



# GUIDE TO FREQUENTLY ASKED QUESTIONS BY CITIZENS

UNDER-SECRETARIAT FOR FOREIGN AFFAIRS

CITIZEN SERVICE AND TRANSPARENCY DIVISION

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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 by Citizens has been prepared, a document that contains and compiles the main questions asked to this State Department.

It is essential that citizens be informed on the services that the Chancellery 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 Under-Secretariat for Foreign Affairs, the General Administrative Directorate, the General Directorate for Consular Affairs, Immigration and Chilean Citizens Abroad, the Directorate for Strategic Communication, the Citizen Attention and Transparency Division and the Infrastructure and Logistics Division, who were key in the preparation of this writing.

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

Kind regards,



**GLORIA DE LA FUENTE GONZÁLEZ**  
Under-Secretary for Foreign Affairs



# FREQUENTLY ASKED QUESTIONS SERVICES AND PROCEDURES

OF THE  
UNDER-SECRETARIAT  
FOR FOREIGN AFFAIRS



# 1. APOSTILLE

## A. WHAT IS THE APOSTILLE?

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The Apostille or The Hague Apostille is a single certification, which has been implemented in the country since August 2016, which permits 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 permit 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 AT THE MINISTRY OF FOREIGN AFFAIRS?

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Any document from a Public Service not competent to apostille must be processed in person at this Ministry, located at Agustinas 1320, Santiago. 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?

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- **Electronic or "e-Apostille":** It can be done through an advanced electronic signature and its authenticity may 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 ARE APOSTILLED BY THE CHILEAN MINISTRY OF FOREIGN AFFAIRS?

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Public or private documents with official certification originating in Chile, especially those which are not apostillable 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 ARE APOSTILLED BY THE CHILEAN MINISTRY OF EDUCATION?

(Located at calle Fray Camilo Henríquez N° 262, district and city of Santiago)

- Certificates issued by educational establishments accredited by MINEDUC.
- Documents from Higher Education institutions accredited by MINEDUC.
- Documents from Higher Education institutions that were revoked (closed) and that used to be officially accredited by MINEDUC.
- Study documents from institutions of the Armed Forces and Law Enforcement Authorities.
- Certificates with electronic apostille available at [www.ayudamineduc.cl](http://www.ayudamineduc.cl)

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

### F. WHAT CHILEAN DOCUMENTS ARE APOSTILLED BY THE CHILEAN MINISTRY OF JUSTICE?

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

- Notaries: public deeds, affidavits, notarized instruments, among others.
- Copy of registration in the Record of Registrars, effective ownership certificate, actual possession, validity and legal status of companies, among others.
- Copy of documents issued in judicial Registrars.
- Copy of judgments and other rulings 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 ARE APOSTILLED BY THE CHILEAN CIVIL REGISTRATION AND IDENTIFICATION SERVICE (SRCEI)?

(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 may be apostilled:

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

## H. WHAT CHILEAN DOCUMENTS ARE APOSTILLED BY REGIONAL SECRETARIATS OF THE MINISTRY OF HEALTH?

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- Health certificate.
- Medical report.
- Vaccination certificate.
- Medical prescription.
- MINSAL Certificate.
- Health exam.
- Work certificate.
- Medical leave.
- HIV Certificate.
- Body preservation certificate.
- Body transfer Resolution.

## I. WHAT CHILEAN DOCUMENTS MAY BE APOSTILLED FROM ABROAD?

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Public documents granted in Chile under Advanced Electronic Signature (FEA), with the possibility of receiving an apostille and verifiable online. It may be requested through the following form: <https://www.apostilla.gob.cl/apostilla/solicitud-de-apostilla-desde-el-exterior-para-documentos-publicos>.

## J. WHAT IS THE FOREIGN APOSTILLE?

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The Convention provides that, at the request of any interested party, the authority that issued the apostille must verify whether the annotations included in it comply with 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 signatory of the public document and the capacity in which he or she acted. For more information about the competent authorities to find out about the foreign Authority who issued the Apostille, log into 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 by the respective foreign authorities from the country of origin.

## 2. LEGALIZATION

### A. WHAT IS A LEGALIZATION?

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

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

### B. WHAT IS THE LEGALIZATION OF CHILEAN DOCUMENTS?

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It corresponds to the certification of signature of 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 have validity abroad.

For further information, please access <https://www.consulado.gob.cl/documentos/legalizar-documentos-emitidos-en-chile>.

