

New Zealand visa application centre – Vietnam

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

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Email: ttshcmnz@ttepl.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

Fees

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

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:

Ho Chi Minh City: <http://www.immigration.govt.nz/branch/hochiminh/processing/>

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 INZ officer.

Will I be able to contact an INZ 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 check on the progress of my application?

Once you have submitted an application at the visa application centre you will be able to track your application by logging onto the TTS website at www.ttsnzvisa.com. You will need to enter your passport and date of birth or receipt number to track your application.

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