

# Important Notice

## Attention Visa Applicants

VFS Global is an authorised outsourced partner of diplomatic missions for the provision of non-judgmental services of accepting and processing visa applications.

The decision to issue or refuse a visa and the processing time of a visa application is the sole prerogative of the diplomatic missions in United Arab Emirates. VFS Global has no role or influence in the outcome of a visa application and will not offer any visa-related evaluative advice to applicants.

VFS Global is authorised to only provide administrative support services such as the collection of visa applications and the return of passports in sealed envelopes to applicants.

VFS Global has NO affiliation what so ever with any agents (e.g. travel companies, typing offices, agents for flight bookings and travel insurances) in United Arab Emirates for the provision of any visa-related advice or services to applicants. VFS Global will not be responsible for applicants who seek advice or services in regards to their visa from any agents or for fees paid to agents in relation to the same.

Please ensure that you are served by Visa Application Centre (VAC) staff inside the premises of the VAC. Our staff has been strictly instructed not to direct you to any other agents, travel companies or typing offices.

Our staff can be easily identified by the official VFS Global uniform/ Identification badges/ name tags.

To report any individuals on entities claiming to be authorised agents of VFS Global or for any such related matters, please write to **[feedbackwafi@vfshelpline.com](mailto:feedbackwafi@vfshelpline.com)** or call **+971 04 2055858**  
0900hrs - 1700hrs, Sunday to Thursday

Thank you for your cooperation.