### About Chile

Chile is home to significant opportunities in a variety of sectors for New Zealand exporters. These include food, tourism, services, energy, mining, agribusiness and more.

Chile has a market-oriented economy with a high level of foreign trade. Exports make up 30 percent of gross domestic product (GDP). The country also has a reputation for strong financial institutions.

Chile is, together with Mexico, the two Latin American countries that are a member of the Organisation for Economic Co-operation and Development (OECD). Chile scores reasonably well across economic measures and has the most stable economic outlook in South America.

Building on this, the Chilean Government is positioning the country as a business platform into South America. Partnering with Chilean companies could be a good option for New Zealand companies wishing to expand into South America. The country’s political and economic stability and its solid legislation provide a secure investment climate.

In November 2006, New Zealand, Singapore, Brunei and Chile approved a strategic partnership agreement, known as the Trans-Pacific Strategic Economic Partnership (known as P4). The aim was to improve market access and encourage the development of partnerships and joint ventures. This agreement has also reduced the tariff on most products entering Chile to zero.

New Zealand exports to Chile have more than doubled over the past years and reached NZ$245 million in 2017 (goods and services), making Chile our 37th-largest export market.

Key New Zealand exports to Chile include dairy products, machinery and equipment for the agribusiness sector (livestock and horticulture). Chile is, together with Mexico, the only Latin American countries that New Zealand has a double taxation agreement with. The country also has low in-country tax rates. These aspects therefore make Chile an appealing investment option from a tax perspective.

Chile, along with Mexico, Peru and Colombia, is a founding member of the Pacific Alliance signed in June 2012. The Pacific Alliance is a Free Trade integration agreement with regulatory integration projects. New Zealand is an observer, which opens doors to one of the world’s most dynamic economic blocs (207 million people, combined GDP of US$1.891 billion).
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Quick facts
Chile is:
- a market-oriented economy with a high level of foreign trade
- a politically and economically stable market
- recognised for its strong financial institutions
- a country with investment opportunities in a range of sectors from food and tourism to mining and infrastructure
- the only South American country that New Zealand has a double taxation agreement with
- home to an ageing society.

GDP:

GDP per capita (PPP):

Currency:
Chilean Pesos (CLP)

Official languages:
Spanish

World Bank Ease of Doing Business ranking (2017):
57 of 190 (NZ ranked 1 of 190)

Corruption Perceptions Index ranking (2017):
26 of 180 (NZ ranked 1 of 180)

Value of NZ exports:
US$89.74 million (2016)
New Zealand’s 42nd largest market in 2016

Trade Agreements
If you are a goods exporter, use the Ministry of Foreign Affairs and Trade tariff finder to find out the applicable tariff rates for Chile plus HS codes, document and shipping requirements. Visit the Free Trade Agreements section of the Ministry of Foreign Affairs and Trade’s website for more details.

The Trans-Pacific Strategic Economic Partnership Agreement (P4) is a trade agreement between Brunei Darussalam, Chile, Singapore and New Zealand. The P4 agreement, which stands for ‘Pacific 4’, came into effect in 2006. Under P4, most tariffs on goods traded between member countries were removed immediately. Remaining tariffs will be phased out over time.

To claim special tariff merchandise must meet the Rules of Origin (ROO). New Zealand exporters must also provide a declaration confirming the origin, or a Certificate of Origin.

There is detailed information available on the P4 agreements, including ROO, and required documentation.
Opportunities for New Zealand businesses

Agribusiness – farming
New Zealand’s pastoral-based farming systems are important to Chile, especially in the central-south regions focused on dairy and beef farming. Although in decline, Chile also has a sheep industry in the most southern part of the country. As New Zealand is seen as an adopter of best practice in agriculture, there are opportunities for our products and services.

The dairying regions in central-south Chile, Araucania, Los Ríos and Los Lagos, are an ideal match in climate for New Zealand-style dairy farms. The main difference is wetter winters and more variable temperatures. Milk production in these regions accounts for 80 percent of the national total. It is farmed over an area of around 700 cows a hectare of improved pasture and 500,000 dairy cows.

There are approximately 20,000 dairy farmers in Chile — 6,000 of these are commercial farmers. Soil fertility is much poorer than in New Zealand. The Chilean dairy industry is described as a mix of high-tech and low-tech farms, using a range of confinement and pastoral based systems. Most production is based on dual-purpose animals, grazed widely on low productivity pastures in the south. Chile’s milk production has more than doubled over the past 20 years to 2.35 million metric tonnes (40th in the world).

There are plenty of agribusiness opportunities for New Zealand companies. This includes animal health, farm equipment/machinery, animal management, seeds, genetics, effluent management, food processing technology, training and consultancy. There are no restrictions on foreign land ownership. What’s more, property rights in Chile are considered to be the most secure in South America.

Agribusiness – fruit
Chile’s agriculture and food industries are unique because of the country’s diverse environmental and climatic conditions. Chile’s high-quality standards have supported growth in the fruit sector. The country is now one of the main exporters of fresh fruit in the southern hemisphere, competing with New Zealand.

The fruit growing and processing sector includes over 7,800 growers and 747 exporters and is dominated by large firms (e.g. Dole, David del Curto, Copefrut). These companies combine technology and innovation to give them a competitive advantage.
Chile aims to double the value of fruit exports by 2030. The government and industry are focusing their efforts on genetics, post-harvest technologies, and sustainable agriculture to reach that goal. These areas offer New Zealand companies potential for growth in Chile.

**Mining**

Mineral exports from the northern regions, predominantly copper, represent close to 50 percent of national foreign exchange earnings. Chile produces 30 percent of the world’s copper production and has 29 percent of the world’s copper reserves. The country also is the world’s second largest producer of molybdenum, and has significant reserves of silver, gold, and lithium.

The price of copper is the third most important economic point for the Chilean economy, after interest and exchange rates.

According to Baldo Prokurica, Chile’s Mining Minister, is the current mining projects pipeline is of approximately US$50 billion.

Chile has huge ore deposits and reserves. It also has a supportive legal framework for investment in this area. This offers stability, equality and legal protection to both domestic and international investors. It also means Chile can attract large multinational mining companies and their suppliers.

Mining in Chile is world class so there is a wide range of opportunities for New Zealand companies. This potential includes technology and services related to operational improvement, cost efficiency, health and safety, sustainability, water technologies, renewable energy and energy efficiency.

