

## Frequently asked questions

### **What is TTS and what is its role?**

TTS is a company responsible for carrying out some of Immigration New Zealand's administrative work, including:

- ▶ accepting all types of visa applications and ensuring all lodgement requirements are met
- ▶ accepting the processing fee on behalf of Immigration New Zealand
- ▶ accepting all mail directed to Immigration New Zealand
- ▶ despatch of mail from Immigration New Zealand, including despatch of passports.

[More information about TTS offices.](#)

### **How do I lodge an application for a visa?**

To lodge an application for a visa, or to provide additional information in support of an existing application with Immigration New Zealand, you should contact your nearest TTS office. There are offices in [Ahmedabad](#), [Bangalore](#), [Chandigarh](#), [Chennai](#), [Cochin](#), [Hyderabad](#), [Kolkata](#), [Mumbai](#), [New Delhi](#) and Colombo.

### **Can I apply online?**

You may be able to submit your visa application online.

Most applicants for a visitor, student or work visa for one applicant can use Immigration ONLINE to apply.

### **Log in to apply**

To complete your application online using Immigration ONLINE:

#### **Gather your documents**

- ▶ Prepare all your supporting documents in PDF format.
- ▶ Ensure you have an [acceptable photo](#) of yourself.

#### **Complete your online application**

You need to create an account and fill in an online form. To find out more, visit our [Apply Online](#) page.

### **How can I obtain a Police Clearance certificate?**

Certificates for police clearance can be obtained from the Regional Passport Office. It can also be obtained from the Office of Deputy Commissioner of Police/Superintendent of Police for the area of your residence. Please note that police clearance certificates issued by any other official will not be accepted. To get a police clearance certificate from the Office of Deputy Commissioner of Police/Superintendent of Police, you must obtain a letter for such a certificate from the INZ New Delhi office.

The police clearance certificate submitted with the application must be the original, bearing the official Seal.

[Further information on how to obtain a police certificate](#) for Indian citizens.

### **Is it possible to visit an Immigration New Zealand officer personally?**

Personal visits by applicants are by appointment only. If you need information on policy matters that you cannot find on this website, you can [telephone or email us](#).

### **Can passports be collected in person?**

Passports can only be collected personally by applicants in case of emergency or urgent travel. TTS deals with the despatch of passports for Immigration New Zealand. TTS provides the airway bill number at the time of lodgement of application, which can be used to track your passport on the [TTS website](#).

In exceptional cases, applicants should speak to an Immigration New Zealand officer to authorise personal collection.

### **What documents should I lodge with my visa application?**

You can take a look at our [checklists](#) to find out what documents you need to provide.

### **Does Immigration New Zealand have a list of approved agents or consultants?**

Immigration New Zealand does not hold lists of approved agents or consultants. We accept applications directly from clients or through their authorised representatives.

***Please note:*** If customers wish to use the services of a representative to assist with an application it is important that the representative they use is either licensed or exempt from the requirement to be licensed. For more information visit the [Immigration Advisers Authority website](#).

### **How much money should I carry with me if I am travelling to New Zealand on a holiday?**

You will need approximately NZ\$1000 per person per month, if accommodation has been pre-paid or is provided by a sponsor then you are only required to show NZ\$400 per month.

### **Where can I get my medical certificates completed?**

Immigration New Zealand will only accept medical certificates completed by an Immigration New Zealand Panel Doctors. Please note that reports or certificates from a doctor not on the Immigration New Zealand list of panel doctors is not acceptable. Medical certificates must be lodged within 3 months of the date completed, or their validity will have expired and the applicant will need to undertake the process again.

### **Can I find out the status of my Expression of Interest (EOI) online? Can changes be made to the EOI after submission and are there any additional charges?**

Yes, EOI status can be obtained online. Changes can be made to the EOI online. No additional fee is payable.

### **How can I apply for an extension to my visa?**

You should travel to New Zealand within the period that your visa is valid. If you are unable to do so, you must lodge a new application along with the processing fee and all relevant information to obtain a new visa.

For holders of residence visas, if there are extenuating circumstances as a result of which you are unable to travel, contact Immigration New Zealand with all the details. We will decide on a case by case basis.

### **How can my sponsor support my application if he or she is outside New Zealand?**

If a New Zealand resident/citizen is outside New Zealand at the time of sponsoring an application, he or she can complete the sponsorship form and send it, with the visa application and supporting documents, to establish his or her eligibility as a sponsor. They will need to provide evidence that they will be resident in New Zealand at the time of your stay.

### **Is a confirmed ticket/return ticket required with an application for a visitor visa?**

An original travel ticket does not need to be submitted along with the visa application. We would however need to sight the original ticket in case of a transit visa application.

### **What does outward passage/funds waived mean?**

If your visa label states "Outward Passage Waived" or "Funds Waived", you will not be required to show evidence of return journey or evidence of funds at the airport. However, if these are not waived you will be required to carry a return ticket and sufficient funds to meet the expenses of your visit to New Zealand.

### **What is the maximum duration of a visitor visa?**

On a visitor visa the maximum permitted stay is nine months. The visa is normally valid for three months or, in some cases, up to six months. Business persons travelling to New Zealand frequently for business purposes may be issued with a multiple entry visitor visa valid for a maximum of three years.

### **Do I need to pay a different processing fee for a visitor visa that is valid for longer than the standard periods stated above?**

If you are applying for a visitor visa that is valid for longer than the standard period, you won't have to pay an additional fee. Please note that the length of validity of the visa is at the discretion of the processing officer.

### **My family and I have been issued visitor/residence visas together which are valid for the same period of time. Do we all need to travel at the same time?**

No, the entire family does not need to travel at the same time. However, everyone needs to enter New Zealand before the validity of their visa expires.

### **Is there a working holiday scheme for Indians, Nepalese, Bhutanese, Bangladeshi or Sri Lankan applicants?**

No. There is currently no working holiday scheme for these nationalities.

### **Do we need to pay for the return of our documents?**

There are no additional charges for the return of documents. Documents are usually returned by courier or speed post, and in areas where there is no courier or speed post service, by registered mail. The cost of this is included in the TT Services service fee.

### **Can visiting nationals of other countries lodge their applications for visas at the Indian Branches?**

Other nationals visiting India, Bangladesh, Nepal or Bhutan can lodge an application for temporary entry visas at the nearest TTS office.

### **Who does not need a visa?**

People from visa-free countries are not required to obtain a visa to enter New Zealand.

### **When should I apply for the transfer of visa?**

If your passport has a valid New Zealand visa and has expired, you must apply for your visa to be transferred from your old passport to your new passport. Please submit your old and new passport along with the current processing fee and the correct form.

### **How do I lodge a visa application for a child adopted by a New Zealand resident?**

Adopted children can apply for visitor visas to New Zealand for the purpose of being united with their adoptive parents. The visitor visa policy has three policy categories under which the adoptive children applications may be processed. These are v3.20 (Dependent Children of New Zealand citizens/residents), v3.25 (Children Entering New Zealand for Adoption), and v3.30 (Children adopted overseas before their New Zealand citizenship is confirmed).

The [Checklist for submitting applications made on the basis of adoption by a New Zealand resident/citizen](#) sets out the circumstances and processes for lodging a visa application for children adopted by a New Zealand resident.

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