### C. WHO CAN CARRY OUT THE LEGALIZATION OF CHILEAN DOCUMENTS?

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

### D. HOW SHOULD CHILEAN DOCUMENTS BE SUBMITTED FOR LEGALIZATION?

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Original documents must be presented under handwritten signature, which are compared with the record 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 allows for verification of their integrity and authenticity when printed. If the document cannot be verified it cannot be legalized.

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

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The legalization process has no cost.

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

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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://www.consulado.gob.cl/servicios-en-linea/agende-cita-electronica-para-apostilla-y-legalizaciones>

If you live in another region, you can deliver the document to the Provincial Governorship corresponding to your domicile, an entity that will send it to this Ministry for legalization, being returned to the governorship, for delivery to the interested party and he or she will then legalize it at the foreign consulate accredited in Chile.

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

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Notarial or other documents issued by the Civil Registration and Identification Service, such as birth, marriage, police clearance and death certificates that bear a handwritten signature. These documents must first be legalized at the Legalization Office of the Ministry of Justice, located at Moneda N° 1155, in the city of Santiago and if you are in a region, at the Office of the Regional Ministerial Secretariat (Seremi) of Justice.

- Court rulings at the Supreme Court Clerk, located at Compañía 1140, district and city of Santiago.
- Health certificates, medical prescriptions and vaccination certificates, in the relevant Regional Ministerial Secretariat of Health.
- Animal or export certificate, at the Agriculture 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 Fray Camilo Henríquez Street No. 262, district and city of Santiago, and if you are in a region, at the Regional Ministerial Secretariat of Education.

## H. HOW ARE CHILEAN DOCUMENTS LEGALIZED FOR USE IN CUBA?

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

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

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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 that of the Chilean consul as the last one, whose signature is legalized at the Ministry of Foreign Affairs, so that they may be valid in Chile.

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

Legalization only applies to documents under original signatures and not impressions.

For further information, you can access the following link:

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

#### **J. WHO CAN CARRY OUT THE LEGALIZATION OF CHILEAN DOCUMENTS?**

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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?**

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

#### **L. DOES LEGALIZATION OF FOREIGN DOCUMENTS HAVE ANY COST?**

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The legalization process has no cost.

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

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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 electronically at <https://www.consulado.gob.cl/servicios-en-linea/agende-cita-electronica-para-apostilla-y-legalizaciones>. Then, you must go to the Apostille and Document Legalization Section on the corresponding day.

## 3. TRANSLATIONS

The Ministry of Foreign Affairs provides the service of document translation for procedures in national or foreign institutions. For further 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?

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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 alter or falsify the original document or its translation (physical or digital). **That is a crime punishable by law.**

### B. HOW IS THE TRANSLATION PROCEDURE REQUESTED?

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- Personal attention, at calle Agustinas No. 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 THIS PROCEDURE?

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- To present 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 requesting party.
- To request a translation estimate.
- To pay the corresponding fee.

### D. WHAT ARE THE PERSONAL ATTENTION HOURS?

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

- For admission of documents for translation, 45 numbers are given daily. The last number, if still there is availability, is given at 1:00 p.m.
- For pick up of translated documents, no maximum of daily numbers is established. However, the last number is given at 1:00 p.m.
- To pick up the translation, the appropriate voucher is required and, if picked up by a third party, they must submit a simple power of attorney issued by the applicant.

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

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

Each person will be able to submit 2 requests per day and for each request they will be able to upload a maximum of 5 documents.

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

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Yes. The important thing is that the account owner indicates the name of the document holder when filing the request, so that the translation is properly apostilled.

#### **G. IS A TRANSLATION REQUESTED ONLINE PICKED UP IN PERSON?**

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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?**

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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?**

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

#### **J. WHAT ARE THE TIMELINES AND COSTS OF THE TRANSLATION SERVICE?**

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

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

## K. WHAT ARE THE PAYMENT METHODS?

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

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

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

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- **In-person service:** the exact delivery date of the translation is informed verbally and is also indicated on the pickup receipt.
- **Online service:** the timeline in business days informed in the estimate begins on the day the advance is paid (business days: Monday through Friday, except holidays).

## M. IS THE TRANSLATION ALSO LEGALIZED OR APOSTILLED?

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

- **In-person translation:** if the translation is to be presented in a country that is a member of the Hague Convention, the user must request the apostille at the Document Analysis and Validation Department of this Ministry. If the translation is to be presented in a country that is not a member of the Hague Convention, the user must request legalization at the Document Analysis and Validation Department of this Ministry.
- **Online translation:** If the translation is to be presented in a country that is a member of the Hague Convention, it is sent under an apostille through the platform (according to the data provided by the user). If the translation is to be presented in a country that is not a member of the Hague Convention, the user must request legalization at the Document Analysis and Validation Department of this Ministry.