**Forestry**

Chile is one of the top 20 countries in forestry (growing and processing). Chilean forest plantations reached a total surface of 2.2 million hectares in 2014 (59.1 percent pinus radiata, 34 percent eucalyptus).

Unlike New Zealand, most Chilean wood is exported after processing. This sector’s growth is on the rise. The number of permanent sawmills increased from 369 productive units in 2014 to 452 units in 2015. The number of mobile sawmills increased from 543 to 637 units.

Opportunities for New Zealand companies exist across the value chain. This includes genetics, harvesting technologies, health and safety equipment, and wood processing.

**Aviation**

Commercial and private aviation has become more important to transport people and items domestically and internationally. This has boosted the aviation sector significantly.

Over the past five years, the aviation sector has grown an average of 10.6 percent annually. The number of passengers is expected to increase from 18 million in 2015 to 33.5 million in 2020.

The Government is putting a huge airport infrastructure development plan in place. This is across the country and will help improve connectivity and support regional economic growth.

Opportunities for New Zealand companies exist in pilot training and airport infrastructure (design, ICT, baggage handling, etc.). There are also prospects in maintenance operations and overhaul activities. In addition, there appears to be potential for small aircraft for the mining and salmon sectors or passenger transport to remote areas.
Retail
Chile’s political and economic stability has allowed for a very strong retail development structure. It has helped the retail market grow in size and sophistication. It has also encouraged the increasingly wealthy middle class to seek luxury goods.

The major retail groups in Chile are Falabella, Cencosud group, Ripley, La Polar, Walmart and SMU. The retail sector is merging. This benefits suppliers as they can target a large market through few business partners.

Chile has very sophisticated grocery retailers. This group is developing a combined approach to retailing which covers supermarkets, hypermarkets and convenience stores. They are splitting their various retail chains based on price. This creates specific socioeconomic profiles for each of their brands.

E-commerce is growing strongly. Many retailers expect a significant shift of spending to go online, especially in electronics and fashion.

Opportunities also exist in the retail oil sector (service stations) for technology in fuel distribution, management, payments and inventory control. Chile has approximately 1,600 retail service stations. The market leader is Chilean company Copec, which also has a controlling stake in Terpel in Colombia. Other organisations in this sector are Enex, Petrobras and smaller independent companies.

Health
Chile currently spends approximately 9 percent of its GDP on health care, representing US$19.4 billion.

The current government has focused on improving the health sector’s regulatory framework to help raise the quality standards. The government health care reform plan aims to increase efficiency levels and to modernise infrastructure and services to better reflect what people need.

Chile is nearly 100 percent reliant on imports in the medical supplies and equipment market. It has an established national agenda for IT services in the health industry.

Chile’s health care services three different providers: State funded (Fonasa), which caters for 73 percent of Chile’s population; 16 percent are with private health care service providers (Isapre); and the remaining 11 percent are with the armed forces and other related organisations.

Construction/Infrastructure
The Chilean construction industry is tracking well as the Government is increasing its efforts to improve the country’s infrastructure. This includes commitments to meet the rising demand for residential housing, construction of hospitals and smaller health facilities. It is also increasing investment in the mining and retail industries.

Rising household and industrial consumption will ensure investment continues within Chile’s energy infrastructure. There is significant investment in new thermal power plants and renewables, particularly wind and solar.

SECTION 2
OPPORTUNITIES FOR NEW ZEALAND BUSINESSES

Chile Market Guide 6
Ease of doing business
This table gives an indication of the ease of doing business in Chile. Rankings are 1 (easiest) to 190 (most challenging):

<table>
<thead>
<tr>
<th>Topic</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting a business</td>
<td>59</td>
<td>55</td>
</tr>
<tr>
<td>Getting credit</td>
<td>82</td>
<td>78</td>
</tr>
<tr>
<td>Protecting minority investors</td>
<td>32</td>
<td>30</td>
</tr>
<tr>
<td>Paying taxes</td>
<td>120</td>
<td>116</td>
</tr>
<tr>
<td>Trading across borders</td>
<td>65</td>
<td>64</td>
</tr>
<tr>
<td>Enforcing contracts</td>
<td>56</td>
<td>57</td>
</tr>
</tbody>
</table>

Source: World Bank
Language
Spanish is the official language in Chile. Some Chileans speak English; however, many do not feel comfortable conducting business meetings in English. It would be best practice to prepare any presentations and marketing materials in Spanish, even if you speak to them in English.

There are also quite a few indigenous languages such as Mapudungun (spoken between the Itata and Tolten rivers) and Aymara (spoken in the mountains of the north).

Here are some key phrases to get you started:

<table>
<thead>
<tr>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hi</td>
<td>Hola</td>
</tr>
<tr>
<td>Good morning</td>
<td>Buenos días</td>
</tr>
<tr>
<td>Good afternoon</td>
<td>Buenas tardes</td>
</tr>
<tr>
<td>Good evening</td>
<td>Buenas noches</td>
</tr>
<tr>
<td>How are you</td>
<td>Como esta usted?</td>
</tr>
<tr>
<td>Thank you (a lot)</td>
<td>(muchas) gracias</td>
</tr>
<tr>
<td>You are welcome</td>
<td>De nada</td>
</tr>
<tr>
<td>Goodbye</td>
<td>Hasta luego</td>
</tr>
<tr>
<td>Hello, my name is X</td>
<td>Hola, me llamo X</td>
</tr>
<tr>
<td>It is a pleasure</td>
<td>Mucho gusto</td>
</tr>
<tr>
<td>meeting you</td>
<td></td>
</tr>
<tr>
<td>Excuse me</td>
<td>Permiso/Disculpame</td>
</tr>
<tr>
<td>Please</td>
<td>Por favor</td>
</tr>
<tr>
<td>I am sorry</td>
<td>Lo siento</td>
</tr>
<tr>
<td>I do not understand</td>
<td>No entiendo</td>
</tr>
</tbody>
</table>

Meeting and greeting
Chileans are very warm and expect visitors to respond. They may be formal at first but move to developing friendships very quickly. You will find that Chileans stand closer when they talk than New Zealanders normally would.

Like many South Americans, Chileans use both their maternal and paternal surnames. The father’s surname is listed first and is the one used in conversation.

The first greeting is normally with a handshake. It is always accompanied by the appropriate greeting for the time of day — ‘buenos días’ (good morning), ‘buenas tardes’ (good afternoon) or ‘buenas noches’ (good evening).

