



Visa and Passport Services

July 2021

CIBT



CIBT At A Glance

60+

wholly-owned
offices

25

countries

20

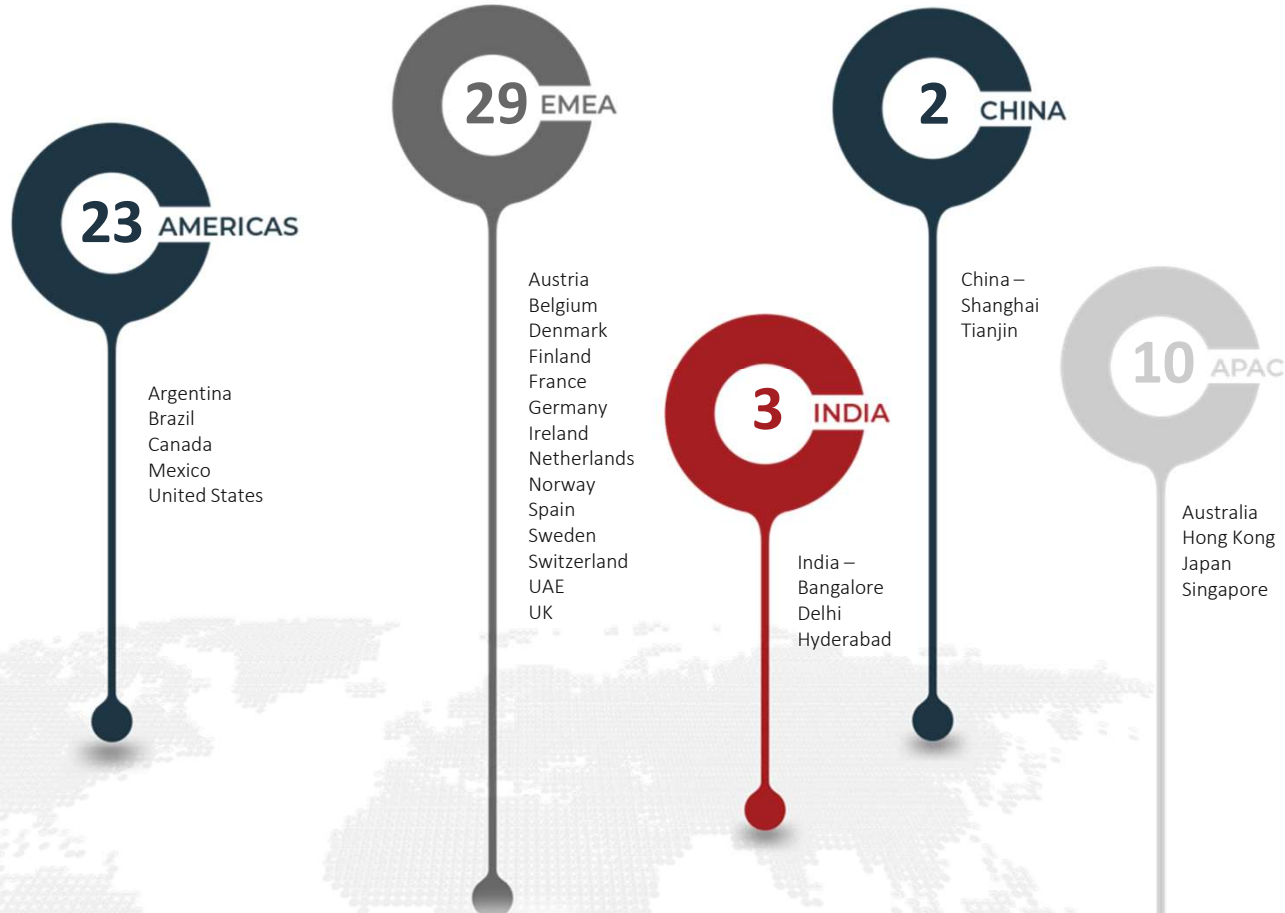
languages

1700+

team members

19

time zones



A global footprint of wholly-owned offices in 25 countries.

