



# E-MUAFİYET

WORK PERMIT EXEMPTION APPLICATION GUIDE  
FOR FOREIGNERS





# E-MUAFİYET

## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

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### DOCUMENT REVISION INFORMATION

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0	01.11.2022	First publication
1	08.12.2022	Application and payment processes have been updated.
2	06.03.2023	Exemption cancellation process has been added.
4	05.05.2023	New card application process has been added.



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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### 1. LOGIN AND REGISTRATION TO THE SYSTEM

The screenshot shows the E-MUAFİYET website interface. At the top, there is a navigation bar with the logo, the text "E-MUAFİYET Work Permit Exemption Application System for Foreigners", and an "Apply" button. Below the navigation bar is a large banner image of a coastal town. Underneath the banner, there are two tabs: "I am in Türkiye" and "I am outside of Türkiye". A process flow diagram consists of five steps: Step #1 (Apply to the nearest Turkish foreign representative...), Step #2 (Complete your work permit exemption application...), Step #3 (If the evaluation process is positive, pay the necessary fees...), Step #4 (Enter to Türkiye with the work permit exemption confirmation document...), and Step #5 (Receive the work permit exemption document...). Below the flow diagram, there are two buttons: a blue button labeled "Who Can Apply For Work Permit Exemption?" and a red button labeled "Apply for Work Permit Exemption".

Work permit exemption applications are made by foreigners. If the application is to be made in Turkish language, Turkish language should be selected from the upper right corner of the page after entering the website <https://emuafiyet.csqb.gov.tr> firstly. Afterwards, it is necessary to have the necessary information for the application by examining "Who Can Apply For Work Permit Exemption" and "Frequently Asked Questions" sections on the main page.

In order to make an application, "**Apply for Work Permit Exemption**" button should be clicked. Then, according to the answer given to the question "Have you logged into this system before?"

The screenshot shows a login question: "Have you logged into this system before?". There are two radio button options: "Yes, I have logged in before" and "No, I've never logged in before". Below the options is a "Please choose" button.

- If you choose "Yes, I have logged in before", there are two different ways to log in:
  - a. If you are going to log into the system with your previously registered e-mail address; enter your registered e-mail address and click the "Check It" button, enter the instant password (OTP code) that will be sent to your e-mail address in the box and click the "Check It" button.
  - b. You can log in via E-Government by clicking the "Login with E-Government" button.

The screenshot shows a login form for users who have logged in before. It features the logo and text "T.C. ÇALIŞMA VE SOSYAL GÜVENLİK BAKANLIĞI". The question "Have you logged into this system before?" is followed by two radio button options: "Yes, I have logged in before" (selected) and "No, I've never logged in before". Below the options are two input fields: "\* E-Mail Address" and "\* OTP code sent to your e-mail address". A blue "CHECK IT" button is positioned below the OTP field. Below the button is the word "or" and a red "Login with E-Government" button.



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- If you choose "No, I have never logged in before", there are 2 different ways to log in:

**T.C. ÇALIŞMA VE SOSYAL GÜVENLİK BAKANLIĞI**

**Have you logged into this system before?**

Yes, I have logged in before  No, I've never logged in before

**Are you currently in Türkiye?**

Yes, I'm in Türkiye  No, I'm located outside of Türkiye

**Do you have a TR Foreigner ID No and an e-Government password?**

Yes  No

**Login with E-Government**

- Through "Yes, I'm in Türkiye" option; you can log in to the system with "Login with E-Government" if you have a TR Foreigner ID No and an E-Government password; if not, with your passport information with which you entered to Türkiye.
- Through "No, I'm located outside of Türkiye" option; you can log in to the system with your reference number obtained from the Turkish representative office abroad and passport information.

**T.C. ÇALIŞMA VE SOSYAL GÜVENLİK BAKANLIĞI**

**Have you logged into this system before?**

Yes, I have logged in before  No, I've never logged in before

**Are you currently in Türkiye?**

Yes, I'm in Türkiye  No, I'm located outside of Türkiye

**Do you have a TR Foreigner ID No and an e-Government password?**

Yes  No

\* Your Passport Number with which you entered the country

\* Country of Issue of Passport

\* Your Birth Year

**CHECK IT**

**T.C. ÇALIŞMA VE SOSYAL GÜVENLİK BAKANLIĞI**

**Have you logged into this system before?**

Yes, I have logged in before  No, I've never logged in before

**Are you currently in Türkiye?**

Yes, I'm in Türkiye  No, I'm located outside of Türkiye

**Do you have a Reference Number that you received from the Turkish representative office abroad?**

Yes, I have a reference number  No, I don't have a reference number

\* Reference Number

\* Passport Number

\* Your Birth Year

**CHECK IT**



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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### 2. ENTERING USER INFORMATION