A handshake, a warm hug and one kiss on the right cheek are common greetings among friends. If a business meeting has gone well and connection has been built, it would be very common for the men to use one kiss on the right cheek with the women to say goodbye. Women greet other women in this way too.

Business cards are exchanged on the initial meeting at the very start. Always try to greet and say farewell to the most senior person first.
Business etiquette

The business atmosphere in Chile is more formal than in New Zealand. Business may also be conducted more slowly than New Zealanders are used to.

Appointments should be made a few weeks prior to arrival in Chile. They should be reconfirmed before the meeting.

Chile has a relationship-driven culture, so first meetings should be used to build a relationship and establish trust. Have non-business discussions and wait for the other party to initiate a change in topic.

Expertise is less important than your personal, family and company background. Family and friendship play a big role in business, and who someone knows is important.

Punctuality is generally respected and expected in business. However, be prepared for Chileans to be up to 30 minutes late.

Chileans tend to dress more formally for business than in New Zealand. Men should always have a jacket and tie, no matter how hot it is. Women can wear dresses or suits and bare legs are OK. If your host takes off their jacket and/or tie then feel free to follow suit.

Decision-making is centralised and takes place at the top level, although all levels have input. Visit top-level executives first. Mid-level executives can follow up on subsequent visits and are often directed to do so by their superiors.

Decisions are not made at meetings so it is important to provide all necessary information during the meeting.

Be prepared to always go through a secretary — they are screeners for their bosses.

Also, expect to be interrupted. This is not considered rude, but rather a way of showing interest and enthusiasm.

Meetings and agendas are not very structured and sometimes topics will jump around.

Eye contact is important in Chile as it conveys trust, sincerity and interest.

Chileans negotiate in a serious and straight-talking manner. It’s important to be upfront but not overbearing. Hard-sell tactics or pressure never work. Always be prepared to compromise — this shows you value the relationship more than the financial aspects of the deal.

It’s also important to always get written confirmation of agreements and consult a Chilean lawyer.

It is best to conduct business face-to-face rather than over the phone or via email. Sometimes it takes several trips to complete a business transaction.

It’s OK to communicate via email; however, don’t expect a quick response. Chileans will often not reply to emails unless they have some new information or news for you.

Culturally, Chileans have a problem with saying no. This means that in a business meeting they may appear to be very interested; however, if they don’t respond to follow-up communication, it could be a sign that they’re not actually interested.

Depending on the nature of your visit, stay at a top hotel. You will be judged by the accommodation you choose.

Business lunches are usually long (a few hours) and are held in restaurants, hotels or residences. They will be formal, sit-down dinners. Whoever hosts the dinner/lunch should pay as there are no split bills. In a restaurant you will need to ask for the bill (‘cuenta’) to be brought to you.
Gift giving etiquette
• If invited to a Chilean’s home, take chocolates, wine or flowers for the hostess.
• Do not give yellow roses, as they indicate contempt.
• Do not give purple or black flowers, as they symbolise death.
• Do not give scissors or knives, as they indicate you want to end the relationship.
• Gifts are opened when received.
• Business gifts are not necessary and may even cause awkwardness. If you would like to give something, then choose something small and relatively inexpensive such as a silver fern pin or a pen.

Dining etiquette
Dining etiquette can be quite formal in Chile. As a general rule, watch and follow those around you if you’re unsure.
Here are some basic guidelines:
• For a sit-down meal, wait to be shown to your place.
• Women sit before men.
• Place your napkin across your lap.
• The host invites people to eat.
• It is considered polite to finish everything on your plate.
• Wait for a toast to be made before taking the first sip of your drink. The host makes the first toast and the most common toast is ‘Salud!’
• When you lift your glass, look at the person being toasted.

Class and social structure
• Chilean history has had a large influence on modern-day class lines.
• Class is generally along financial lines, with today’s wealthiest class likely to have a history of land-owning families.
• Chile has a strong Roman Catholic population. Religion has played a large role in defining social and political life.
• A middle class has developed in more recent years and now accounts for almost half of the population.
• Classes do change. It’s possible to move up or down depending on your salary. However, people will try and work out your social rank through other means such as maternal and paternal surnames, the high school and university you studied at, where you live and the way you dress.

Other hints
• Do not speak about politics or human rights unless your host starts such a discussion.
• Chile is one of the most accepting countries in South America for professional women. However, you still may find some macho behaviour in meetings and socially.
Travel and visiting Santiago

Accommodation
This is a selection of hotels that are located close to the NZTE office in the El Golf/Las Condes district.

### Santiago

<table>
<thead>
<tr>
<th>Hotel</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Atton El Bosque</td>
<td>Roger de Flor 2770</td>
<td>+56 2 2947 3600</td>
<td><a href="http://www.atton.com">www.atton.com</a></td>
</tr>
<tr>
<td></td>
<td>Las Condes, Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotel Plaza el Bosque</td>
<td>San Sebastian 2800</td>
<td>+56 2 2498 1800</td>
<td><a href="http://www.plazaelbosque.cl">www.plazaelbosque.cl</a></td>
</tr>
<tr>
<td></td>
<td>Las Condes, Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Holiday Inn Express</td>
<td>Vitacura 2929</td>
<td>+56 2 2499 6000</td>
<td><a href="http://www.holidayinn.cl">www.holidayinn.cl</a></td>
</tr>
<tr>
<td></td>
<td>Las Condes, Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>La Sebastiana Suites</td>
<td>Alameda Santos 2233</td>
<td>+56 2 2956 7600</td>
<td><a href="http://www.lasebastiana.cl">www.lasebastiana.cl</a></td>
</tr>
<tr>
<td>(Apart-hotel)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Osorno

<table>
<thead>
<tr>
<th>Hotel</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Sonesta</td>
<td>Ejercito 395</td>
<td>+56 64 255 5000</td>
<td><a href="http://www.sonesta.com/Osorno">www.sonesta.com/Osorno</a></td>
</tr>
<tr>
<td></td>
<td>Rahue, Osorno</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotel Diego de Almagro</td>
<td>Alcalde Fuchslocher</td>
<td>+56 64 241 3000</td>
<td><a href="http://www.dahoteles.com/es/alojamiento/hotel-diego-de-almagro-osorno">www.dahoteles.com/es/alojamiento/hotel-diego-de-almagro-osorno</a></td>
</tr>
<tr>
<td></td>
<td>1236, Osorno</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Visas and immigration

Tourism visa
Chile’s Department of Immigration consider you as a tourist, provided you are entering the country for recreational, sport, health, study, business, family, religious or other similar activities. They also assume that you also do not intend to immigrate, become a permanent resident or work there.