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

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You can contact the Translation Department directly at 22827454 to resolve your case or file a request in the Citizen Service System: <https://subrel.cerofilas.gob.cl/> of the Ministry.

#### O. HOW CAN I CONTACT THE TRANSLATION DEPARTMENT DIRECTLY IN CASE OF DOUBT?

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All 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](mailto:publicotraducciones@minrel.gob.cl).

#### P. WHAT IS THE LEGAL FRAMEWORK FOR TRANSLATIONS?

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- Supreme Decree No. 64, of 2003, from the Ministry of Foreign Affairs, which sets the value of 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?

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It permits Chilean and foreign citizens to get the accreditation and registration of a degree obtained in countries under current bilateral or multilateral agreement, and which enables them to freely practice their profession in Chile. For further information, access the following link: <https://www.consulado.gob.cl/documentos/reconocer-y-registrar-titulos-de-estudios-en-el-extranjero>. This procedure is free of charge.

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

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Bilateral agreements are currently in force with Brazil, Peru and Uruguay. On the other hand, current multilateral agreements include Bolivia, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Peru.

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

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The request for recognition of degrees 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 intended to verify the original documents and receipt of copies of them, authenticated before a Chilean notary under signature as a true copy of the original.

The interview is carried out, after booking an online appointment, in the Degree 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.

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

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

**Important:** Digitization of documents must be carried out from the 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 qualification of lawyer, a procedure that must be carried out before it later.

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

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

#### **E.WHAT OTHER COMPETENT BODIES AND FROM WHAT COUNTRIES RECOGNIZE DEGREES IN CHILE?**

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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, please go to the Foreign Degree Revalidation Office of the University of Chile (<https://uchile.cl/revalidacion>).

## 5. VISAS

### A. GENERAL ASPECTS REGARDING VISAS:

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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 holders of a temporary residence permit, or as official, temporary or permanent residents.

As a general rule, a foreigner will not require prior authorization or visa to remain temporarily in the country; however, for reasons of international reciprocity or otherwise indicated in the act, prior 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 Under-Secretariat for Foreign Affairs and issued by a State or international organization, will be considered travel documents, as well as the documentation that is determined by the agreements or conventions signed on this 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 apply for 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 file a new application.

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

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The National Immigration Service, of the Ministry of the Interior and Public Security of Chile, handles and processes residence permits from abroad and in Chile (Immigration Subcategory provided for in Supreme Decree No. 177/2022, from the Ministry of the Interior and Public Security). For further information, access the website of that service at <https://tramites.serviciomigraciones.cl>.

The Ministry of Foreign Affairs, through the Chilean consulates abroad, handles and processes temporary stay visas from abroad, such as:

- Temporary stay permit visa (formerly tourism). Its requirements can be found at <https://www.consulado.gob.cl/informacion-sobre-visas-para-ingresar-a-chile>.

The temporary stay permit is valid for up to 90 days.

General requirements: <https://tramites.minrel.gov.cl/> and [www.serviciosconsulares.cl](http://www.serviciosconsulares.cl)

### C. HOW CAN YOU KNOW THE STATUS OF YOUR APPLICATION FOR A TEMPORARY STAY PERMIT?

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

### D. HOW IS THE TEMPORARY STAY VISA GRANTED?

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To request a temporary stay visa at a consulate, you must login to:

<https://tramites.minrel.gov.cl/>.

Since the entry into force of Act No. 21,325, you only have to appear before the consulate, subject to an appointment, for an interview for a temporary stay visa.

Once the temporary stay 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. From that moment on, you have 90 days to complete the trip or enter the country. It is the user's obligation to print the permit and carry it when entering the country along with their passport (the length of stay begins from the moment the user receives the official email from the respective Chilean consulate).

### E. WHAT ARE THE DEADLINES AND COSTS?

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The processing period corresponds to that established under Act No. 19,880, that is, six months. The costs can be verified in the table of visas and tariffs according to 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?

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At the following link you can find information regarding the countries that request Chilean citizens to get 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?

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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 the relevant documentation (passport or identity document and visa if applicable, depending on the country of origin).