#### 2.1. Personal Information

The screenshot shows the 'Personal Information' section of the application. It features a progress bar at the top with four steps: 1. Personal Information (active), 2. Contact Information, 3. Passport Information, and 4. Education Information. The form includes a 'User Photo' upload area, a 'Name' and 'Surname' input, a 'Gender' dropdown (set to 'Male'), 'Father's Name' and 'Mother's Name' inputs, a 'Marital Status' dropdown (set to 'Married'), 'Place of Birth' and 'Nationality' dropdowns, 'Year of Birth', 'Birth Month', and 'Birth Day' dropdowns, a 'TR Foreign ID No' input, and a 'Your Spouse's Information' section with 'Spouse Name', 'Spouse Surname', and 'Nationality of Spouse' inputs. Navigation buttons 'Clear Changes' and 'Save' are located at the bottom.

In the Personal Information section, some information comes automatically according to the login option. The rest of the information must be filled in by the foreign applicant. This section contains the following information:

- Biometric Photograph
- Name and Surname
- Gender
- Father-Mother Name
- Marital Status
- Place of Birth
- Nationality
- Date of Birth
- TR Foreign ID No (if available)
- Spouse's Information (if available)

#### 2.2. Contact Information

The screenshot shows the 'Contact Information' section of the application. It features a progress bar at the top with four steps: 1. Personal Information, 2. Contact Information (active), 3. Passport Information, and 4. Education Information. The form includes 'E-mail' and 'Second E-mail' inputs, a 'Your Residence Address' input, 'Telephone Country Code' and 'Telephone' inputs, and 'Telephone Country Code' and 'Second Telephone' inputs. Navigation buttons 'Clear Changes' and 'Save' are located at the bottom.

The Contact Information section contains the following information:

- E-mail
- Telephone Number
- Your Residence Address
- Second E-mail (if available)
- Second Telephone (if available)



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### 2.3. Passport Information

The screenshot shows the 'Passport Information' section of the application form. It includes a progress bar at the top with four steps: Personal Information, Contact Information, Passport Information (current), and Education Information. The form fields are: Passport Type (Please Choose), Passport Number (UIGM12345600), and Expiry Date (Select date). There is an 'Upload File' button for the passport scan, with a note: 'Upload the scanned version of the first and all processed pages of your passport.' A 'Clear Changes' button is on the left, and a 'Save' button is on the right.

Passport Information section contains the following information:

- Passport Type
- Passport Number
- Passport Expiry Date

In addition, the scanned version of the first and all processed pages of the passport should be uploaded in "pdf" format.

### 2.4. Education Information

The screenshot shows the 'Education Information' section of the application form. It includes a progress bar at the top with four steps: Personal Information, Contact Information, Passport Information, and Education Information (current). The form fields are: Language (Tatar), Native language (Tatar), Known Languages (Afar), Turkish Level (Beginner), and Education Level (High School). There is an 'Upload File' button for the diploma/graduation document, with a note: 'Upload a scanned version of your diploma/graduation document.' A 'Clear Changes' button is on the left, and a 'Save' button is on the right.

Education Information section contains the following information:

- Native Language of Foreigner
- Known Languages (if available)
- Turkish Level (if available, proof document should be uploaded)
- Education Level (proof document should be uploaded according to the selected level)