New Zealanders travelling to Chile for tourism purposes do not need to apply for a visa prior to arrival. The visa is valid for 90 days from the date of entry. It may be extended by completing the required administration.

Your passport should be valid until the end of your stay in Chile, and preferably six months after your scheduled departure.

Residency/work visa
You can obtain residency permits that allow individuals to work and live in Chile. Getting the appropriate residency permit is important to avoid unnecessary dealings with Chilean bureaucracy.

There are three types of residency permit: under contract, student and ‘temporaria’.
‘Temporaria’ covers several cases including: work reasons, relation to a Chilean, former resident, investor and establishing a business, technical staff, and contractors (more than one contract), and a citizen of Mercosur.

Applying for a resident visa can be expensive depending on your citizenship (e.g. US$1,380 for New Zealand citizens). It is a lengthy multi-stage process that can take up to a year to complete.
A temporary work permit can be applied for with the initial application.

Once the appropriate residency/work permit is in place, all foreigners must register with the civil registry to obtain the Rol Unico Nacional, which is your individual tax number (Rol Unico Tributario).

Permanent residency
Permanent residency allows foreign-born citizens to live permanently in Chile. Individuals applying for a permanent resident visa must have a valid resident visa, not have lived more than 180 days overseas in the past year, and submit their application within 90 days prior to the current visa expiring.

Individuals can apply for permanent residency in about 15 categories. Permanent residency permits will be taken away if the individuals spend over one year overseas without visiting Chile.

The Chile Department of Immigration is the best starting point for more information on this.
Transport
For your safety, it is recommended that you use official transport at Santiago Airport–Arturo Merino Benitez.

The counters can be found inside the Central International Hall before exiting to the arrivals hall. All companies operate 24 hours a day, every day of the year.

There are several taxi options:

- **Taxi Alminuto**
  Telephone +56 2 2519 9300

- **Taxi Oficial**
  Telephone +56 2 2601 9880

- **Taxi VIP**
  This firm has both taxis and minivans available.
  Telephone: +56 2 2677 3000

- **Radio Movil Tur Bus**
  Telephone: +56 2 2677 3600

There are also economical bus services available between the airport and different Metro stations in Santiago:

- **TurBus**
  Airport and three Metro stations (Pajaritos, Las Rejas and Universidad de Santiago). Operates from 6am to 12 midnight, every day of the year.

  Rates:
  One-way trip: CLP1,400 Round trip: CLP2,500
  Telephone: +56 2 2822 7741 or +56 2 2822 7742

- **CentroPuerto**
  Airport and five Metro stations (Los Héroes, Estación Central, Universidad de Santiago, Las Rejas, Pajaritos. Operates from 6am to 11.30pm, every day of the year.

  Rates:
  One-way trip: CLP1,300 Round trip: CLP2,500
  Telephone: +56 2 2601 9883 or +56 2 2601 0549

Taxis
It is recommended that you use a Radio Taxi company to book taxis around the city. The black and yellow taxis are OK if you speak good Spanish and know where you are going and how to get there.

NZTE uses Radio Taxi Alminuto regularly. Uber is available in Chile also.

Metro and bus
The Santiago metro network is big and reasonably safe. It operates from 6am to 11pm Monday to Saturday and until 10.30pm on Sunday and public holidays.

There has been some petty theft (pick pocketing) recently. Men should not keep wallets, cellphones or keys in their back pockets. Women with handbags should keep them zipped up and held closely to your body. Never put briefcases or bags on the floor between your legs.

One ride on the Metro can cost up to CLP670 during peak hours. This reduces to CLP560 during off-peak time. If you are planning to travel a great deal on the integrated public transport system TransSantiago (which includes the Metro and bus network), it’s a good idea to purchase a BIP card. This can be topped up at one of the Metro station kiosks with some local currency (minimum re-charge of CLP1,000).

Travel domestically and internationally from Chile
If you are travelling in the Santiago region (Region RM) or the Valparaiso region (Region IV) you can use either private transport or bus.

There is a huge network of intercity bus routes throughout Chile. This are operated by different businesses. For long journeys, buses have executive class comfort and onboard services.

The two main intercity bus companies are TurBus and Pullman.

LATAM Airlines (formerly LAN Chile and TAM Brasil) offer regular connections to different cities in Chile. It connects to capitals in Latin America, as well as to large cities in the United States, Europe and Asia.
Currency, credit cards and ATMs

The currency in Chile is the Chilean Peso (CLP).
Chilean coins: $10 – $50 – $100 – $500
Chilean notes/bills: $1,000 – $2,000 – $5,000 – $10,000 – $20,000
You shouldn’t have any problem changing foreign currency into Chilean Pesos in Chile.
Places to change money are known as ‘Casas de Cambio’. There are money exchanges at the airport (although the exchange rate is not as good) and around the city.
Never change money on the street. Most of these street exchangers will rip you off either by using a rigged calculator, giving you false notes, running off with the money or they’ll have a friend who will ‘relieve’ you of your cash when you leave.
Most major credit cards are widely accepted in Chile. Banks have ATM machines called ‘Redbanc’ machines where you can withdraw cash either from your debit or credit card.
There is a maximum daily withdrawal limit of CLP200,000 for most cards.

Safety and security

Petty crime is the main travel risk in Chile, particularly in the capital, Santiago. However, it is low by regional standards. Higher-risk areas of Santiago are Cerro San Cristóbal Park, Cerro Santa Lucía Hill and crowded markets and streets in the city centre. Pickpockets can often be found in Plaza de Armas and the Metro. The risk in the up-market Las Condes, Vitacura and Providencia areas is minimal, although residential burglaries have been reported.
Student-led demonstrations, as well as gatherings organised by other groups, can sometimes turn violent. These may mean some risks to bystanders.
Chile is located in an active seismic zone and is vulnerable to earthquakes. There are active volcanoes in southern Chile. Ashes from the volcano eruptions can disrupt air travel across Chile and neighbouring countries.
Visit the Safe Travel website for the latest travel advisory updates. New Zealanders in Chile are strongly encouraged to register their details on Safe Travel.

