

MEDIA INFORMATION
Jakarta | 07 August 2025

Portugal Embassy extends contract with VFS Global to provide visa services to applicants in Indonesia

- *Portugal visa applicants in Indonesia can continue to submit their Schengen and National visa applications with ease at the two VFS Global's state-of-the-art Visa Application Centres in Jakarta and Bali.*
- *Applicants get a host of additional services including Premium Lounge, Courier, Prime Time, SMS alerts, among others for an added convenience.*

The Embassy of Portugal in Jakarta, Indonesia has extended the visa services contract with VFS Global, the global leader in trusted technology services, empowering secure mobility for governments and citizens, to service Portugal visa applicants in Indonesia through its visa application centres in Jakarta and Bali.

Portugal visa applicants in Indonesia can continue to submit their Schengen and National visa applications with ease at the two state-of-the-art Visa Application Centres in Jakarta and Bali with ease.

The contract extension was formalised on 25 July 2025 in Jakarta, through a signing between H.E. Mr. Miguel de Mascarenhas de Calheiros Velozo, Ambassador of Portugal to Indonesia, and Mr. Kaushik Ghosh, Head – Australasia, VFS Global.

H.E. Miguel de Mascarenhas de Calheiros Velozo, Ambassador of Portugal to Indonesia, said, "We are pleased to extend our partnership with VFS Global for visa services in Indonesia through modern, efficient application centres in Jakarta and Bali. Indonesia is an important source market for Portugal, and this continued collaboration will further strengthen cross-border tourism and people-to-people connections between our two countries. These centres will continue to help us in providing high-quality service to Portugal visa applicants in Indonesia through a seamless visa application submission process."

These spacious facilities equipped with modern amenities and services will have well-trained customer service representatives to assist visa applicants at every step.

Applicants can also choose from a range of optional and additional services to enhance their overall visa application submission experience such as Premium Lounge, Courier, Prime Time, SMS alerts, among others. It is important to note that opting for these additional services does not have any bearing on the timeline or decision on visa applications.

Kaushik Ghosh, Head - Australasia, VFS Global said, "VFS Global shares a long-standing relationship with the Government of Portugal since 2008 and we are excited to expand our partnership further. We are confident that our visa application centres will support the rising demand for travel between the two nations by making the application submission process even more smooth and seamless thereby enhancing customer experience."

VFS Global has been a trusted partner for the Government of Portugal for visa processing services in Indonesia since 2008. The company offers visa services on behalf of Portugal across 23 countries through a network of 71 visa application centres. In Indonesia, VFS Global has been supporting the Embassy of Portugal since 2022.

VFS Global's role in the visa application process is limited to front-end administrative tasks only, which include collecting visa application forms, required documentation as per the checklist, and enrol biometrics. VFS Global has no role in the decision-making process of granting or refusing a visa. Decision making on the granting or refusal of visa is the sole prerogative and sole responsibility of the Embassy within the Schengen coordination system.

Portugal Visa Application Centres in Indonesia:

- **Jakarta:** Kuningan City Mall 1st floor No.L1 30-32, Jl. Prof.DR.Satrio Kav.18, Setiabudi, Kuningan, Jakarta -12940, Indonesia
- **Bali:** Park 23 3rd floor #L3-22, 23, 23A Jl. Kediri , Tuban, Kuta, Badung Regency, Bali Indonesia 80361

Business hours: Wednesday and Friday (except public holidays), 8 AM to 2 PM

- **Submission hours:** 8 AM to 12 Noon
- **Passport Collection:** 12 Noon to 2 PM

For more information or to book an appointment, please visit <https://visa.vfsglobal.com/idn/en/prt/>.

About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, 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 3,900 Application Centres in 165 countries, VFS Global has efficiently processed more than 499 million applications since 2001.

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