

Web address: [www.immigration.govt.nz/moscow](http://www.immigration.govt.nz/moscow)

INZ **reception** is open to the public **9.30 am – 11.30 am** Monday to Friday (except public holidays). INZ can be contacted for phone **inquires** between **9.30 am – 11.00 am**, and **4 pm to 5 pm**, Monday to Friday (except public holidays). Telephone: (+7 495) 956 2642 or Fax: (+7 495) 232 0180

## How to prevent delays and confusion with your application

You can assist us in the following ways:

- Do not pay for travel prior to visa approval;
- Visa applications should be presented at the earliest convenience to allow time for processing;
- Submit fully documented applications. Sending items separately or later just means we will take much longer to make a decision because we have to go back to you and ask for missing information or try and marry up various pieces of an application that arrive separately. If you supply us with all the documents that are required at the time the application is submitted, you can expect us to meet the timeliness standards posted on our webpage;
- Use e-mail where possible to contact the case officers rather than using the telephone or fax;
- Please do not send us multiple queries about the same application. We have seen situations where emails, faxes, telephone calls and letters have been sent to us on the same day by the same person, all making the same application query. This guarantees a slower decision by confusing the situation;
- Agents, please encourage your customers to make **all** application queries through their agent. We are receiving queries from agents, applicants, the applicant's family members and friends of the family. **We should have written authorisation before we can discuss the application with other parties who are not the applicant;**
- When sending financial information to the Moscow Branch, please send us the original copy of any bank certificate you wish us to consider. Photocopies of these certificates are not very useful to us – we need the original documents.

Many clients and agents are contacting us daily and this results in resources being drawn away from the actual processing of applications.

Our objective is to make a decision as fast as possible and only have to touch the application once, you can help us to help you.