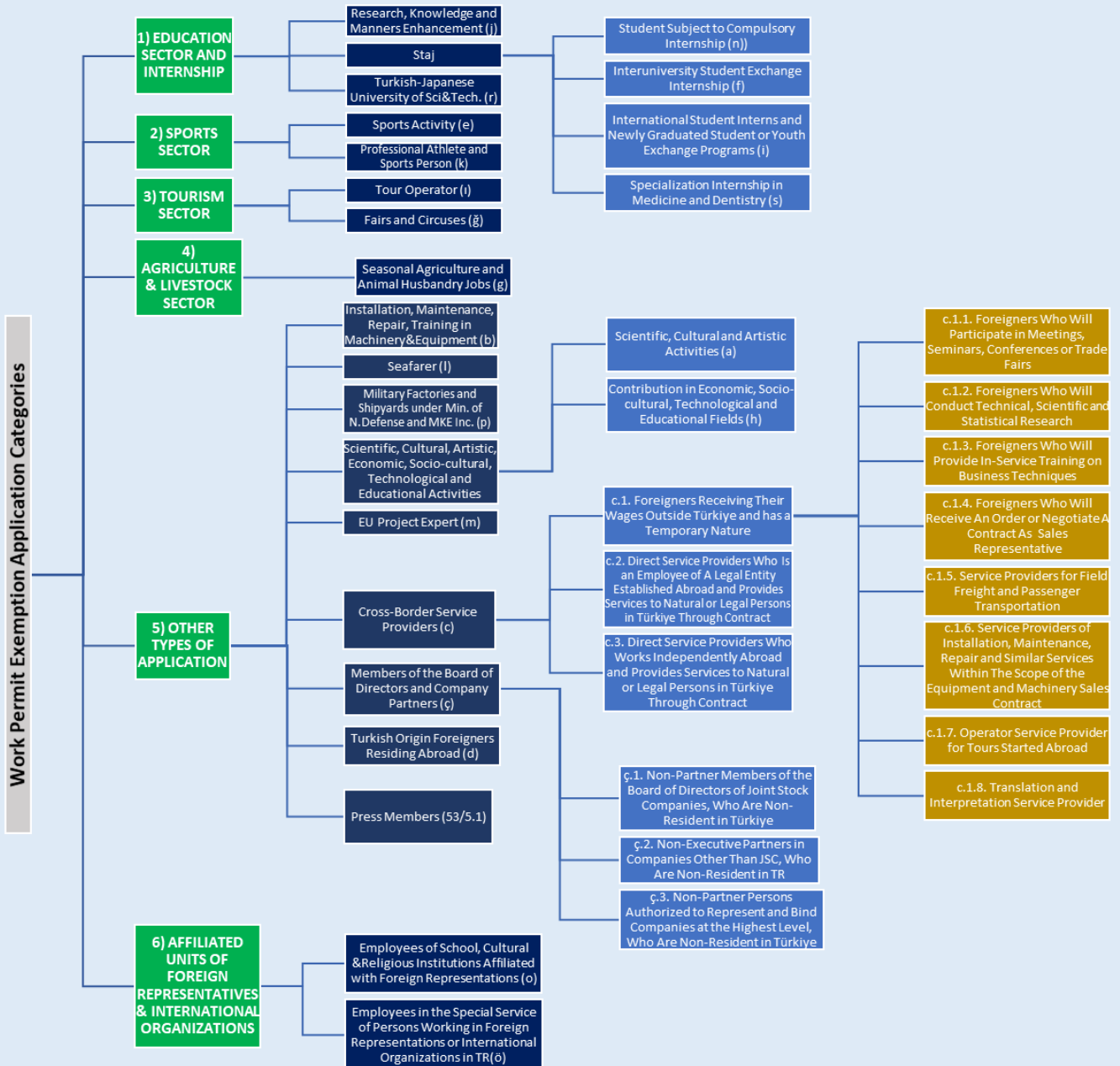
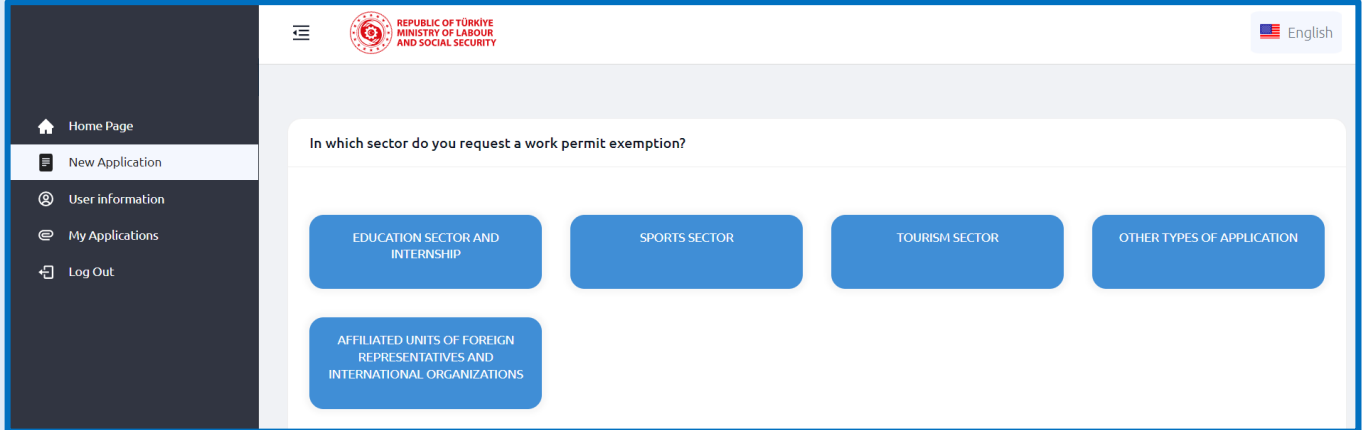
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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### 3. NEW APPLICATION

#### 3.1. Selecting the Sector to Work

Sector and category of the work permit exemption to be applied must be selected correctly by clicking on the “New Application” on the left tab. Wrongly chosen applications will be rejected.





