

The UK's visa service in Indonesia

January 2018

Always check our website to see which visa is right for you, and to make sure you have the latest guidance visit www.gov.uk/check-uk-visa



96% of Indonesian nationals who apply for a visa are successful.



The average processing time for a non-settlement visa in the year ending September 2017 was 8 days. 98% of decisions were made within our 15 working day service standard.



In the year ending September 2017, the UK granted around 57,500 visas to Indonesian nationals, a 31% increase on the previous year. During the same period, around 51,500 were visitor visas, for leisure, business and short-term study purposes, a 38% increase; and 2,500 were Tier 4 student visas.

Delivering what our customers want

A quick and convenient application process

- We have **three visa application centres** in Indonesia – in Jakarta, Bali and in Surabaya. We also offer a **VIP premium lounge** in Jakarta for a faster, more personalised service. We have recently accredited a **new clinic** to carry out tuberculosis testing in Surabaya.
- We offer an optional **5 day priority visa service** to all UK visa applicants; a **SMS application tracking service**; a **keep my passport when applying service** for applicants who want to travel to or apply for a visa for another country, while their UK visa is being processed; and a **prime time service** for customers who require an appointment outside of usual business hours.
- Additional user pay services available in Jakarta to make the customer journey even more user friendly include **form filling assistance**, **application and document check** and **group appointments**. A new **scanning option** is also available, allowing customers to keep their documents after submission.

Clear guidance and information

- Indonesian visit visa customers can now use **Access UK** – a simple, new digital visa application system which translates questions into Bahasa Indonesia.
- **Information and guidance** is at www.gov.uk/visas-immigration and is available in Bahasa Indonesia.
- We provide a **visa enquiry service** (www.gov.uk/contact-ukvi) with a range of contact options including telephone and email.

Working with partners

- We have a **dedicated Customer Account Manager** based at the British Embassy in Jakarta who supports our partners in government and the travel, education and business sectors in Indonesia with their visa needs.



How to apply:

1. Go to www.gov.uk/apply-uk-visa to complete your visa application form, book an appointment and pay your fee.
2. Prepare your application, using the guidance online to assemble your supporting documents.
3. Visit a visa application centre to submit your application and give your biometric data (fingerprints and photograph).

All statistics below are for year ending September 2017 and all comparisons are with the year ending September 2016, unless stated. Data source: www.gov.uk/government/collections/immigration-statistics-quarterly-release