

## Media Information

### **VFS Global Celebrates 20 Years in China: A Legacy of Transforming Visa Services and Driving Industry Innovation**

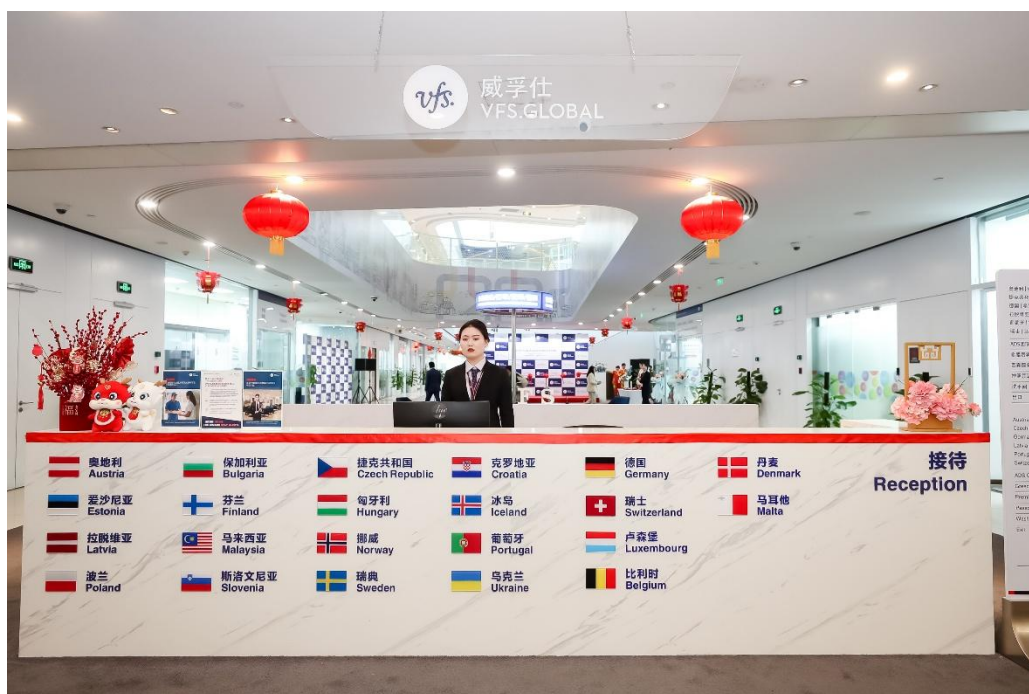
- *20 years of pioneering visa and consular services in China, revolutionizing the application experience for millions.*
- *Expanded footprint from a single UK Visa Application Centre in 2005 to serving 40 client governments across 400+ centres in 16 Chinese cities.*
- *Introduced cutting-edge services including Mobile Biometric Clinic, Location Independent Document Processing Solution (LIDPro™), On-Demand Mobile Visa Service, and Ai-powered Chatbot for UK visa*

**Beijing, China** – VFS Global, the global leader in trusted technology services, empowering secure mobility for governments and citizens, proudly commemorated its 20th anniversary in China. Since launching the country's first UK Visa Application Centre (VAC) in 2005, the company has revolutionized the visa application experience, growing from a single location to a vast network serving 40 client governments across more than 400 centres in 16 cities in China.

Over the past 20 years, VFS Global has processed millions of applications in China, enabling seamless global mobility for business, education, cultural exchange and leisure travel. The company's commitment to innovation has introduced groundbreaking services such as Mobile Biometric Clinics, Location Independent Document Processing (LIDPro™), and the On-Demand Mobile Visa Service (ODMV), which can submit the visa application in a preferred location, including biometric enrollment. A landmark achievement was the establishment of the world's largest Joint Visa Application Centre in Shanghai in 2016, serving 21 client governments, further cementing VFS Global's leadership in the industry.

