

## MEDIA INFORMATION

Praia, 23 September 2024

### **VFS Global shares an important update on appointment booking for Cape Verde nationals travelling to Portugal**

- **Facial Verification Appointment system introduced effective 23<sup>rd</sup> September 2024 to ensure appointments are booked by genuine applicants.**
- **Appointments are free and available at <https://visa.vfsglobal.com/cpv/en/prt>**
- **Online payment of a service fee of 4440 CVE is part of the appointment confirmation. Advance payment of the service fee does not represent an additional cost for the applicant.**
- **Applicants must be careful of agents and intermediaries who falsely promise early appointment bookings in exchange for payment.**

*With the recent changes introduced by the CPLP's Agreement on Mobility, visa applications have surged. This has led to the appearance of scammers posing as employees or associates of the organisation; or agents and intermediaries who promise an early appointment at an additional cost to embezzle innocent visa applicants alike.*

To curb such incidents, VFS Global has cooperated closely with Portugal to implement the Facial Verification Appointment system to ensure the booking of appointments by genuine applicants at the Portugal Visa Application Centre in Praia effective 23 September 2024. Facial Verification Appointment system is mandatory for all Portugal visa applicants in Cape Verde (except minors). Applicants must have their passport handy during the appointment booking stage to complete the live photo match with the photo on their passport bio page as part of the verification process.

Applicants can book and secure an appointment for Portugal in 4 easy steps:

**STEP 1:** Visit <https://visa.vfsglobal.com/cpv/en/prt> to register and enter the applicant details required.

**STEP 2:** Complete the facial verification and passport scan using the webcam on the laptop/ desktop or via the mobile phone camera.

**STEP 3:** Once the OTP verification step concludes, select the desired appointment date or optional value-added services required.

**STEP 4:** An appointment confirmation will be sent to the registered email address which can be used as proof while visiting our Centre.

Commenting on the new development, **Mr. Alok Singhal, Head- Sub-Saharan Africa, VFS Global**, said, *"It is important for applicants to bear in mind that appointment slots are offered online based on the volume of demand or forecast and in conjunction with the Consulate's internal capacity planning. Once scheduled, they are recommended to be at the Centre 15 minutes before the appointed time to avoid missing your slot. We strongly advise all applicants to be careful of touts and fraudulent parties who falsely promise early appointment bookings in exchange for payment. I am confident that this new measure will ensure the booking of appointment slots by genuine applicants seeking to travel to Portugal from the country."*

### **Important update regarding Portugal visa appointments in Praia**

Appointments will be opened ten days in advance to ensure better utilisation of the appointment quota by applicants. To book an appointment, applicants can visit <https://visa.vfsglobal.com/cpv/en/prt> once the documents are ready. Applicants can submit their visa applications at the Centre located at Praia Shopping (01° Andar), Praia, between Monday to Friday from 8.30 AM to 4 PM (except on public holidays).

For a convenient and personalised application experience, applicants can choose from a host of optional value-added services like the Premium Lounge facility, where a dedicated staff member will assist during the submission process or complete the paperwork with the support of our experienced staff with the Form Filling service, to name a few.

### **VFS Global service fee**

The service fee charged for applicants is duly approved by the respective client government. This is depicted on our platforms like the customer-facing websites for the understanding of our applicants with an official receipt issued discriminating all the services availed and their costs. Service fees vary for each country and depend on the different services provided, to offer applicants an enhanced visa application experience. Applicants may visit our website [www.vfsglobal.com](http://www.vfsglobal.com) for more details on service fees for optional value-added services. Please note that services like Premium Lounge are an optional service for applicants for an additional fee to enhance their overall application experience and are not mandatory.

### **About VFS Global**

As the world's leading outsourcing and technology service specialist, VFS Global embraces technological innovation including Generative AI to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritizes ethical practices and sustainability while serving as the trusted partner to 69 client governments. Operating over 3,400 Application Centres in 153 countries, VFS Global has efficiently processed more than 297 million applications since 2001.

Headquartered in Zurich and majority owned through investment funds managed by Blackstone Inc, along with the Swiss-based Kuoni and Hugentobler Foundation and EQT, VFS Global is committed to creating value for all stakeholders and leading in responsible, innovative solutions making government services more effective and efficient.

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#### **Media Contact**

George Cherian  
[georgec@vfsglobal.com](mailto:georgec@vfsglobal.com)  
[communications@vfsglobal.com](mailto:communications@vfsglobal.com)

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