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

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Negotiations of Working Holiday agreements are the responsibility of the Ministry of Foreign Affairs; however, the National Immigration Service is in charge of 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 log into the website <https://tramites.serviciomigraciones.cl> and file the Application for Temporary Residence for Foreigners outside Chile.
- If you are a Chilean citizen, to apply for the Working Holiday Program abroad you must make the inquiries and find out about 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 check what agreements are signed by the Ministry of Foreign Affairs of Chile with other countries, you must log into the website: <https://www.consulado.gob.cl/servicios/acuerdos-working-holiday>.

## 6. CONSULAR SOCIAL SERVICE

### A. WHAT IS THE CONSULAR SOCIAL SERVICE?

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It allows Chileans citizens 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 associated fees.

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

### B. WHERE DO I CARRY OUT THE PROCEDURES TO REQUEST THE CONSULAR SOCIAL SERVICE?

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- If abroad, you must contact the respective Chilean Consulate.
- If in Chile, 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, Monday through Friday from 9:00 a.m. to 1:00 p.m. or by calling 228274622 and 228274625.

### C. WHAT CONSULAR ASSISTANCE CAN CHILEANS WHO RESIDE OR TRANSIT ABROAD HAVE ACCESS TO?

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- To locate fellow nationals residing abroad or locate their relatives in Chile.
- To handle repatriation requests for reasons of health, homelessness, accidents, illnesses, deaths, gender violence and human trafficking, among others. Likewise, to provide guidance to family members in Chile.
- To request information on detainees abroad, their health condition, the conditions in which they are found and, when the country's laws allow it, to know the status of their processes. Also, to keep family members in Chile informed and when possible, to collaborate in sending documents and correspondence.
- To support the protection of Chilean children in situations of social risk, for example: illness, detention or death of parents, victims of human trafficking abroad, among others.
- To intervene and coordinate with Chilean families and 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?**

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

#### **E. HOW CAN I LOCATE A CHILEAN ABROAD?**

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The request is 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, you must present the Birth Certificate of the person to be located, complete identification history of the applicant, including proof of the relationship and latest data of the person abroad that includes a reference to a country and city that permits to direct the search to a Consulate.

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

#### **F. HOW CAN I LOCATE A CHILEAN MISSING ABROAD?**

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The request must be channelled through 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 to be located must be presented, complete identification history of the applicant, including proof of the relationship and latest data of the person abroad that permits to direct the search to a specific consulate. Further, the applicant must evaluate whether it is appropriate to file a complaint for alleged misfortune in Chile.

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

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You are recommended to inform the Ministry of Foreign Affairs to complement and support the search in the respective country. To do this, 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 DETAINED ABROAD?

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- The request is made by a direct relative at the Consular Social Service Department, having information on the person's last location. With this, confirmation of the arrest will be requested, the facility where he is detained and the information required about the case.
- For communication with a Chilean detained abroad, each prison facility has its own system for detainees. Therefore, if you do not have family members or acquaintances who can send correspondence or find out about the procedure for this, you are recommended to request assistance at the Consular Social Service Department, so that the Consulate of Chile can consult about alternatives in this regard.
- To send documents, letters, money, clothes, books, toiletries, etc., there is also a variety of private parcel and money sending services abroad; however, before making any type of shipment, you should inquire about the regulations of the country's prison institution as to whether it is allowed, and, if possible, how the parcel should be directed to its prison facilities. If you cannot access this information, the respective Consulate of Chile could request it. To do so you must go to the Consular Social Service Department.
- The Consulate of Chile can request confirmation of the detention from the corresponding authorities, information on the detainee, visit the detainee to find out their situation if required and ensure that due process is carried out.
- You cannot pay the deportation ticket for a Chilean detained in another country, because it is not possible to intervene in the procedures of foreign immigration authorities.
- The Consulate of Chile cannot intervene in the judicial proceeding of a person detained abroad, because it is not possible to intervene in judicial proceedings or immigration procedures of foreign authorities where the detainee is located.
- If a detainee does not have documentation or it is not current and must travel to Chile, the prison authority in charge must make 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 proceeding abroad, but will ensure that a public defender or an ex officio or pro bono lawyer is assigned.
- The possibility that a Chilean detained abroad can continue his process 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 detained at an airport outside Chile, such retention and inadmissibility is the responsibility of the immigration authorities of the respective country, without the Chilean consulates being able to intervene directly in this process. In any case, 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 A SICK OR ACCIDENTED CHILEAN ABROAD?

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- The Ministry of Foreign Affairs and its consulates do not cover medical expenses in the event of accidents or illnesses of Chileans abroad. The costs are for each patient or family, so it is recommended that you travel with contracted medical and travel insurance.
- The Chilean consulates abroad do not have the powers or authorities to act as guarantor or 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, your family may be informed of your progress and your return to the country will be evaluated, if appropriate.