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### 3.2. Making An Application

After the application category is selected, firstly, KVKK (Law on the Protection of Personal Data) inform statement should be read and explicit consent statement should be selected.

The screenshot shows the 'KVKK (Law on the Protection of Personal Data) Explicit Consent Statement' page. It includes a progress bar with four steps: 1. KVKK (Law on the Protection of Personal Data) Explicit Consent Statement, 2. Workplace and Employer Information, 3. Supporting Documents, and 4. Additional Documents. The main content area contains the following sections:

- 1) DATA CONTROLLER:** The foregoing privacy notice has been drawn up by the MINISTRY OF LABOR AND SOCIAL SECURITY (hereinafter referred to as the "Ministry") in its capacity as the data controller, in accordance with Article 10 of the Personal Data Protection Law (KVKK) No. 6698 and the "Communique on Principles and Procedures to Be Followed in Fulfillment of the Obligation to Inform".
- 2) PURPOSE OF PROCESSING PERSONAL DATA, CATEGORIES OF PERSONAL DATA TO BE PROCESSED, LEGAL GROUNDS FOR PROCESSING AND METHOD OF COLLECTING PERSONAL DATA:** The purposes for which the Ministry processes your personal data as well as the categories of personal data and legal grounds for processing are shown in the comparative list below.

PURPOSE OF PROCESSING PERSONAL DATA	PERSONAL DATA CATEGORIES	LEGAL GROUNDS FOR PROCESSING PERSONAL DATA
Work and Residence Permit Procedures for Foreigners	ID, Contact Details, Professional Experience, Legal Procedure, Finance Medical History	Expressly Provided For By The Law Provision of Explicit Consent
- 3) TO WHOM AND TO WHAT END THE PROCESSED PERSONAL DATA MAY BE TRANSFERRED:** In line with the legal processing grounds referred to in the Law No. 6698, apart from provision of informed consent, your personal data may be transferred to the following recipient(s) next to which the purposes are also listed.

RECIPIENT(S)	PURPOSE OF TRANSFER
Authorized Governmental Organizations and Agencies	Informing Authorized Officials, Organizations and Agencies
- 4) RIGHTS OF THE DATA SUBJECT:** In our capacity as the Ministry, we would like to remind you that, in accordance with the Law No. 6698, article 11 governing the "rights of the data subject", you are entitled to find out whether your personal data have been processed; request information as to if your personal data have been processed; learn why your personal data have been processed and whether they are exclusively used for the intended purposes; find out about the third parties to whom your personal data have been transferred inside or outside the country; request rectification for the incomplete or inaccurate data, where necessary; request the deletion or disposal of your personal data as per the conditions referred to in Article 7 of the KVKK; request that the third parties to whom your personal data have been transferred are notified about the said rectification or deletion; object to any negative outcomes that affect you, which arises from the analysis of the data solely through automated systems; and claim compensation for the damages on your part, arising from the unlawful processing of your personal data.

In accordance with the "Communique on the Principles and Procedures for the Request to Data Controller", you may send your requests to the address "Gelişme ve Sosyal Güvenlik Bakanlığı, Emek Hış. Naci Ayrıoğlu Cad. No: 13 06530 Çerkezağ/ANKARA" in writing, to [bavuru.kvkk@cgsg.gov.tr](mailto:bavuru.kvkk@cgsg.gov.tr) in e-mail, to the Registered Electronic Mail (KEP) address [csgh@td01.kep.tr](mailto:csgh@td01.kep.tr) electronically or using secure electronic signature, mobile signature or an electronic mail address which has been previously shared with the data controller and therefore is registered in the data controller's system, or through a software or application developed for submitting applications.

I have read, understood and accept the above-mentioned KVKK (Law on the Protection of Personal Data) clarification text

Previous Next

On the next page **Workplace and Employer Information** section, the following information must be filled in correctly.

