrate Court (JPL) corresponding to the voting address will issue a summons to citizens who did not vote. This is NOT immediate, as the notification can take up to a year to be received and will be sent by certified mail to the registered voting address.

J. IS BEING ABROAD A REASON FOR NOT BEING FINED?

One of the reasons for not being fined is that you are outside the country. Therefore, if you receive a notice from the JPL, you should contact them to indicate the reason for your absence and find out what documents you can use to prove this.

More information at: <https://www.consulado.gob.cl/comunidades/ciudadania/voto-en-el-exterior/recibiste-una-notificacion-del-juzgado-de-policia-local-por-no-votar>

K. WHERE CAN I CHECK THE ELECTORAL DATA?

To find the electoral address registered with the SERVEL, you can visit the website: <https://miconsulta.servel.cl/>. Authentication with a Unique Key is required.

11. FUNCTIONS OF CONSULS OF CHILE AS COMMISSIONERS FOR OATH AND NOTARIES PUBLIC

A. WHAT ARE THE FUNCTIONS OF CONSULS OF CHILE ABROAD?

In what is relevant for these purposes, they must issue public instruments in accordance with the instructions that, orally or in writing, are given by the executing parties for that purpose, draw up solemn inventories, in general, attest to the actions for which they were required in their capacity as commissioners for oaths, and that were not expressly entrusted to other officials nor being illegal.

They have the power to act as a commissioner for oaths or notary public.

B. PUBLIC DEEDS TO HAVE EFFECT IN CHILE

You are suggested to contact the respective Chilean consulate, so that they can give you an appointment for you to sign. Likewise, you are suggested to send a minute or draft of the deed.

Then, for it to be valid in Chile, it must be legalized at the Ministry of Foreign Affairs and then notarized at a notarial office.

C. SALES DOCUMENT

All deeds that are to be filed with the Real Estate Registrar must be executed at the Chilean consulate. If the action takes place before a local notary, they will not be accepted and their quality must be declared by a court.

D. TYPES OF EVENTS THAT CAN BE HELD AT THE CONSULATE OF CHILE

Wills (open and closed), powers of attorney, authorizations to exit the country for minors, among others, and otherwise requiring the intervention of a commissioner for oaths.

E. PROCEDURE FOR GRANTING GENERAL AND SPECIAL POWERS OF ATTORNEY

A minute or draft of the power of attorney in Word format, written by a lawyer qualified to practice as such in Chile, must be accompanied, indicating whether or not it is a public deed. Applications that are in other formats such as PDF, photocopies, by regular mail or scanned will not be processed.

It is required to fill in the respective form with particulars of the person who will sign the power of attorney or contract. Additionally, a copy of the identity card or passport of the person who will sign the power of attorney or contract should be attached and propose two dates and times for appearance at the respective consulate to sign the power of attorney or contract.

It should be noted also that the consulate, in accordance with Chilean legislation, is not responsible for the content of the document, but only for the date and the identity of the grantors.

Once the form is received, reviewed and prepared for signature, it will be sent for the interested party's approval and to schedule an appointment. At that same time, the amount to be paid in respect of the consular fees will be informed.

The principal must identify himself with his valid identity card or passport, which must be the same as those appearing on the deed. A foreign principal can identify himself with his passport.

F. HOW CAN I SERVE A SENTENCE THROUGH A MONTHLY SIGNATURE IF I MUST LEAVE THE COUNTRY?

You may sign at the Chilean consulate. For that purpose, the administrative or judicial authority must notify the Ministry of Foreign Affairs, informing that the person has been authorized to sign at the Chilean consulate and he is given a certificate and another one is sent to Santiago to be forwarded to the competent authority.



**Ministry of
Foreign
Affairs**

Government of Chile