## J. HOW DO I REPORT A CHILEAN WHO DIED ABROAD?

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- 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 requested that allows the family to be informed, so that they can make decisions on how to proceed with the funeral procedures.
- 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 includes this expense coverage, 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 transported outside the country, so that such service delivers the apostilled or legalized documentation and the amphora has a security seal to be transported. On the other hand, it is suggested to inquire about the additional requirements that the airline may request, depending on the 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 the 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 can count on consular assistance, given the complexity of the procedures; to do this you can contact the Consular Social Service Department.

- To repatriate the bone remains of a family member buried years ago abroad, you are recommended to consult with the Consular Social Service Department, since the requirements will depend on the country of repatriation.
- The Chilean consulates abroad cannot recover the assets of relatives of Chileans 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, you can 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 on the commitment that the family will pay it in installments.

#### **K. HOW IS THE ENTRY AND EXIT OF CHILDREN AND ADOLESCENTS CARRIED OUT IN CHILE?**

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- Subject to the prior written authorization from their parents or legal guardians, minors may enter Chile without being accompanied by one of them. The authorization must be duly legalized (competent local authority and Chilean consulate).
- In the event that it is not possible to get this notarial authorization, due to lack of contact with the person who must authorize the trip or due to failure to reach an agreement between the parties, the authorization must be requested from the Family Court corresponding to the domicile of the child or adolescent at a reasonable time before the trip.
- If the father or mother does not return the minor within the period stipulated in the authorization to leave the country, the affected party can turn to the International Legal Assistance Cooperation Office.

#### **L. IF A MINOR WAS NOT ACKNOWLEDGED BY ONE OF THE PARENTS, TO LEAVE CHILE THE FOLLOWING MUST BE PRESENTED:**

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- If the personal care 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 from the one who has acknowledged him, as the case may be.
- If the judge entrusted personal care to one of the parents or to a third party, the child cannot leave the country without the authorization of the father, mother or third party to whom personal care was granted.

#### **M. DOCUMENTATION NECESSARY FOR THE MINOR'S DEPARTURE FROM THE COUNTRY:**

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- Valid passport or identity card, depending on the country of destination.
- Birth certificate or family book, attaching three simple photocopies.
- Death certificate if one of the parents is deceased, attaching three simple photocopies.
- Notarial authorization from the father who is not traveling, providing his consent for the departure of the minor or the authorization of the competent family court, in original and three simple photocopies in either case.

Finally, in the case of minors not acknowledged by the father, the authorization of the mother or the third party is sufficient in the event that personal care has been entrusted to another person, and the documents already described must be accompanied, where appropriate.

#### **N. HOW ARE BIOLOGICAL PARENTS OF CHILDREN ADOPTED ABROAD LOCATED?**

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It can be done directly through the website <https://www.sename.cl/web/index.php/programa-busqueda-de-origenes/> or you can contact the nearest Chilean Consulate where they will provide you with guidance and information.

#### **O. HOW IS AN IRREGULAR ADOPTION IN CHILE REPORTED WHILE RELATIVES ARE BEING LOOKED FOR ABROAD?**

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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 "Mejor Niñez (Better Childhood)" seeks to respond to requests from adopted people wishing to make contact with their biological relatives.

To register abroad, applicants must fill in the Motivation Sheet for the Search of Biological Family. The inquiries 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 action brought in the Court of Appeals and maintained by a competent Investigating Justice.

#### **P. HOW IS THE RETURN OR REPATRIATION OF CHILEANS TO CHILE ARRANGED?**

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- 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 homelessness, 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 need to travel urgently 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 travel, which will be subject to the decision and requirements that it makes, such as medical authorization, accompaniment or other requirements.

#### **Q. WHAT ARE THE PROCEDURES AND/OR STEPS TO RETURN TO LIVE IN CHILE?**

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If you are a Chilean residing in another country, and you plan to return to Chile, you can review the "Reunion Manual", the digital version of which is available at: [www.chilesomostodos.gob.cl](http://www.chilesomostodos.gob.cl)