The screenshot shows the 'Workplace and Employer Information' page. It includes a progress bar with four steps: 1. KVKK (Law on the Protection of Personal Data) Explicit Consent Statement, 2. Workplace and Employer Information, 3. Supporting Documents, and 4. Additional Documents. The main content area contains the following sections:

- Your Occupation:** Please enter at least 3 letters. This field is necessary.
- Requested Exemption Start Date:** 17/04/2023
- Requested Exemption End Date:** 10/09/2023
- Residential Code of Where You Want to Send Exemption Document:** Residential Code. How to Obtain? Address information where you want your document to be sent: Residence Address, Workplace Address, An Address Different from Residence or Workplace. This field is necessary.
- About Your Application:** Description. This field is necessary.
- Province / District Where You Will Work:** Lütfen seçin... This field is necessary.
- Please Choose:** The workplace where I will work in Türkiye is not known and I do not have an employer. The workplace I will work in Türkiye is certain and I have an employer. This field is necessary.
- How Will Insurance Premiums of Your Working Be Paid?** My insurance premiums will be paid from abroad. My insurance premiums will be paid domestically. This field is necessary.

Previous Next





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- Your Occupation Within the Work Permit Exemption
- Requested Date Range for Work Permit Exemption
  - a. If the requested period is **3 months or longer**, the Residential Code information obtained from the NVI Address Registration System is entered. In addition, address type is specified by selecting whether the address is the residence or workplace address of the foreigner, or a different address.
  - b. If the requested period is **shorter than 3 months**, the foreigner is asked whether he/she requests a Work Permit Exemption Document. If not requested, if the application is evaluated positively, a verifiable document showing that the application has been approved will be issued free of charge and sent to registered e-mail address.
- Residential Code of Where You Want to Send Exemption Document (It can be obtained from the NVI Address Inquiry System on <https://adres.nvi.gov.tr>)
- Address Information Where You Want Your Document to Be Sent (Whether the foreigner has a residence or workplace address in Türkiye, or a different address is selected.)
- Province / District Where You Will Work in Türkiye
- About Your Application (Information about the purpose of the application and the scope of the work must be entered.)
- Workplace and Employer Information You Will Work in Türkiye
  - a. *“The workplace where I will work in Türkiye is certain and I have an employer.”* If this option is selected, the following information must be entered:
    - 26-digit Social Security Institution (SGK) Registration No of the Workplace
    - Amount of Monthly Gross Salary Receivable by Foreigner
    - Whether the insurance premiums will be paid domestically or abroad
    - Uploading the scanned version of the signed Employment Contract
  - b. *“The workplace where I will work in Türkiye is not known and I do not have an employer.”* This option should only be selected in cases where the foreigner works independently on his/her own behalf and account. In case of wrong selection, the application will not be approved and revision will be requested.
- How Will Insurance Premiums Be Paid? (Whether the insurance premiums will be paid domestically or abroad should be selected.)



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In the **Supporting Documents** section on the next page, the requested documents regarding the type of work permit exemption you have applied for must be uploaded in pdf or image formats.

The screenshot shows the 'Supporting Documents' step of the application process. At the top, there is a notification: 'You can apply for no more than 4 months within the scope of the work permit exemption category you have chosen. For your requests exceeding these periods, a work permit application will be required.' Below this, a progress bar indicates that 'Supporting Documents' is the current step, with 'KVKK (Law on the Protection of Personal Data) Explicit Consent', 'Workplace and Employer Information', and 'Additional Documents' completed. Two file upload fields are visible, each with an 'Upload File' button and a description: 'Upload the official documents describing the sportive activity (duration, place/places to be implemented, type of activity), etc.' and 'Upload the professional qualification certificate / testimonial / diploma / license etc. within the scope of the relevant sports activity.' 'Previous' and 'Next' buttons are located at the bottom of the page.

The last section, **Additional Documents**, is not a mandatory field, and on this page, you can upload information and documents that you think are important in the evaluation of the application or that you cannot fit into other document upload fields.

The screenshot shows the 'Additional Documents' step of the application process. The progress bar indicates that 'Additional Documents' is the current step, with 'KVKK (Law on the Protection of Personal Data) Explicit Consent', 'Workplace and Employer Information', and 'Supporting Documents' completed. There is a text input field labeled 'Other Information' and a button labeled 'Add Other Document'. At the bottom, there are 'Previous' and 'Show Application Preview' buttons.

To complete the application, you can review your application by clicking the **"Show Application Preview"** button on the Additional Documents page, you can edit again with the **"Go Back to Editing Screen"** option to correct the missing and incorrect parts, or complete your application by clicking the **"Create My Application"** button to confirm.