CIBTvisas

Service Differentiators

Wholly-Owned Global Provider

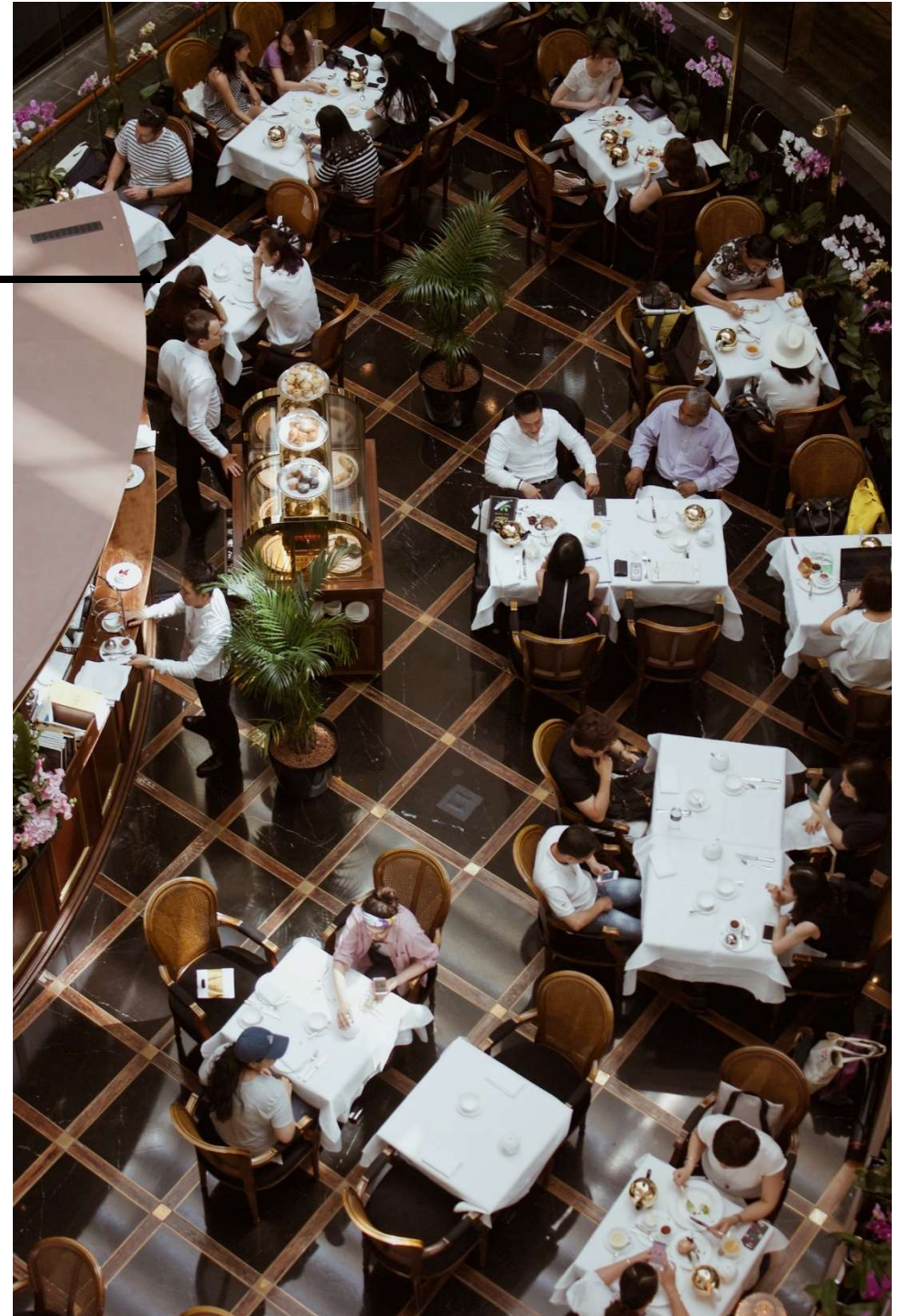
Our consolidated, centralized, and customized full-service visa and immigration solution ensures your employee's PII is protected.

Trusted Industry Experts

Our close relationships with foreign consulates and governing bodies allow the company to obtain the most valid, reliable data directly from the source.

Technology Capabilities

Comprehensive technology platform to allow 24-hour access to web-based visa information and order status.