Medical services and hospitals

Health care in Chile consists of two tiers: the private sector (Clinicas) and the public sector (Hospitals).
Chile has a very high standard of private health care. However, the quality of health care varies in different regions. Modern equipment and facilities are available in Santiago and other major cities but are not so accessible in smaller towns and rural areas.
Most doctors in both the private and public sector are well trained. Many of them are educated overseas and able to speak English. Expats may find the concept of a local General Practitioner (GP) in Chile is not that common as most doctors specialise in a particular aspect of medicine. This means it’s possible to visit a specialist without a referral from a GP first.
Payment for services is usually required at the time of the service. Cash is preferred, but credit cards may be accepted in certain locations.
Health care in Chile can be expensive so it is recommended that travellers arrange travel insurance prior to their trip.
Private clinics and hospitals have their own ambulance services — contact them directly and use their service. Otherwise, you can take a taxi or have a friend drive you to the emergency department. Although a public ambulance system exists, it is not recommended.

Your travel insurance company will likely recommend a specific clinic in Santiago. However, here is a list of clinics:

<table>
<thead>
<tr>
<th>Clinic website</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clínica Alemana</td>
<td>Vitacura 5951, Santiago de Chile, Santiago NA</td>
<td>+56 22 210 1111</td>
</tr>
<tr>
<td>Clínica Las Condes</td>
<td>Lo Fontecilla 441, Edificio C 3, Santiago</td>
<td>+56 22 210 4000 or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>+56 22 610 3483 (direct)</td>
</tr>
<tr>
<td>Clínica Santa María</td>
<td>Sta María 500, Providencia</td>
<td>+56 22 913 0000</td>
</tr>
<tr>
<td>Clínica Indisa</td>
<td>Sta María 1810, Providencia, Santiago</td>
<td>+56 22 362 5555</td>
</tr>
</tbody>
</table>

Public holidays

As public holidays fall on different dates each year, it’s best to check a reliable source like timeanddate.com.

The main public holiday is Chilean Independence (otherwise known as ‘Dieciocho’). This is on 18 September and most Chileans will take at least a week off work to honour this occasion.

Summer holidays run from late January right through February, so try to avoid these times for business trips. The first week in March is also best avoided as people are busy with the start of the school year and just returning to work.

Gratuities and tipping

It is expected to tip 10 percent in restaurants. If you are paying by credit card, then you can add the ‘propina’ (tip) automatically and it will be noted on your receipt.

You don’t have to tip hotel porters but if you would like to, you could give them CLP1,000.

You don’t need to tip taxi drivers, although you may like to round up the fare.

If you visit a supermarket be prepared to give a tip to the person who packs the groceries into bags as they are university students who only work for tips.
Trade shows and industry exhibitions

There are a number of websites with up-to-date information on Chile’s trade shows and industry exhibitions:

- Eventseye
- 10times
- nTradeshows

Product registration

The Agriculture and Livestock Service (Servicio Agrícola y Ganadero) of the Ministry of Agriculture is responsible for Chile’s import regulations. This covers alcoholic beverages, organic foods, animal and plant quarantine, and the grading and labelling of beef and some processed food products, both for human and animal consumption including pet food, feed and feed supplements.

The Ministry of Health is responsible for food sanitation. This includes meat and poultry and the approval of food ingredients, labels, and packaging of processed foods.

The process to obtain authorisation to import food products is controlled by the Seremi de Salud R.M.

Chile’s regulatory processes are complicated. Also, often this information is not available in English. Given this, it’s best to use a consultant (or make your distributor responsible for obtaining approvals).

Imports of pharmaceutical, cosmetic or medical equipment is regulated by the Chilean Institute of Public Health.

Items like firearms, explosives and chemical substances need an import licence granted by the Dirección General de Movilización Nacional.
Setting up operations and establishing a business

The Government has set up a platform where companies can establish a company in one day, online and at low cost. This requires a Chilean tax identification number and a legal representative.

It is recommended that you work through a Chilean lawyer to set up your business. This should take up to three weeks once your lawyer has all the necessary paperwork. Invest Chile and ChileAtiende are helpful starting points for information about setting up a business in Chile.

Most common business entities
There are several structures for companies in Chile. The following are some of the common ones chosen by foreign investors:

Corporation (SA)
This is a full company structure with shares, partners and all of the rights of a company in Chile. This is the most complex structure in terms of costs and organisation. It is governed by a board of directors.
Shareholders’ liabilities are restricted to the amount of capital each individual invests. Corporations can hold their own shares or trade them. They need a public deed like the Limited Liability Partnership structure. The deed must include information like who the shareholders are, purposes, timeframes, details on administration, and the way profits will be distributed.

Public corporations have stock that is traded. They have at least 500 shareholders, or at least 10 percent of their capital is held by a minimum of 100 shareholders. The Superintendency of Securities and Insurance oversees these companies.

Stock Company (SpA)
The stock company is designed to be a more flexible type of corporation. It is formed by one or more shareholders — their involvement is represented by shares. Companies can decide on the management and financial structure (a board of directors is not needed).
Stock companies are set up through a public deed or private document signed by those involved. This is confirmed by a lawyer. This needs to be registered with the company’s office and published with the Official Gazette within 30 days. The other factor that makes a stock company different from a common corporation is the company can hold its own shares.

Limited Liability Partnership (LLC)
This company structure has a minimum of two and a maximum of 50 shareholders (Chilean or foreign). There are no minimum capital
requirements. Each partner’s responsibility is limited to the amount of companies agreed by their partners. The benefits are fewer reporting requirements and a simple corporate structure. LLCs are formed through a public deed which needs to be registered in the Companies Registry Office and published in the Official Gazette within 60 days.

Individual Limited Liability Company (EIRL)
In Chile, an individual can acquire the status of a legal entity as an Empresa Individual de Responsabilidad Limitada (EIRL). This is basically a one-person company and suitable for very small companies, where the person who set it up is also the legal representative. The company’s written purpose must describe what it does and the sector in which it will operate. The assets of the company are limited to the amount outlined in their bylaws. The owner is liable with personal goods up to the capital contributed to the company. The company is liable with all its goods.

Agency or branch office of foreign company
This structure is an extension of a multinational company. It is set up by legalising and verifying incorporation documents from the home country. No minimum capital requirements or governmental authorisation are needed. Branches of foreign corporations do not have separate legal existence from the foreign corporation. This means that any liability of the branch in Chile can be assigned to the parent company.

**Top tips**
Since its introduction, many New Zealand companies have chosen the SpA entity type due to its flexibility and the ability to have only one shareholder. In terms of tax, this is similar no matter what the structure is.