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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

**REPUBLIC OF TÜRKİYE**  
**MINISTRY OF LABOUR**  
**AND SOCIAL SECURITY** English

### Application Preview

**!** Attention! Your application has not been created yet!  
Please check all the information you have entered and complete your application or return to the editing screen.

Application Kind

#### Personal Information

	Name		Surname	
	Father's Name		Mother's Name	
	Gender		Marital Status	
	Place of Birth		Nationality	
	Date of Birth			
	TR Foreign ID No			
	Spouse Name		Spouse Surname	
	Nationality of Spouse		Spouse TR ID No	

#### Contact Information

E-mail		Telephone	
Second E-mail		Second Telephone	
Your Residence Address			

#### Passport Information

Passport Number		Passport Type	
Expiry Date			
Passport			

#### Education Information

Native language		Known Languages	
Education Level		Turkish Level	
High School			
University			
Master's Degree/PhD			

#### Job and Employer Information

Chosen Occupation			
Requested Date Range for Exemption			
Will the document be sent?			
Reason for Request for Work Permit Exemption			
Have an Employer?			

#### Supporting Documents

Sports Activity Definition Documents			
Sports Activity Competence Certificates			
Sports Activity Assignment Documents			

#### Additional Information and Documents

Description			
Documents			

[Go Back to the Editing Screen](#) [Create My Application](#)



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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### 4. PROCEDURES RELATED TO APPLICATIONS

#### 4.1. Learning the Current Status of the Application

By clicking on the "My Applications" tab on the left, you can access the details of your previous applications by "Details" option under the "Actions" column, and you can view the information about the current status of your application under the "Situation" heading.

Application No	Application Date	Conclusion Date	Application Kind	Situation	Exemption Status	Actions
70	12-01-2023 15:10	03-03-2023 10:06		APPROVAL	ACTIVE	<a href="#">Detail</a> <a href="#">New Card Application</a> <a href="#">Exemption Cancellation</a>

#### 4.2. Revision of the Application

When there is a need to make a revision regarding the information or documents in your application, detailed information will be included in the notification to be sent to your registered e-mail address. To make the requested revision, you can make the necessary arrangements for your application to be re-evaluated by clicking the "Make a Revision" option under the "Actions" column.

Application No	Application Date	Conclusion Date	Application Kind	Situation	Exemption Status	Actions
7 [redacted]	2022-10-07 / 16:08			REVISION		<a href="#">Make a Revision</a> <a href="#">Detail</a>

#### 4.3. Approval of the Application

Applications that are declared to be considered suitable at the first stage will be approved after the necessary payments are made within the legal period and a notification e-mail regarding this will be sent to your registered e-mail address. **Proof Document of Work Permit Exemption** that can be verified at <https://emuafiyet.csqb.gov.tr/verify> is also sent as an attachment to this e-mail. In addition, "Situation" information of the application will appear as "APPROVAL" on "My Applications" page.

For the applications for which the requested period for Work Permit Exemption is less than 3 months and do not require a document to be issued, if considered appropriate, they will be approved directly without the need for any payment. *Proof Document of Work Permit Exemption*, which can be verified online will be sent free of charge in the attachment of the e-mail sent in this regard.

If a document is requested, the application will be approved after the deposit of the Valuable Paper Fee is confirmed in the system and the Work Permit Exemption Document will be sent to the requested address by cargo.





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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### 4.7. Payment Process

No fee is charged for work permit exemption applications with a validity period of less than three months. Only Valuable Paper Fee is paid if printed document is requested.

When your work permit exemption application is evaluated positively, a notification will be sent to your registered e-mail. As the details will be included in the incoming e-mail, the specified amounts must be paid to the relevant accounts. If the requested payments are not made within 30 days as requested, your application will be rejected and there will be no option to appeal to rejection decision.

Payments can be made directly from the Interactive Tax Office of the Revenue Administration by credit card, or they can be made through contracted banks in Türkiye.

#### a. Direct Payment by Credit Card

You can make your payments through 'Payment with Reference Number [Referans Numarası İle Ödeme]' screen on the home page of (<https://ivd.gib.gov.tr/>) by selecting the name of the institution as 'Directorate General of International Labor Force [Uluslararası İşgücü Genel Müdürlüğü]' and using your "TR Foreigner Identity Number [T.C. Kimlik Numarası]" starting with 99 and your "Transaction Reference Number [İşlem Referans No]" information, which sent by e-mail.

