Fact Sheet: Change to receiving office for visas in South Asia – Thailand, Sri Lanka and Vietnam

From 11 February 2013 (Thailand) and 18 February 2013 (Vietnam) the Immigration New Zealand offices in Bangkok and Ho Chi Minh City will no longer receive visa applications. All applications that were previously received by these offices should be sent by mail or courier to the Immigration New Zealand Visa Application Centre (VAC) in either Bangkok (for Thailand) or Ho Chi Minh City (for Vietnam).

From 18 February, people in Sri Lanka should submit their applications to the VAC in Colombo. These applications will continue to be processed by Immigration New Zealand in Bangkok.

Applications can be submitted to the relevant VAC by mail or in person.

Contact details

New Zealand Visa Application Centre - Thailand

140/41 (19 D), ITF Tower, 19 Floor
Silom Road, Suriyawongse, Bangrak
Bangkok, Thailand 10500

Telephone: +662 236 7138

Email: ttsbangkoknz@ttsvisas.com

Website: www.ttsnzvisa.com

Office hours: Monday to Friday 8:30am to 4:00pm
Call centre hours: Monday to Friday 8:30am to 4:00pm.

New Zealand Visa Application Centre – Sri Lanka

TT Services Lanka (Private) Limited
505/14/2, 4th floor
Union Place (Town Hall)
Colombo 02

Telephone: +94 11 268 0709 and +94 11 268 0710

Email: ttslankanz@ttsvisas.com

Website: www.ttsnzvisa.com

Office hours: Monday to Friday 8:30am to 4:30pm

Call centre hours: Monday to Friday 8:30am to 4:30pm.

New Zealand Visa Application Centre – Vietnam

TT Services C/- BDT Company Limited
Yoco Building, 5th floor
41 Nguyen Thi Minh Street
Ben Nghe Ward, District 1
Ho Chi Minh City

Telephone: (84-8) 3824 1700

Fax: (84-8) 3824 4500

Email: ttshcmnz@ttsvisas.com

Website: www.ttsnzvisa.com

Office hours: Monday to Friday 9.00am to 12.00pm and 1.00pm

to 4.00pm

Call centre hours: Monday to Friday 9.00am to 12.00pm and 1.00pm

to 4.00pm

Fees

The VAC will charge a visa service fee for each application.

Service fee - Thailand: NZ$32.20 (800 Baht, US$27)
Service fee – Sri Lanka: NZ$28.22 (LKR2960, US$24)
Service fee – Vietnam: NZ$51.81 (893,000 Dong, US$44)

The service fee should be submitted along with the relevant visa application fee.

How can fees be paid?

For methods of payment, please see www.ttsnzvisa.com.

Questions and answers

How quickly will my visa be processed?

To assist a timely decision on your visa application, please ensure that you submit all required documentation.

Indicative application processing times can be found on the Immigration New Zealand website:

See Bangkok branch visa application processing times.

See Ho Chi Minh City branch visa application processing times.

You should not make irreversible travel arrangements until your visa has been approved.

Can I call/email someone about the application process?

Yes. The VACs have dedicated call centres to support applicants and will respond to telephone and email enquiries about the application process.

How do I obtain visa application forms?

All visa application forms can be downloaded from our website www.immigration.govt.nz. Alternatively the VAC can email application forms to you.

Can the VAC provide help with filling in my form? Will I need to pay for that help?

Yes, the VAC can help you to fill in your form. This service is covered by the service fee.

Do the staff at the visa application centre make the decision on my visa application?

No, the staff at the VAC provide visa administration services only. They cannot provide immigration advice and have no influence over the outcome of an application for a New Zealand visa; this can only be decided by an immigration officer.

Will I be able to contact an immigration officer directly?

We will provide you with your immigration officer's direct dial number and/or email address when we acknowledge your application. You will be able to contact the immigration officer at any time during regular office hours.

How can I track my documents?

Once you have submitted an application at the visa application centre you will be able to track your application documents by using the track documents function found here www.ttsnzvisa.com. You will need to enter your passport and date of birth or receipt number to track your application documents.

Do I have to include my passport with the application?

Yes. You must include your valid passport with the visa application.

How do I pay for the return postage of my passport?

The VAC will arrange secure courier return of your documents to you. There are special courier rates available for the return of passports. Please refer to the website www.ttsnzvisa.com for further information on courier options.

Alternatively you are able to pick up your documents from the VAC.

What happens if a visa application is incomplete or incorrect when it reaches the visa application centre?

The VAC will check that you have provided all the required information before your application is forwarded to INZ. If your application is incomplete or incorrect the staff at the VAC will contact you to obtain the missing information.

What about visa applications already in progress?

There is no need to do anything. Your application will be processed and you will be contacted once a decision is made. Contact your immigration officer if you have any queries.

Why can't I apply for my visa online?

INZ is working on a new global information management system that will enable visas to be applied for online. Online student visa applications are currently scheduled to be available from late 2013 and additional visa types will follow.

Where can I get more information?

For information on New Zealand visas, please visit www.immigration.govt.nz.