## R. HOW ARE SITUATIONS OF VIOLENCE AGAINST WOMEN (VCM) OR DOMESTIC VIOLENCE (VIF) ADDRESSED FROM ABROAD?

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- If you have a family member abroad who is a victim of VIF/VAW, the case must be reported to the Consular Social Service Department of the Ministry of Foreign Affairs to conduct an interview. The respective Chilean consulate will contact the victim, the local networks set up for this type of case will be activated and will provide the corresponding consular assistance, according to the evaluation of the situation. In addition, assistance may be provided in the event of filing a complaint with the competent local authority, providing the corresponding consular assistance.
- If you are a victim of violence and have nowhere to live, the Chilean consulates provide assistance in cases of fellow nationals who are victims of VIF or VCM abroad and evaluate the case with the Consular Social Service Department, to implement, in the event of a situation of vulnerability serious social situation, the alternatives that allow you to remain in safe conditions while the risk situation is resolved, always in coordination with the local protection network and the family network.
- If you are a victim of violence and the other parent does not authorize the departure of the minor children from the country, a judicial proceeding must be initiated or this request must be integrated into the case that is being followed due to violence. The judge or the competent authority will be the one who makes a ruling based on the background information provided. It is very relevant to provide in this proceeding the background that proves the situation of abuse that is being faced.
- If a minor relative abroad is a victim of mistreatment or abuse by the responsible adult, the case must be reported to the Consular Social Service Department of the Ministry of Foreign Affairs, to conduct an interview. In this way, the existing local child protection networks will be activated through the respective Chilean consulate and the corresponding consular assistance will be provided.
- The Chilean consulate may inquire about the existence of organizations that provide legal assistance in cases of domestic or gender violence, which is necessary, since the response of the institutional network will be different depending on the country where the incident occurs, as organizations may or may not exist that provide such service.

## 7. CONSULAR CIVIL REGISTRY

### A. WHAT IS THE CONSULAR CIVIL REGISTRY?

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It permits 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 FROM ANOTHER COUNTRY?

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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, access:

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

### C. WHAT SHOULD I DO TO RENEW A CHILEAN IDENTITY CARD FROM ANOTHER COUNTRY?

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Contact the respective Chilean consulate and request an appointment. Likewise, prove Chilean nationality through the previous identity card or birth certificate. For more details, access:

<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?

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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, access:

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

### E. HOW TO OBTAIN A PASSPORT FROM ANOTHER COUNTRY?

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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 it is necessary to have your valid identity card and if it is not valid, you can request both documents. For more details, access:

<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 FROM ANOTHER COUNTRY?

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

## G. HOW TO OBTAIN AN EMERGENCY PASSPORT FROM ANOTHER COUNTRY?

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This procedure may be carried out at Chilean consulates around the world, for which you must first communicate with the respective office. It allows Chilean citizens who are outside Chile, as tourists and 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 is about to expire and require such document in an emergency situation, upon request for a regular passport. This will be disabled once the user enters Chile. For more information, access: <https://www.consulado.gob.cl/servicios/solicitar-un-pasaporte-de-emergencia>.

## H. TO OBTAIN SAFE CONDUCT FROM ANOTHER COUNTRY

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

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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 FROM ANOTHER COUNTRY?

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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 (with consular visa).
- Birth certificate of the interested party.
- Naturalization letter (legalized and translated). If you do not have it, attach a consular certificate of naturalization (if a consular certificate, it must be legalized).
- Copy of Chilean document (identity card or passport)
- Copy of a foreign document (it could be a driver's license).

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

## K. HOW TO RECOVER THE CHILEAN NATIONALITY FROM ANOTHER COUNTRY?

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All nationals who renounced before 2005 can 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 an annotation of the resignation with the respective date.
- Request for elimination of the loss of Chilean nationality (legalized).
- Valid identity document from the country where you live.
- 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>.

If renunciation of Chilean nationality took place after the entry into force of Act 20,050, it can only be restored by law.

## L. HOW TO OBTAIN CHILEAN CIVIL CERTIFICATES FROM ABROAD?

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The Civil Registration and Identification Service of Chile has documents on its website <https://www.registrocivil.cl/principal/servicios-en-linea>. Certificates of birth, marriage, death, civil partnership agreement, police clearance and driver's record 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: <https://www.consulado.gob.cl/redes/chile-en-el-mundo>

## M. HOW TO MAKE A CONSULAR REGISTRATION OF BIRTH FROM ABROAD FOR UNDERAGE CHILDREN?

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Information can be obtained at <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-nacimiento>

To make this registration, the following documents must be attached:

- 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 he or she is deceased), of the grandfather/grandmother 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 the foreign father or mother.
- Registrations for children under six years of age and older must attach a ten-fingerprint form.
- Form C9 in all registrations of minors (zero to seventeen years and eleven months) who are the first common children registered in Chile of a couple.

