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MEDIA INFORMATION

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VFS Global reinforces applicant awareness and trust in Kenya as demand for visa services grows

Applicants urged to use only official channels, avoid intermediaries promising early appointments, and plan ahead for student and group travel

As outbound travel demand from Kenya continues to grow, with visa application volumes in the first half of 2026 increasing by 20% compared to the same period in 2025, VFS Global has reiterated its commitment to transparency, applicant protection, and secure visa application services, while advising applicants to remain vigilant against fraudulent agents and intermediaries who falsely promise early appointments or guaranteed visa outcomes in exchange for payment.

The advisory comes at a time when visa application volumes processed at VFS Global continue to grow across several key destinations. During the first half of 2026, visa application volumes processed by VFS Global in Kenya were 20% higher than during the same period in 2025, following a strong 44% year-on-year increase in 2025 versus 2024. Popular destinations including Saudi Arabia, the United Kingdom, and Canada continue to record strong demand from Kenyan travellers, while destinations such as Australia and China are also showing positive growth trends.

The increase in demand is being driven by continued growth in international travel across tourism, business, and visiting friends and relatives (VFR) segments, alongside strong interest in overseas education and increased forward planning by travellers.

"Trust is central to the visa application experience. At VFS Global, our role is to provide applicants with a secure, transparent, and well-managed administrative process on behalf of our client governments. As international travel demand from Kenya continues to grow, we strongly encourage applicants to use only official VFS Global channels, avoid intermediaries who make false promises, and plan their applications well in advance. Our continued focus is on supporting governments and applicants through responsible processes, strong anti-fraud measures, and services that help facilitate travel from Kenya in a safe and reliable manner." said **Mr. Stephen Kubasu, General Manager - Operations, VFS Global.**

Strengthening applicant protection and anti-fraud awareness

VFS Global continues to run applicant-awareness initiatives to help residents identify and avoid fraudulent practices. Applicants are reminded that visa appointments are booked through official channels and that no agent, employee, or third party can guarantee an earlier appointment, faster processing, or a positive visa decision.

Fraudsters often misuse company names, logos, social media listings, search engine pages, or unofficial contact numbers to mislead applicants. VFS Global urges residents to verify information only through the official website, www.vfsglobal.com, and to report suspicious activity through official contact channels.

As part of its safeguards in Kenya, VFS Global has implemented measures such as appointment verification, OTP-based appointment booking, validation of application and appointment references, anti-fraud messaging across applicant touchpoints, and controlled entry into Visa Application Centres for applicants with valid appointments.

Applicants are also reminded that arriving on time for confirmed appointments, carrying the required documents, and checking official document checklists in advance can help reduce delays caused by incomplete or inaccurate submissions.

Supporting convenient access to visa services across Kenya

Alongside its anti-fraud and applicant-awareness efforts, VFS Global continues to invest in convenient and accessible visa services for travellers across Kenya.

In addition to the Visa Application Centres in Nairobi, VFS Global also operates UK Premium Application Centres (NMPACs) in Eldoret and Mombasa to meet the growing demand for travel to the United Kingdom, complementing the UK Visa Application Centre in Nairobi, which has been operational since October 2024. The centres help improve accessibility and convenience by enabling applicants to complete key stages of the UK visa application process closer to where they live, while maintaining the same high standards of customer service and operational excellence.

Optional services remain applicant-led and transparent

VFS Global also offers certain optional services, where approved by client governments, to support applicants who may require additional convenience during the submission process. These may include assisted form-filling, courier return of passports, SMS notifications, Premium Lounge access, or mobile submission support such as Visa At Your Doorstep, depending on the country of application and service availability.

These services are entirely optional, transparently priced, and have no bearing on the outcome or processing time of a visa application. Applicants may complete the standard visa application process without purchasing any optional service.

VFS Global maintains a zero-tolerance approach towards coercion, misrepresentation, fraud, or unethical conduct. Any allegation of misconduct is reviewed under the company's governance and compliance processes.

VFS Global has been operating in Kenya since 2007 and currently services 24 client governments through a network of 25 Application Centres, supported by a workforce of approximately 100 Kenyan nationals.

NOTES TO THE EDITOR:

- Visa appointments must be booked only through official VFS Global channels.
- Appointments are subject to availability as determined by the respective governments.
- VFS Global does not control visa decisions, documentation requirements, or processing timelines.
- No third party can guarantee an early appointment, faster processing, or visa approval.
- Optional services do not influence visa outcomes or processing timelines.
- Visa application volumes processed in Kenya were 20% higher in H1 2026 than in H1 2025.
- Visa application volumes in 2025 increased by 44% compared to 2024.
- Saudi Arabia, the UK, Canada, Australia and China are among the destinations recording strong outbound demand from Kenya.
- Applicants should apply early, especially during peak student and holiday travel periods.
- Suspicious activity should be reported through official VFS Global contact channels.

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 prioritises ethical practices and sustainability while serving as the trusted partner to 71 client governments. Operating over 4,200 Application Centres in 169 countries, VFS Global has efficiently processed more than 557 million transactions* since 2001.

Headquartered in Zurich and Dubai, VFS Global is majority owned by Blackstone, the world's largest alternative asset manager, along with minority shareholders including Swiss-based Kuoni and Hugentobler Foundation, Singapore based Temasek and UAE based Dubai Holdings.

** Comprising 344.15 million transactions by VFS Global and 212.94 million transactions by CiX Citizen Experience*

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