

MEDIA INFORMATION

Jakarta, Indonesia | 21 September 2026

VFS Global launches Netherlands visa services in Makassar, Medan and Ambon, eliminating the need for applicants to travel to Jakarta

Mobile Visa Application Centre service to be available once a month in each city until December 2026

VFS Global, the global leader in trusted technology services, empowering secure mobility for governments and citizens, has announced the launch of Netherlands Mobile Visa Application Centre services in Makassar, Medan and Ambon, bringing visa application services closer to applicants residing in eastern and northern Indonesia.

The new service enables applicants to submit their visa applications and enroll their biometrics in their own city, removing the need to travel to Jakarta solely for visa application submission. This initiative enhances accessibility and convenience while reducing the time and costs associated with travel.

Applicants can book an appointment for the Mobile Visa Application Centre in their preferred city while completing their Netherlands visa application online. Our Netherlands Mobile Visa Application Centre service will be available once a month in Makassar, Medan and Ambon until December 2026. To know the schedule, please visit <https://visa.vfsglobal.com/idn/en/nld>.

Ms. Anjali Pahladsingh, Head - Consular Affairs, Netherlands Embassy in Jakarta, said, "The introduction of Mobile Visa Application Centre services in Makassar, Medan and Ambon reflects our continued efforts to improve access to visa services for applicants across Indonesia. By reducing the need for travel to Jakarta, we hope to provide a more convenient application experience while ensuring the integrity and efficiency of the visa process."

Mr. Simon Peachey, Chief Operating Officer – China, Australasia, and RCIS, VFS Global, said, "At VFS Global, we remain committed to making visa services more accessible and customer-centric. The launch of our Mobile Visa Application Centres in Makassar, Medan and Ambon is a significant step towards expanding access to Netherlands visa services across Indonesia. By bringing the application process closer to applicants, we are helping make international travel more convenient while maintaining the highest standards of security and service excellence."

Important information for applicants:

Please note that the Mobile Visa Application Centre service in Makassar, Medan and Ambon is an optional convenience service and is available at an additional cost. Choosing this service has no influence on the outcome or processing of a visa application. Visa decisions remain the sole prerogative of the Embassy of the Kingdom of the Netherlands in Indonesia.

Applicants who do not wish to use the Mobile Visa Application Centre service may continue to book appointments at the regular Netherlands Visa Application Centres in Jakarta, Surabaya and Bali.

Applicants are advised to submit their visa applications up to six months before their intended date of travel. The average visa processing time is 25 calendar days, although processing may take up to 45 calendar days in certain cases.

Centre addresses:

- **Ambon**

Honorary Consulate of the Netherlands in Ambon: Jl. Dana Kopra No.16, Uritetu, Kec. Sirimau, Kota Ambon, Maluku

- **Makassar**

Honorary Consulate of the Netherlands in Makassar: Jl. Telkom III No.64, Paccerakkang, Kec. Biringkanaya, Kota Makassar, Sulawesi Selatan 90245

- **Medan**

Honorary Consulate of the Netherlands in Medan: Jl. Abdullah Lubis No.3, Petisah Hulu, Kec. Medan Baru, Kota Medan, Sumatera Utara

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

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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