It is best to work with a Chilean lawyer to decide on the appropriate company structure.

The most common approach to incorporate a company is to use a lawyer. The cost varies between law firms but is usually upwards of US$2,000. This will include the starting activities with the tax department and advice on the best company structure and the amount of capital to be brought in by the company. Some companies also ask their law firm to open bank accounts on their behalf, as this process can be very slow.

Legal advice is important in limiting the powers of a legal representative, through drafting articles of incorporation for the company and any related contracts.

Businesses can re-export goods without paying taxes, but they must pay VAT and import duties when the goods are sold in other regions of Chile.

**Foreign capital**
*The main method for bringing capital into Chile is via the Chile Central Bank.*

Through this channel, capital (more than US$10,000) is brought in through the Formal Exchange Market (FEM). This involves the foreign investor registering the transaction with the Central Bank, through the commercial bank they have used, once the funds have arrived in
Chile. The funding can be brought in as credits, deposits, investments or capital contributions. You don’t need to give notice.

Capital can be sent to another country at any time if this is communicated with the Central Bank through the FEM.

The law requires the Chilean agency for foreign investment (APIE) to approve investment proposals. Approval is needed for investments greater than US$5 million, investments made in certain sectors, including the media and the provision of public services, and investments made by foreign governments or by foreign public organisations.

Restrictions on foreign ownership
There are no limits on foreign ownership or control of firms in Chile. Foreigners can hold up to 100 percent of an enterprise’s ownership. There are no time limits for foreigners’ property rights. There are also no restrictions on foreign ownership of buildings and land, except selected areas due to national security.

Foreign investors have access to almost all productive activities. There are a few restrictions in sectors such as maritime, air transportation and media. Some international trade restrictions also exist for fishing. Chile generally does not limit the right to private ownership or establishment, except for some activities such as nuclear energy and mining.

There is some work in and around hydrocarbons, lithium and underwater mines in maritime national jurisdictions or zones that have been identified as important for national security. This work is generally reserved for the state.

However, Chilean law allows the Government to assign contracts to private investors, including foreign investors. The Government may give business to individuals and companies for exploration and development of these natural resources.

Investment incentives
Chile does not subsidise foreign investment, although there are incentive programmes aimed at encouraging productive investments in the northern and southern regions of the country. There are also some that target the information technology sector. These programmes are accessible to both Chilean and foreign businesses. The incentives include tax rebates and lower labour costs.

Start Up Chile has information on business grants, as well as the work visas needed to establish a business in Chile.

Free-trade zones (FTZs)
Chile has two tax-free zones: one in the northern port city of Iquique (Tarapacá region) and the other in the southern city of Punta Arenas (Magallanes region). Companies set up in these FTZs do not have to pay corporate income tax, VAT.
**Customs and import regulations**

For items worth over US$1,000 Freight on Board (FOB), you'll need to hire the services of a customs agent. The importer should provide the customs broker with all the necessary documentation for the merchandise to enter Chile.

Documents required to clear customs include a bill of lading, original commercial invoice, and declaration from the importer on the value of the merchandise (provided by Customs).

Additional documentation may be needed depending on the merchandise. This may include: Certificate of Origin to benefit from preferred tariffs under an FTA, packing list (for merchandise entering in containers) and insurance certificates.

It's important that you have all the required documents to avoid costly and unnecessary delays for clearing Customs.

The cost of importation is calculated on the cost, insurance and freight (CIF) value of the merchandise. It will include the tariff, and payment of Goods and Services Tax (Impuesto sobre la Valor Agregada), which is 19 percent of the total value (CIF + tariff).

Some items are subject to additional import tax. These include gold, silver and ivory-made products, jewels and precious stones, hides and fur, caviar, alcoholic and some non-alcoholic beverages, and tobacco.

*Chilean Customs* is a good starting point for more information on Customs and import regulations.

**Taxation**

Taxes in Chile are set at a national level by the Chilean Inland Revenue Service. This organisation is responsible for inspection and tax control. There are no major municipal, provincial or regional taxes.

Tax in Chile is currently based on three key areas:

- It is the individuals who are ultimately taxed. Tax paid by companies is based on the final taxes their owners will pay.
- The tax base must include all the incomes received or collected by a company during the tax period.
- The owners or shareholders of a company only pay taxes once they take out profits.

Here is a basic overview of the types of tax and tax rates in Chile:

<table>
<thead>
<tr>
<th>Type</th>
<th>Tax rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Category Tax: (Corporate Tax on profit)</td>
<td>24% (increased in 2017 to 25%)</td>
</tr>
<tr>
<td>Second Category Tax: (Tax on Remuneration)</td>
<td>Progressive tax with top tax bracket reaching 40%</td>
</tr>
<tr>
<td>Global Complementary Tax (Tax on total income received)</td>
<td>Progressive tax with top tax bracket reaching 40%</td>
</tr>
<tr>
<td>Additional Tax (Withholding Tax)</td>
<td>35%</td>
</tr>
<tr>
<td>Value Added Tax (IVA) (Goods and Services Tax)</td>
<td>19%</td>
</tr>
<tr>
<td>Stamp tax (Tax on operations that involve the lending of money)</td>
<td>0.4%</td>
</tr>
</tbody>
</table>
Personal income tax
Individuals pay taxes on their dependent work-related income (Second Category Tax). Rates range from 0 to 40 percent. This is held back by the employer.

The amount of this tax is based on an individual’s work-related monthly earnings, minus social security contributions. With the proposed new tax reform in Chile, the top income tax rate would decrease to 35 percent over a period of four years.

Global Complementary Tax
This annual tax is charged on all income subject to First or Second Category Tax received by individuals living or based in Chile. This is calculated on a progressive scale. Returns must be filed in April for the previous year.

Additional Tax (withholding tax)
This tax is charged on income gained from Chilean sources by legal entities not based or living in Chile. The general rate is 35 percent, which applies to dividends, withdrawals or payment of company profits. Lower rates apply to some types of income, such as trademarks, patents, software licences and several services.

First Category Tax already paid is taken off as a credit against Additional Tax.

