

PRESS RELEASE

VFS Global launches visa application services for Embassy of the Russian Federation in Singapore

Singapore 03 July, 2015: The Embassy of the Russian Federation in Singapore has outsourced its visa application process to VFS Global. People who want to apply for visas to Russia can now do this at the Russia Visa Application Centre operated and managed by VFS Global. While VFS Global will accept visa applications, the Embassy will continue to make the assessment and decisions regarding all visas.

His Excellency Ambassador Extraordinary and Plenipotentiary of the Russian Federation to the Republic of Singapore Andrey Tatarinov along with Regional Head - South East Asia and Pacific Rim, VFS Global Mr Loren D'souza, today inaugurated the Russian Visa Application Centre in Singapore.

While inaugurating the Centre, Ambassador Andrey Tatarinov said, "The Embassy of Russia welcomes the successful completion of the preparation works on establishing the Russian Visa Centre in Singapore, first of its kind in the region of South East Asia. We express our hope that Embassy's partners at VFS Global will demonstrate Company's high standards of service in facilitating the process of application for Russian visas for the nationals of Singapore and other countries"

Mr Loren D'souza, VFS Global added, "It is an honour and our privilege to serve the Embassy of the Russian Federation in Singapore. This launch of the Russia Visa Application Centre will offer a convenient visa application submission experience to applicants in Singapore. We are committed to delivering a professional and high-quality service to all applicants and travel agents. VFS Global started operations for the Government of Russia in 2009, and now serves the client in four countries."

The Russia Visa Application Centre in Singapore will accept applications for visas to Russia from applicants and travel agents. The service would attract a nominal service fee, payable at the Centre at the time of submitting applications. The Centre will remain open from 0900hrs to 1700hrs for enhanced convenience to applicants and travel agents.

The key features of the Application Centre include:

Professional staff to handle visa queries and applications

- ✓ Automated queue governance for smooth flow of applicants, providing better crowd management
- ✓ Dedicated website for easy access to information including visa categories, requirements, check-list and applicable fees
- ✓ Dedicated call centres and email support to answer queries and status of application
- ✓ 100% secure handling of passports, documents and personal information
- ✓ SMS alerts for visa status update
- ✓ Door-step delivery of passports

Russian Visa Application Centre:

Singapore - Address: 135 Cecil Street, #08-01 MYP Plaza, Singapore 069536

Business Hours: 09:00 to 17:00 (days of the week)

Email: info.rusg@vfshelpline.com

Website: <http://www.vfsglobal.com/russia/singapore>

Acceptance of Applications (all applicants): 09:00 to 12:00

13:00 to 16:30 (Prime Time submissions only)

Monday to Friday (except during Public Holidays/Closures)

Return delivery of Applications: 14:00 to 17:00 Monday to Friday (except during Public Holidays/Closures)

Additional SMS/Courier charges as applicable to be borne by the applicant.

VFS Global will be responsible only for accepting and processing applications for the Embassy of the Russian Federation, Singapore. Timelines for turnaround of visas are as per the discretion of the authorities.