## N. HOW TO MAKE A CONSULAR REGISTRATION OF BIRTH FROM ABROAD FOR ELDERLY PEOPLE?

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Information can be obtained at <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-nacimiento>

To make this registration, the following documents must be attached:

- 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 was not born in Chile, you must also attach the birth certificate, identity card and Chilean death certificate (if deceased) of the grandfather/grandmother born in Chile.
- Marriage or civil partnership certificate of the parents of the child, 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 Chilean father or mother if they are deceased.
- Ten-print form with photograph of the registrant.
- Affidavit of 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 or she does not have Chilean relatives, he or she 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 or she 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, they must attach a copy of the Chilean identity card for foreigners or, failing that, report the RUN number that was assigned to them.

## O. HOW TO MAKE A CONSULAR MARRIAGE REGISTRATION FROM ABROAD?

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Information can be obtained at <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-matrimonio>.

To make this registration, the following documents must be attached:

- 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 Chilean spouse.
- Valid passport or ID of 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 property regime.

## P. HOW TO MAKE A CIVIL PARTNERSHIP AGREEMENT REGISTRATION FROM ABROAD?

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To make this registration, the following documents must be attached:

- 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 property regime. If this registration is requested and signed only by the Chilean spouse, it is registered without property regime

## Q. HOW TO MAKE A DEATH REGISTRATION FROM ABROAD?

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Information can be obtained at <https://www.consulado.gob.cl/servicios/inscripcion-consular-de-defuncion>

To make this registration, the following documents must be attached:

- 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 verbatim record of the deceased (mandatory).
- Marriage certificate (if applicable).
- Copy of the applicant's current ID or foreign ID.
- Registration can be requested by a family member or a third party by presenting their identity card if Chilean or their DNI if a foreigner.

## 8. SOCIAL SECURITY

### A. WHAT IS CONSULAR SOCIAL SECURITY?

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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.

Exceptions are cases in which there is a Social Security Agreement between Chile and the country of residence.

Information about consular social security procedures can be obtained at the following link:

<https://www.consulado.gob.cl/seguridad-social-consular>

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

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If you are an IPS pensioner and are living 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 an advanced electronic signature and sent directly to the 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 body of the country of residence and request that they send to Chile a document that certifies that you are alive, using a valid Chilean Identity document and presenting an IPS pension payment slip.

This document is sent directly by the foreign entity to the Superintendencia de Pensiones (Pension Commission), the liaison body in Chile, who will send it to the Social Security Institute.

- You can go to a notarial office to make a Notarial Life Certificate, a document that must subsequently be apostilled to be legally valid in Chile. After that, you must send it by postal mail to the Social Security Institute, Payment Control Unit, at calle Santo Domingo 1285 – 4th floor, district and city of Santiago.
- Through the IPS virtual branch, on the following website: <https://www.ips.gob.cl/tramites/63663>. The opening hours for this service are Monday through Thursday, from 8:00 a.m. to 6:00 p.m., and on Fridays, from 8:00 a.m. to 5:00 p.m. (Chile time).
- At the virtual office of the Pension Commission, for this you must enter the site: <https://www.spensiones.cl/portal/institucional/594/w3-propertyvalue-10160.html>

At this website, the living certificate of AFP pensioners, who reside in those countries with which Chile has signed a Social Security Agreement, can also be processed.

### **C. HOW CAN A CHILEAN WHO LIVES ABROAD AND IS A PENSIONER OR ACTIVE CONTRIBUTOR TO A PRIVATE ORGANIZATION CARRY OUT THIS PROCEDURE IN CHILE?**

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You must do it in Chile, directly with the corresponding social security organization. You should consult on the possibility of delegating a representative in Chile to represent you before that body. In the latter case, you can process a power of attorney at the Chilean consulate, a document that must subsequently be legalized in 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 HANDLES PENSIONS WHEN THERE IS A SOCIAL SECURITY AGREEMENT BETWEEN CHILE AND THE COUNTRY WHERE THE PERSON MADE HIS PENSION CONTRIBUTIONS?**

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The liaison agency for processing pensions under agreement is the Pension Commission.