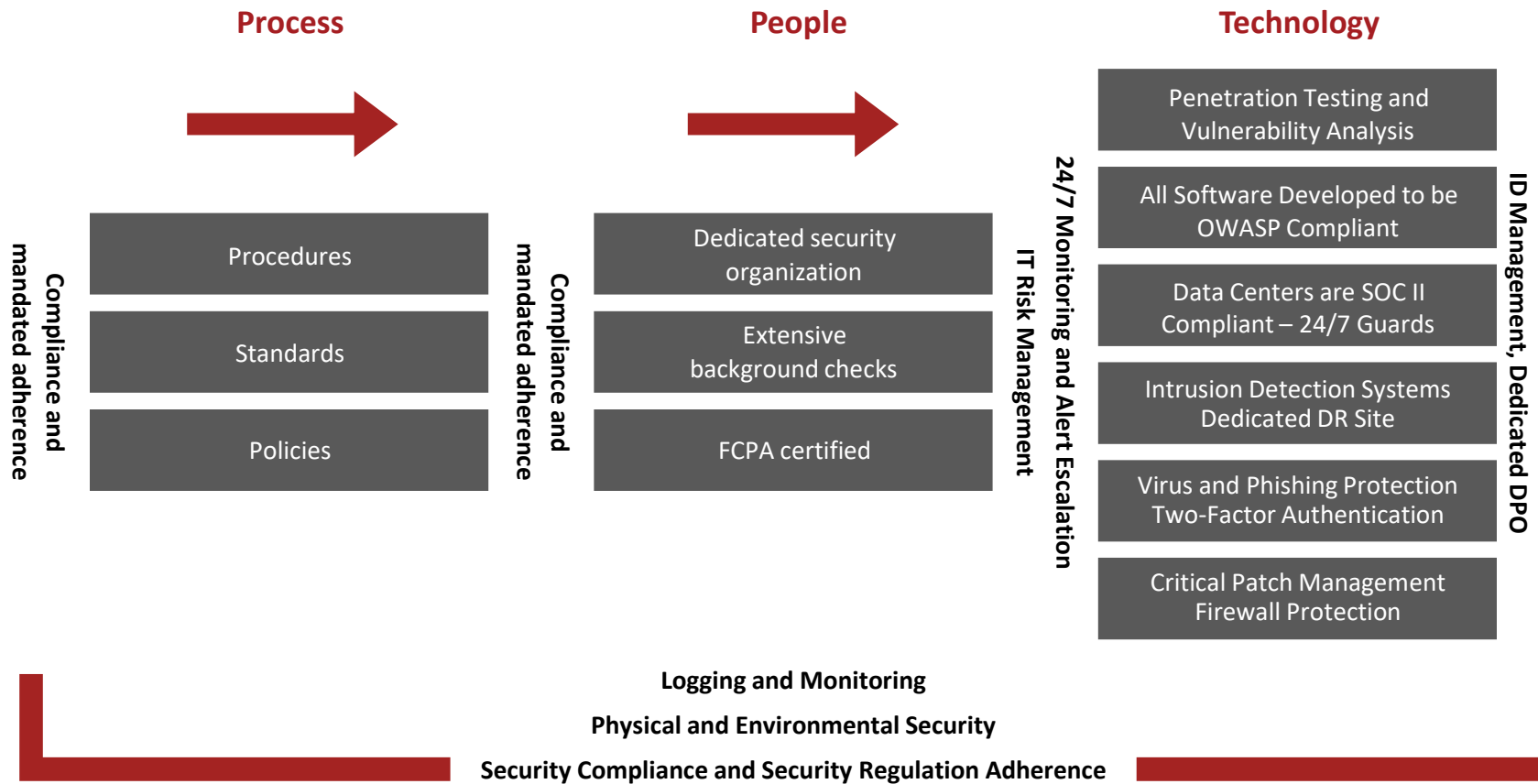


CIBT'S INFRASTRUCTURE DELIVERS TOP TIER SERVICE ACROSS THE GLOBE

CIBT HAS MADE THE NECESSARY UPFRONT INVESTMENTS TO ENSURE ITS BUSINESS IS PREPARED FOR EXPANSION

- **Consistency** - Fulfillment engine and support systems implemented in every geography, driving consistent service around the globe
- **Intelligence** - Centralized visa and immigration databases, providing comprehensive reporting and analysis for management, aiding in key decision making
- **Stability** - Tier 3 data centers located in 3 continents, all of which are SOC II Compliant and a global disaster recovery infrastructure
- **Protection** - Significant investment in security systems, coupled with regular vulnerability scans and penetration tests have created a level of data security unparalleled in the industry
- **Customer Satisfaction** - Consistent surveys provide customer feedback in every location

Our Investment in our Security Systems





Services For Your
Clients

CIBTvisas



Guided Entry

CIBT's Guided Entry solution is our highest touch offering. From the moment of initiation, every traveler is connected to a senior visa advisor who will personally manage the entire visa process.

Dedicated, single point of contact

Highest touch offering available

Complete document preparation, review and support

Personalized updates throughout the entire process

CIBTvisas



Support Solutions For Different Traveler Needs

CIBT offers support solutions that align with each traveler's needs such as:

Single Sign On This collaboration will allow the users within your company to access secure account features on the CIBT website without the need to manage a new set of login credentials

Profiles Travelers have the ability to manage their individual profile allowing for a faster way to complete an order which prepopulates the traveler, order contact, shipping and invoice address

Digital Photo Upload Travelers can easily and conveniently take a picture with their digital camera or phone and upload it to CIBT to use for the passport or visa submission.