Reflecting on this journey, **Zubin Karkaria, Founder and CEO of VFS Global**, added, “*We take great pride in having facilitated millions of Chinese citizens to explore the world — for business, education, tourism, and cultural exchange — through providing enhanced visa application services, while strengthening global mobility, enabling meaningful connections, and building lasting bridges between China and the world over the past twenty years. People and Technology continue to be the driving force behind continuous innovation in our services and solutions. We are today one of the first in the industry to actually build AI products & solutions and also deploy them. I would like to take this opportunity to thank our client governments for their trust, partnership and confidence in us, which have been critical in the expansion of our reach and enhancements in service delivery. A heartfelt thank you also to the people of China and all our partners for your collaboration and support friendship over the past 20 years.*”

**Kishen Singh, Chief Operating Officer of China and Mongolia at VFS Global**, said, “Two decades ago, we set out with a bold vision: to transform visa services into a seamless, secure, and customer-centric experience that redefines global mobility. From a single Visa Application Centre to now operating more than 400 centers across 16 cities, every milestone has been guided by innovation and a commitment to excellence. None of this would have been possible without the unwavering trust and support of our client governments, our exceptional VFS Global China team, and every manager and staff member who has contributed to this journey.”



*VFS Global Visa Application Centre in Beijing*

In 2023, VFS Global strengthened its local market commitment through the launch of Weifushi - a dedicated service brand designed specifically to meet the needs of Chinese travelers with personalized, customer-focused visa solutions. By 2024, following the renovation of all visa application centres (VACs), VFS Global introduced its first fully digital VAC in Guangzhou. This state-of-the-art facility is setting new benchmarks for seamless, technology-driven visa processing experiences.

As international travel rebounds, VFS Global continues to lead the industry with cutting-edge solutions. The introduction of an AI-powered UK visa chatbot in 2025 exemplifies its tech-forward approach, while advanced services like Visa at Your Doorstep (VAYD), with a stronger focus on comfort, convenience, safety, and highly personalized services that prioritize privacy —now available in 18 countries—and premium lounges cater to the evolving needs of discerning travelers for an elevated service experience.

Collaborations with client governments and their cultural or tourism departments, such as Italy and Switzerland, have transformed VACs into cultural gateways, offering applicants their first inspiring glimpse of their destinations.

Beyond business success, VFS Global has championed sustainability and inclusivity, earning accolades such as **Best Workplaces for Women™ in Greater China 2025** and consecutive **Great Place to Work Certifications (2023–2024)**. Its commitment to diversity and employee welfare is further recognized through DEI Employer Awards (2023–2024), highlighting its efforts to foster an empowering workplace.

Looking ahead, VFS Global remains at the forefront of digital innovation, strategically embracing AI to enhance our processes and meet our client governments' specific needs. With visa applications volume surging by 32% year-on-year by Q1 2025 and growing demand from tier-2 cities like Hangzhou, Wuhan, Xi'an and Shenzhen, VFS Global are developing a range of AI and digital technology driven products to drive the next transformation in visa and consular services for client governments and customers, ensuring secure, seamless journeys for millions more travelers.

### **Remarkable Milestones in China**

- **2005:** Established China's first UK Visa Application Centre in Beijing, followed by Italy's inaugural VAC in Shanghai
- **2014:** Introduced groundbreaking Mobile Biometric Clinics for UK visas and launched the Location Independent Document Processing Solution (LIDPro™)
- **2016:** Expanded coverage from 12 to 16 Chinese cities while opening Shanghai's Joint Visa Centre, the world's largest facility serving 21 client governments
- **2019:** Set new industry benchmarks by processing a record of visa application volume
- **2023:** Introduced Weifushi, our dedicated Chinese service brand, alongside renovation of all VACs across China
- **2024:** Pioneered Guangzhou's first fully digital Application Centre, setting new standards for seamless visa processing experience
- **2025:** Deployed AI-powered chatbot technology to enhance UK visa application services



Partnering Governments. Providing Solutions.



### **About VFS Global**

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation including 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 3,600 Application Centres in 158 countries, VFS Global has efficiently processed more than 311 million applications since 2001.

Headquartered in Zurich and Dubai and majority owned through investment funds managed by Blackstone Inc, along with minority stakeholders including Swiss-based Kuoni and Hugentobler Foundation.

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