#### b. Alternative Payment Method

If you are going to make your payments through contracted banks in Türkiye (Ziraat Bank, Halk Bank, Vakıf Bank and other contracted banks), it should be done by paying the amount of the Work Permit Exemption Document Fee with a single receipt to the account code 9280 and Valuable Paper Fee with a single receipt to account code 9268; and the foreigner's foreign identity number starting with 99 must be declared (in case of less or more than the requested amount, the transaction cannot be concluded). In these payments, no additional money transfer or similar expenses will be charged by the banks.

Payment amounts can be seen on the system, and there is no need to submit a voucher/bank receipt to our Ministry.

### 4.8. Process of Issuing Document

Once the payment process has been completed and your application is approved, **Work Permit Exemption Document** will be sent via PTT Cargo to the specified address that you have chosen during your work permit exemption application.



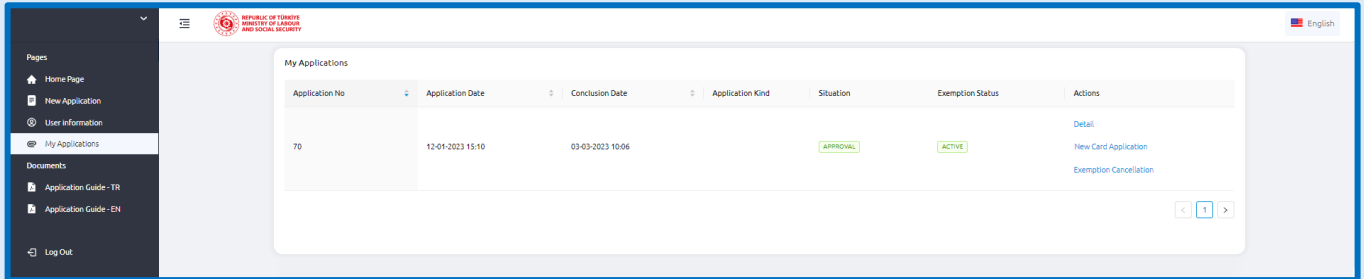


# E-MUAFİYET

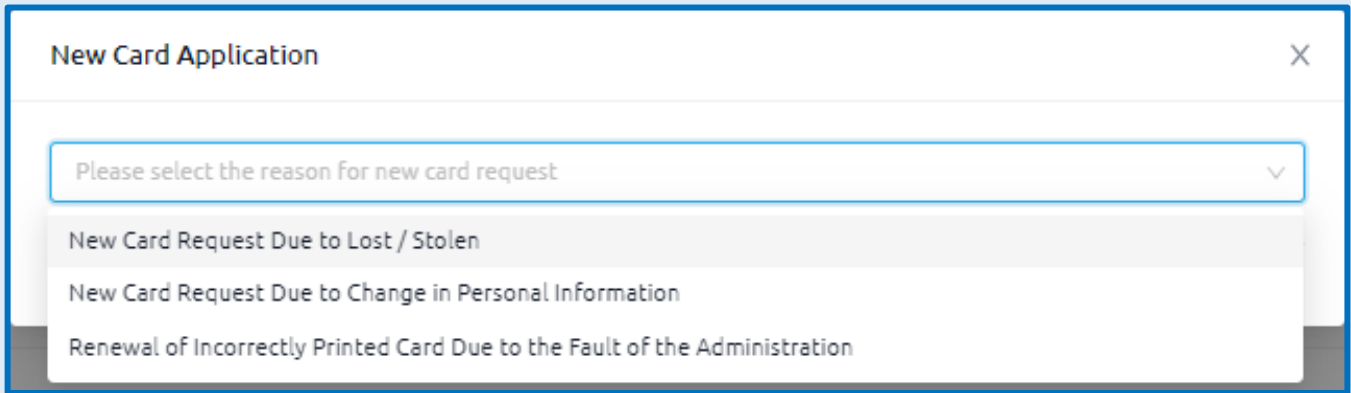
## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### 4.9. New Card Application Process

In cases where your Work Permit Exemption card needs to be renewed for any reason, you can click on the "My Applications" option on the left side and select the "New Card Application" option for your active work permit exemption. On the pop-up screen, the reason for the renewal must be selected correctly and the following instructions must be followed. If you wish, your renewed card will be sent to your previously sent address or to a different address that you will specify, after the necessary payments are made and your application is approved.