Abroad, you must go to the liaison agency of the country of residence with which Chile signed the Social Security Agreement. The user may request the consular network to intervene in their pension process in accordance with the agreement if, 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 further information on the international social security agreements signed by Chile, you can visit the website of the Pension Commission: <https://www.spensiones.cl/portal/institucional/594/w3-propertyvalue-5936.html>

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

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No, because one of the requirements is to prove residence for 20 years in Chile (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 BEGIN A PENSION PROCESS BEFORE THE SOCIAL SECURITY AGENCIES WHILE IN CHILE, CAN I CONSULT AT THE CHILE CONSULATE IN THE COUNTRY WHERE I LIVE ABOUT THE RESPONSE TO MY APPLICATION?**

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No, it is the exclusive responsibility of the owner, consular services are not involved. The Chilean consulate can report on 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?**

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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 Law. For more information, you can access the following website: <https://www.ips.gob.cl/tramites/aporte-unico-reparatorio-ley-20874-para-calificados-valech-y-sus-conyuges-sobrevivientes>

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

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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 MASSIVE EMERGENCIES OF CHILEANS ABROAD?

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It refers 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. HOW CAN A CHILEAN BE CONTACTED 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)?

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You must contact the nearest Chilean consulate. You can access information about the consular network at:  
<https://www.consulado.gob.cl/redes/chile-en-el-mundo>

### C. HOW CAN A CHILEAN BEING IN CHILE CONTACT 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 )?

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You must contact the Emergency Department in the Chancery to locate your family member, through the email [emergencia@consulado.gob.cl](mailto:emergencia@consulado.gob.cl) and provide basic information about the person: full name, RUN, telephone number, email address, place where they were 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 you are a tourist in Chile, in the event of emergencies, disasters and catastrophes, 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?

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Chileans 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 have acquired naturalization by grace. Also Chileans are those who have acquired a Chilean naturalization charter or those who have obtained Chilean nationality by grace.

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

## B. HOW IS THE CHILEAN NATIONALITY LOST?

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By voluntary resignation: For this resignation to be effective, it must be made before the competent Chilean authority. Abroad, before a Chilean Consul and you must have previously acquired another nationality. Resignation of Chilean nationality cannot be revoked except as indicated by law.

## C. WHO HAVE CHILEAN CITIZENSHIP?

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

## D. WHAT RIGHTS DOES CITIZENSHIP INCLUDE?

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- Right to vote.
- Right to sit for popularly elected positions
- Others that the Constitution or the law confer.

## E. WHEN CAN CHILEANS ABROAD VOTE?

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

## F. WHO CAN VOTE IN CHILE?

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

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

## G. HOW CAN CHILEANS VOTE FROM ABROAD?

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Chilean citizens, over 18 years of age, who reside outside the country and intend to exercise their vote in presidential primaries, presidential elections or national plebiscites, must go through the process of changing address or electoral registration, as the case may be, using the Clave Única (Unique Password) on the Serval website or in person in the network of Chilean consulates around the world.

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

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

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As to what is relevant for these purposes, they must execute public instruments according to the instructions that, orally or in writing, the granting parties give to that effect, draw up solemn inventories, in general, attest to the acts for which they were required in their capacity as commissioners for oath, and that were not expressly vested in other officials and were not illegal.

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

## B. PUBLIC DEEDS TO HAVE EFFECT IN CHILE

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You are suggested to contact the respective Chilean consulate, so that they can give you the date and time 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

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All deeds that must be incorporated into the Real Estate Registrar must be executed at the Chilean consulate. In the event that the procedure is carried out before a local notary, they will not be accepted and their quality must be declared by a court.

## D. TYPES OF ACTS THAT CAN BE EXECUTED AT THE CONSULATE OF CHILE

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Last wills (open and closed), powers of attorney, travel authorizations for minors, among others, and any other documents that require the intervention of a commissioner for oath.

## E. PROCEDURE FOR GRANTING GENERAL AND SPECIAL POWERS OF ATTORNEY

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

It is necessary to fill in the respective form with the information 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 must be attached, and two dates and times must be proposed for going to the respective consulate to sign the power of attorney or contract.

It should be noted that, in accordance with the Chilean laws, the consulate is not responsible for the content of the document, but only for the date and 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 for setting an appointment. At that very moment, the amount to be paid by way of consular fees will be informed.

The principal must identify himself with his valid identity card or passport, background information that must be the same as that which appears on the deed. A foreign principal may identify himself with his passport.

## F. HOW TO SERVE A SENTENCE THROUGH A MONTHLY SIGNATURE IF YOU MUST LEAVE THE COUNTRY?

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You may sign at the Chilean consulate. To do this, 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 a certificate is given, another one is sent to Santiago to be forwarded to the competent authority otro es enviado a Santiago para que se remita a la autoridad competente.



**Ministry of  
Foreign  
Affairs**

Government of Chile