Business Cover Letter CIBT will draft all supporting letters required for traveler's visa submission

Document Preparation A convenient solution that ensures that documents are completed correctly, every time

Pre-Check A CIBT advisor will review all documents for accuracy prior to sending to CIBT to ensure prompt submission is possible.

CIBTvisas



CIBT offers a 'Visa Alert' solution that reviews every travel booking to determine if a visa is required.

Ability to review travel bookings from GDS, TMCs and other booking sources

CIBT's proprietary technology reviews every itinerary to determine if a visa is required

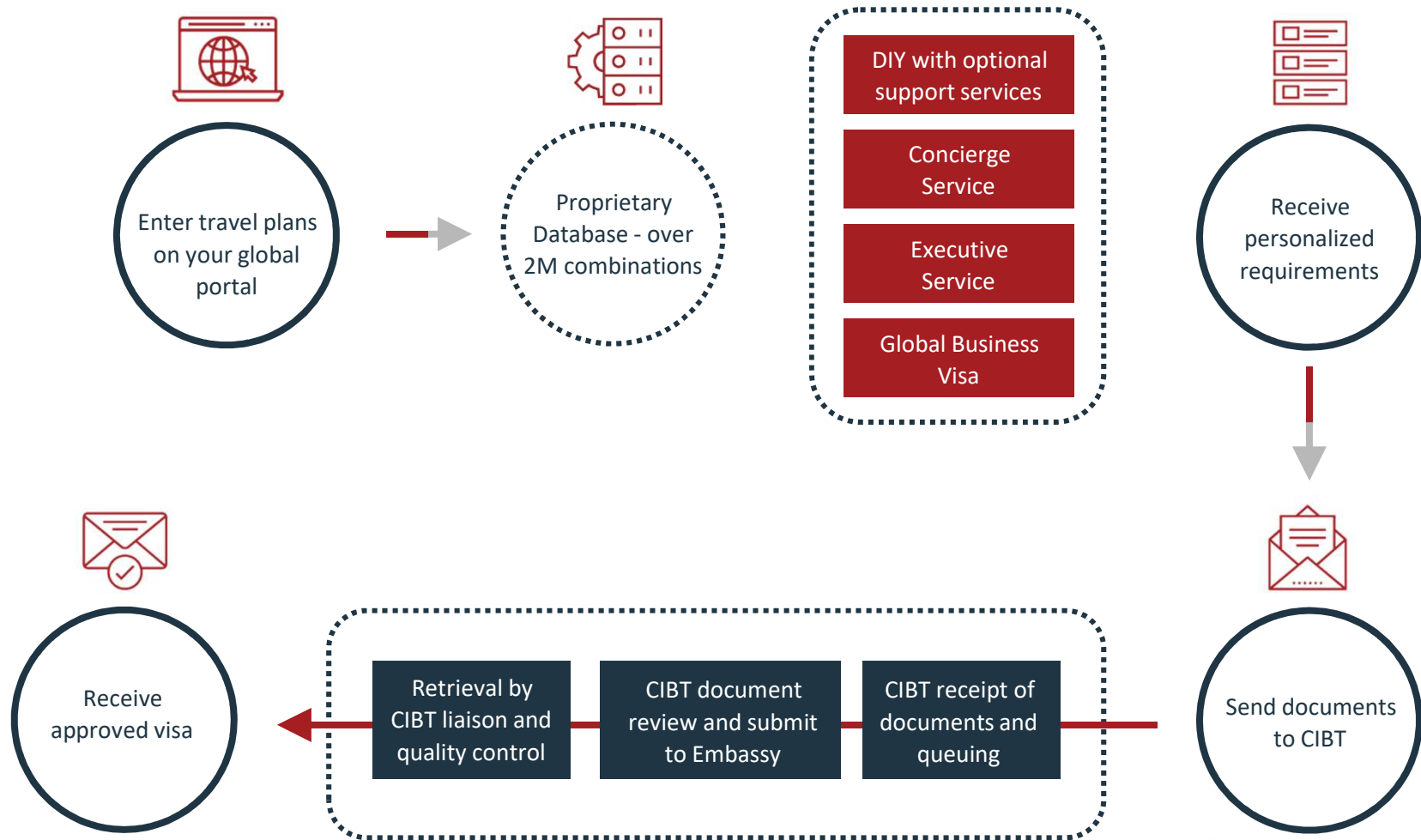
A personalized Visa Alert message is sent to every traveler