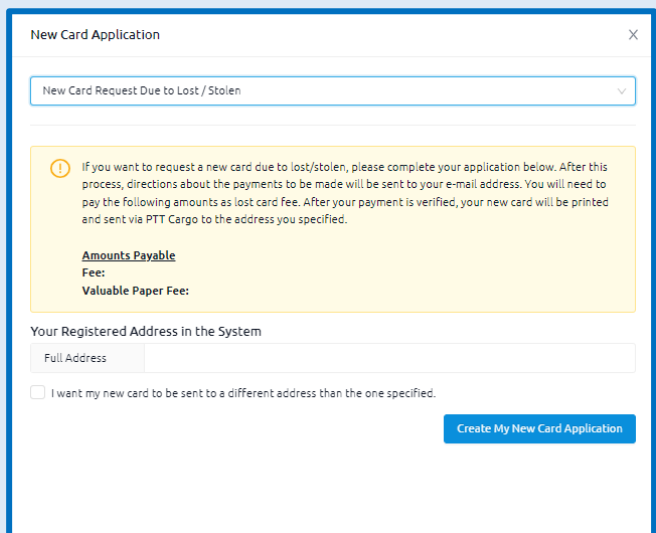


After clicking on the "New Card Application" option, the relevant reason must be selected correctly from the pop-up screen that opens.



#### a. New Card Request Due to Lost / Stolen

This option should be selected in case you lose your card or if your card is damaged for any reason. In this case, after submitting your application, you must pay the required fee and valuable paper fee as notified to your e-mail address. If your payment is confirmed by the system, your card will be reprinted and sent to the address you specified.





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## WORK PERMIT EXEMPTION APPLICATION SYSTEM FOR FOREIGNERS

### b. New Card Request Due to Change in Personal Information

In case of any change in your personal information (name, surname, parent's name, nationality, date of birth) on your Work Permit Exemption card or if it is declared wrongly during your application, you must first apply to the Provincial Directorate of Migration Management to update your personal information of your foreign identity number.

Afterwards, you can create your card renewal request from this option after comparing your old card information with your updated personal data and making sure that it is correct.

After submitting your application, you need to deposit the value of the valuable paper as notified to your e-mail address. If your payment is confirmed by the system, your card will be reprinted and sent to the address you specified.

### New Card Application

New Card Request Due to Change in Personal Information

**1** Your personal information regarding your identification number obtained from the Directorate of Migration Management is shown below. If your information has changed, please check and complete your application. If there is no change in your personal information, complete your information changes through the Provincial Directorate of Migration Management closest to you and create your new card application here.

**Amounts Payable**  
Fee: 0 ₺  
Valuable Paper Fee:

Your Current Information in the System	Your Current Information Received from Presidency of Migration Management
TR Foreign ID No:	TR Foreign ID No:
Name:	Name:
Surname:	Surname:
Mother's Name:	Mother's Name:
Father's Name:	Father's Name:
Nationality:	Nationality:
Date of Birth:	Date of Birth:

Your Registered Address in the System

Full Address

I want my new card to be sent to a different address than the one specified.

Create My New Card Application

### c. Renewal of Incorrectly Printed Card Due to the Fault of the Administration

Except for the reasons stated above, this option should be selected in cases where the information on your card is printed incorrectly due to the fault of the Administration.

If this option is selected, you must explain how the Administration made a mistake. In addition, you must upload a document proving the error and scanned front and back sides of your current Work Permit Exemption card.

In this context, your application will be subject to review by the Administration, and in case of an institutional error as a result of the review, valuable paper and fees will not be paid by you. However, if it is determined that the error is not caused by the Administration's fault, you will have to pay half of the total fee for your new card and/or the value of valuable paper.

### New Card Application

Renewal of Incorrectly Printed Card Due to the Fault of the Administration

**1** Please fill in your explanation regarding reasons other than lost/stolen or information updating, the scanned version of your current card, and other information supporting your reasons. Your application will be reviewed by the Administration and information about the process will be sent to your e-mail address. As a result of the application evaluation, if your card needs to be reprinted except for an administrative defect, you will have to pay fee and/or valuable paper fee.

**Amounts Payable**  
Fee: 0 ₺ or : (You will be notified by e-mail after the review.)  
Valuable Paper Fee: 0 ₺ or : (You will be notified by e-mail after the review.)

\* Description

\* Supporting Documents

Upload File

Upload other documents supporting your reasons. (For example; official document showing the correct information printed incorrectly on your card, etc.)

\* Front and Back Copy of Your Current Card

Upload File

Upload the front/back scanned version of your current card.

Your Registered Address in the System

Full Address

I want my new card to be sent to a different address than the one specified.

Create My New Card Application



# CONTACT AND SUPPORT

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