<table>
<thead>
<tr>
<th>Example of how Additional Tax is calculated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxable Profits in Chile</td>
</tr>
<tr>
<td>First Category Tax (20%)</td>
</tr>
<tr>
<td>Distributed Profits</td>
</tr>
<tr>
<td>Dividends received by non-residents</td>
</tr>
<tr>
<td>Plus First Category Tax paid</td>
</tr>
<tr>
<td>Base for Additional Tax</td>
</tr>
<tr>
<td>Additional Tax (35%)</td>
</tr>
<tr>
<td>Credit for First Category Tax</td>
</tr>
<tr>
<td>Total Tax to be paid on distributed profits</td>
</tr>
</tbody>
</table>

Value Added Tax (‘IVA’)
A 19 percent Value Added Tax (IVA) is charged on the price of:

- sales and other contracts where property is transferred, as long as the transaction is usual for the seller
- services that are commercial, industrial, financial, or related to mining, construction, insurance, advertising, data processing and other business activities; and imports.

Double taxation
New Zealand and Chile have a double taxation agreement (DTA) in place. This means businesses don’t have to pay tax on the same income in both countries. Tax paid in Chile can be used as a tax credit on the same income, once sent to New Zealand.

The focus of DTAs is more than just eliminating double taxation. They are aimed at reducing tax hold-ups that impact cross-border trade and investment, as well as helping tax administration. This is achieved by:

- avoiding certain forms of double taxation
- reducing withholding taxes on cross-border investments
- outlining how certain profits are to be calculated excluding some short-term activities from income tax in the host state providing dispute resolution procedures
- allowing information to be exchanged between tax administrations.
Useful guides
There are a number of guides from different organisations which provide information about Chile’s tax system:
- Santander Trade
- Deloitte
- KPMG
- Cariola
- PwC

Opening a bank account
Opening a personal bank account in Chile is difficult. There are a number of requirements — the first is to obtain a RUT (Rol Único Tributario) number. This is your tax identification number and national ID number while in Chile. RUT numbers can be applied for by filling in the tax administration (SII) form F4415. It’s unlikely that banks will open an account for you until you have a confirmed RUT number.

You will also probably be asked for a copy of your Chile contract or, if you have been transferred to Chile, they might accept a letter from your employer explaining the transfer. You will need a Chile address, not a hotel, which will be confirmed. Finally, you will need to have Chile source income.

Banks are very conservative and like to play it safe. This is especially the case when the owner is foreign and not living in Chile, and unknown legal organisations are concerned.

This is particularly difficult for foreigners. Often the partners in the new company have no credit history of their own inside the country and the new company has very little capital or assets.

It’s a good idea to draft articles of incorporation (with your lawyer), which will cover information that the banks may require. This should include plenty of detail around the company’s activities.

Banking hours in Chile are usually from 9am to 2pm.
## Resources and contacts

### Chambers of commerce

There are a number of Chambers of Commerce in Chile:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Address</th>
<th>Telephone</th>
<th>Website/Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia Pacific Chamber of Commerce</td>
<td>Fidel Oteiza 1916 of. 700</td>
<td>+56 2 2244 3942</td>
<td><a href="http://www.asiapacific.cl">www.asiapacific.cl</a></td>
</tr>
<tr>
<td></td>
<td>Providencia, Santiago</td>
<td>or +56 2 2244 4911</td>
<td></td>
</tr>
<tr>
<td>National Chamber of Commerce</td>
<td>Merced 230</td>
<td>+56 2 2365 4000</td>
<td><a href="http://www.cnc.cl">www.cnc.cl</a></td>
</tr>
<tr>
<td></td>
<td>Santiago</td>
<td></td>
<td><a href="mailto:cnc@cnc.cl">cnc@cnc.cl</a></td>
</tr>
<tr>
<td>Santiago Chamber of Commerce</td>
<td>Monjitas 392, Santiago</td>
<td>+56 2 2360 7000</td>
<td><a href="http://www.ccs.cl">www.ccs.cl</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:cpn@ccs.cl">cpn@ccs.cl</a></td>
</tr>
</tbody>
</table>
## Local government directory
Looking for specific information? Here are details for various Chilean government departments:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Address</th>
<th>Telephone</th>
<th>Website / Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Foreign Affairs</td>
<td>Teatinos 180</td>
<td>+56 2 2827 4200</td>
<td><a href="http://www.minrel.gob.cl">www.minrel.gob.cl</a></td>
</tr>
<tr>
<td>Ministerio de Relaciones Exteriores</td>
<td>Teatinos 180 Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Finance</td>
<td>Teatinos 120</td>
<td>+56 2 2828 2000</td>
<td><a href="http://www.economia.gob.cl/">www.economia.gob.cl/</a></td>
</tr>
<tr>
<td>Ministerio de Hacienda</td>
<td>Teatinos 120 Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Economy, Development and Tourism</td>
<td>Av. Libertador Bernardo O'Higgins No. 1449</td>
<td>+56 2 2473 3400</td>
<td><a href="http://www.economia.gob.cl/">www.economia.gob.cl/</a></td>
</tr>
<tr>
<td>Ministerio de Economia, Fomento y Turismo</td>
<td>Santiago Downtown Torre II</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Piso 10, 11 y 12 Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Education</td>
<td>Av Libertador Bernardo O'Higgins 1371</td>
<td>+56 2 2406 6000</td>
<td><a href="http://www.mineduc.cl/">www.mineduc.cl/</a></td>
</tr>
<tr>
<td>Ministerio de Educacion</td>
<td>Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Labour and Social Prevision</td>
<td>Huérfanos 1273</td>
<td>+56 2 2753 0400</td>
<td><a href="http://www.mintrab.gob.cl/">www.mintrab.gob.cl/</a></td>
</tr>
<tr>
<td>Ministerio del Trabajo y Prevision Social</td>
<td>Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Health</td>
<td>Mac Iver 541</td>
<td>+56 2 2574 0100</td>
<td>web.minsal.cl/</td>
</tr>
<tr>
<td>Ministerio de Salud</td>
<td>Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Housing</td>
<td>Alameda 924</td>
<td>+56 2 2901 2800</td>
<td><a href="http://www.minvu.cl/">www.minvu.cl/</a></td>
</tr>
<tr>
<td>Ministerio de Vivienda y Urbanismo</td>
<td>Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Agriculture</td>
<td>Teatinos 40</td>
<td>+56 2 2393 5000</td>
<td><a href="http://www.minagri.gob.cl/">www.minagri.gob.cl/</a></td>
</tr>
<tr>
<td>Ministerio de Agriculutre</td>
<td>Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Public Infrastructure</td>
<td>Morandé 59</td>
<td>+56 2 2449 3000</td>
<td><a href="http://www.mop.cl">www.mop.cl</a></td>
</tr>
<tr>
<td>Ministerio de Obras Publicas</td>
<td>Santiago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organisation</td>
<td>Address</td>
<td>Telephone</td>
<td>Website / Email</td>
</tr>
<tr>
<td>--------------</td>
<td>---------</td>
<td>-----------</td>
<td>----------------</td>
</tr>
<tr>
<td>Ministry of Mining</td>
<td>Amunátegui 232 Pisos 15, 16 y 17 Santiago</td>
<td>+56 2 2 473 3000</td>
<td><a href="http://www.minmineria.gob.cl/">www.minmineria.gob.cl/</a></td>
</tr>
<tr>
<td>Ministry of Transport and Telecommunications</td>
<td>Amunátegui 139</td>
<td>+56 2 2473 30</td>
<td><a href="http://www.mtt.gob.cl/">www.mtt.gob.cl/</a></td>
</tr>
<tr>
<td>Ministry of Energy</td>
<td>Alameda 1449 Pisos 13 y 14 Edificio Santiago Downtown II Santiago</td>
<td>+56 2 2365 6800</td>
<td><a href="http://www.energia.gob.cl/">www.energia.gob.cl/</a></td>
</tr>
<tr>
<td>Ministry for the Environment</td>
<td>San Martín 73 Santiago</td>
<td>+56 2 2573 5600</td>
<td>portal.mma.gob.cl/</td>
</tr>
<tr>
<td>Chilean Customs</td>
<td>Plaza Sotomayor 60 Valparaíso</td>
<td>+56 32 213 4881</td>
<td><a href="http://www.aduana.cl">www.aduana.cl</a></td>
</tr>
</tbody>
</table>
### Business associations/industry groups

