

MEDIA INFORMATION

Nuku'alofa, Tonga | 08 September 2026

VFS Global launches New Zealand visa services in Nuku'alofa, Tonga

- *Starting 14 September 2026, New Zealand visa applicants will be able to submit their applications with ease at our visa application centre in Nuku'alofa.*
- *Applicants can book appointments to visit our centre for application submission by visiting <https://visa.vfsglobal.com/ton/en/nzl/>*
- *Applicants also get a host of additional optional services including Online visa form lodgement assistance, Online visa fee payment assistance, and Walk-in service among others for an added convenience.*

VFS Global, the global leader in trusted technology services, empowering secure mobility for governments and citizens, has announced the launch of New Zealand Visa Application Centre located in Nuku'alofa to provide an enhanced visa application experience to New Zealand visa applicants in Tonga.

Starting 14 September 2026, New Zealand visa applicants in Tonga will be able to submit their applications at our New Zealand Visa Application Centre in Nuku'alofa with ease by booking a prior appointment online by visiting <https://visa.vfsglobal.com/ton/en/nzl/>.

Janine Parsons, INZ Operations Director Northern and Pacific, said “The opening of the New Zealand Visa Application Centre in Nuku'alofa reflects our commitment to making visa services more accessible for applicants in Tonga. The centre will provide location for visa application support, helping applicants navigate the application process with greater ease and convenience.”

This facility, supported by well-trained customer service representatives, will guide applicants through every stage of the visa process. Designed for convenience, the centre offers multiple benefits, including easy appointment booking, and extended operating hours for both application submission and passport collection.

Harpreet Singh, Regional Head - Australia, New Zealand and South Pacific, VFS Global, said, “We are delighted to expand our partnership with the Government of New Zealand through the launch of this Visa Application Centre in Nuku'alofa. The new centre will provide applicants in Tonga with convenient access to visa application services closer to home, supported by trained staff and a range of optional services designed to enhance the application experience. We remain committed to delivering secure, efficient and customer-focused administrative support services on behalf of our client governments, while ensuring a seamless and transparent process for applicants.”

Applicants get an option to choose from a range of optional and additional services to enhance their overall visa application submission experience such as Online visa form lodgement assistance, Online visa fee payment assistance, and Walk-in service among others. It is important to note that opting for these additional services does not have any bearing on the processing timelines or decision of visa applications.

VFS Global has been a trusted partner for the Government of New Zealand for visa processing services since 2012. The company offers visa services on behalf of New Zealand across 26 countries through a network of 35 dedicated visa application centres globally.

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 enrolling biometrics, if applicable. 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 client government.

New Zealand Visa Application Centre in Nuku'alofa:

- **Address:** Ground Floor, General Post Office, Corner Taufa'ahau Road and Salote Road, Nuku'alofa, Tonga
- **Business hours:** Monday to Friday, 9AM to 4PM

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

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 170 countries, VFS Global has efficiently processed more than 562 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 Huentobler Foundation, Singapore based Temasek and UAE based Dubai Holdings.

** Comprising 346.74 million transactions by VFS Global and 215.82 million transactions by CiX Citizen Experience*

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