There are many industry organisations in Chile:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Address</th>
<th>Telephone</th>
<th>Website / Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASOEX</td>
<td>Calle Cruz del Sur 133 Oficina 2, Las Condes, Santiago</td>
<td>+56 2 2206 4163</td>
<td><a href="http://www.asoex.cl">www.asoex.cl</a></td>
</tr>
<tr>
<td>Fedefruta</td>
<td>Calle San Antonio 220 Oficina 301, Santiago</td>
<td>+56 2 2632 5274</td>
<td><a href="http://www.fedefruta.cl">www.fedefruta.cl</a></td>
</tr>
<tr>
<td>Mining Council</td>
<td>Av. Apoquindo 3500 Piso 7 Las Condes, Santiago</td>
<td>+56 2 2347 2200</td>
<td><a href="http://www.consejominero.cl">www.consejominero.cl</a></td>
</tr>
<tr>
<td>SONAMI (SME Mining Association)</td>
<td>Av. Apoquindo 3000 Piso 5 Las Condes, Santiago</td>
<td>+56 2 2820 7000</td>
<td><a href="http://www.sonami.cl/site">www.sonami.cl/site</a></td>
</tr>
<tr>
<td>APRIMIN (Mining suppliers Association)</td>
<td>Los Militares 5890 Oficina 302, Las Condes, Santiago</td>
<td>+56 2 2954 7785 or +56 2 29547786</td>
<td><a href="http://aprimin.cl/site">aprimin.cl/site</a></td>
</tr>
<tr>
<td>Camara Chilena de la Construcción</td>
<td>Marchant Pereira No. 10 Piso 3 Providencia, Santiago</td>
<td>+56 2 2376 3300 or +56 2 2376 3301</td>
<td><a href="http://www.cchc.cl">www.cchc.cl</a></td>
</tr>
<tr>
<td>CORMA (Forestry Council)</td>
<td>Agustinas 1357 Piso 3, Santiago</td>
<td>+56 2 2331 4200</td>
<td><a href="http://www.corma.cl/home">www.corma.cl/home</a></td>
</tr>
<tr>
<td>Consorcio Lechero (Dairy Consortium)</td>
<td>Manuel Antonio Matta 1266 Osorno</td>
<td>+56 64 222 6123</td>
<td><a href="http://www.consortiolechero.cl">www.consortiolechero.cl</a></td>
</tr>
<tr>
<td>Federacion Nacional de Productores de Leche (Dairy Farmers Federation of Chile)</td>
<td>Tenderini 187, Santiago</td>
<td>+56 2 2632 9473</td>
<td><a href="http://www.fedeleche.cl">www.fedeleche.cl</a></td>
</tr>
<tr>
<td>Asociación de Productores de Leche de Osorno (Dairy Producers Association of Osorno)</td>
<td>Cesar Ercilla S/N Recinto Sago S/N, Osorno</td>
<td>+56 64 2200 350</td>
<td><a href="http://www.aproleche.cl">www.aproleche.cl</a></td>
</tr>
</tbody>
</table>
### NZTE/Embassy contact details

NZTE and the New Zealand Embassy have offices in Chile.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Address</th>
<th>Telephone</th>
<th>Website / Email</th>
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<tbody>
<tr>
<td>New Zealand Trade and Enterprise</td>
<td>Isidora Goyenechea 3000 Piso 12 Las Condes Santiago C.P. 7550653</td>
<td>+56 2 2395 0300</td>
<td><a href="http://www.nzte.govt.nz">www.nzte.govt.nz</a> <a href="mailto:exporthelp@nzte.govt.nz">exporthelp@nzte.govt.nz</a></td>
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New Zealand Trade and Enterprise (NZTE) is the Government agency charged with a single purpose: growing companies internationally, bigger, better and faster, for the good of New Zealand.

We employ 600 people, have over 200 private sector partners and draw on a global network of thousands more. We have people based in 50 offices, working across 24 time zones and 40 languages to support New Zealand businesses in over 100 countries. Our global presence lets us deliver value to the businesses we support, through our unique know-how (knowledge and experience) and know-who (networks and connections).

Our know-how and know-who is expressed in our Māori name: Te Taurapa Tūhono. Te Taurapa is the stern post of a traditional Māori waka, which records valuable knowledge, and stabilises and guides the craft forward. Tūhono represents connections to people and an ability to build relationships.

We provide customised services and support to ambitious businesses looking to go global. We help them build their capability, boost their global reach, connect to other businesses and invest in their growth. We also connect international investors with opportunities in New Zealand through a global network of investment advisors.

We call on our Government network and work closely with our NZ Inc partners and the business community, to grow our national brand and help businesses to open doors in global markets.

nzte.govt.nz