Clear 'call to action' for every traveler

Step-by-step guidance when a visa is required

CIBTvisas

Our Approach



CIBTvisas



COVID-19 Solutions

CIBT

COVID-19 Travel Impacts

- It's complicated and going to stay that way.
- Companies see Traveler Safety & Duty of Care of paramount importance
- Global travel managers re-envisioning their programs
- Seeking one-stop comprehensive visa, entry & health
- Responsive, Innovative Solutions to Changing Travel Environment
 - Guided-Entry Visa
 - Informed Traveler
 - Data-Feeds, API integrations



COVID-19 Information

CIBTvisas

ABOUT US TRAVEL VISAS PASSPORTS DOCUMENT AUTHENTICATION **COVID-19** SERVICES YOUR ORDER

Latest Entry Requirements By Destination >

Travel and Immigration Blog >

Guided-Entry: solutions for visas during COVID-19 >

Informed Traveler: custom info about entry, health, and quarantine >



Global Expertise, Global Guidance

We are your best source of information for entry, health, and visa guidance during the COVID-19 pandemic

Ask the CIBT Entry Guide

CIBT Entry Guide

I am leaving from:

 United States of America

I hold a passport from:

 United States of America

I am going to:

 Vietnam

Check Entry Specifications >

Travel Intelligence brought to you by **CIBT**

A Visa Is Required to Enter Vietnam

Entry to Vietnam requires a valid visa. CIBT will guide you every step of the way to enter safely and securely. Click 'Get My Visa' to get started.

Get My Visa >

Entry Guide valid as of Jul 12, 2021.

Entry Restrictions

- Entry is suspended for all foreign nationals except diplomats, highly skilled workers, business managers, and experts holding entry approval
- International flights are only allowed between Vietnam and Guangzhou (China), Taipei (Taiwan), Seoul (South Korea), Tokyo (Japan), Phnom Penh (Cambodia), and Vientiane (Laos)

[Read More](#)

Entry & Health Requirements

- All travellers are required to present a negative COVID-19 test upon arrival, issued no more

In-country Experience

- Face masks are mandatory
- Most offices, factories, restaurants, cafes and

CIBTvisas

COVID-19 and Mobility – Global Travel and Immigration Impacts

NewlandChase
A CIBT COMPANY

The impacts of COVID-19 have affected nearly all facets of life around the world and further demonstrate how interconnected humankind has become. For the global mobility industry, the spheres of personal, professional, economic, medical, and immigration domains have condensed dramatically into a single concern as multinational companies rush to care for their personnel around the world. Even well-established and highly-organized global mobility programs have been challenged as COVID-19 restrictions halt international business travel, short- and long-term assignments, and compliance efforts around the world.

This white paper seeks to highlight what has happened so far, emerging trends, and actions and strategies that global mobility professionals can take during these unprecedented times.

The spread of COVID-19 swiftly affected global mobility programs beginning in January of this year. Business travel was one of the first areas to see significant impacts as many countries began significantly limiting access to visa availability and implementing partial or full closures of their borders. Barriers to longer-term moves were not far behind, however, as new quarantine measures, more extensive border closures, and eventual shutdown of many government offices responsible for fundamental immigration procedures were announced.

Key trends and events are stark evidence of how rapidly COVID-19 became a global concern –



Immediate Client Concerns

As countries swiftly moved to restrict international and domestic movement, many of the announced changes were met with confusion on how they were to be enforced and a need for specifics around exceptions. The following are essential concerns that global mobility and global HR teams should consider –

1. What is the impact on current applications for both new moves and extensions? More specifically: Will the activation window for permits be extended? Will supporting documentation like vital records or police clearances remain valid during any suspension of application adjudication?
2. Are any of our employees "trapped" outside their country of assignment and unable to return? Will current authorizations be cancelled if they remain outside the country?
3. Are sponsoring companies obliged to notify any authorities on changes in circumstances surrounding existing permits?
4. How can HR teams onboard new employees and complete Right to Work checks remotely?
5. What are the family reunification options for any employees who may be separated from their dependents?
6. Are your global mobility providers and vendors open and operational? If any of your providers have temporarily closed or suspended services, how will this affect access to resources

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such as visa and immigration updates, continuation of data security, and compliance concerns?

Working with your immigration provider to answer of these questions will help to give a comprehensive understanding of where your employees are in the world and next steps to ensure their safety and your company's continued compliance.

Unique Challenges Emerge

As the world moves into the fourth month of the COVID-19 crisis, several unique challenges have emerged. These two developments will be important to monitor in the upcoming months –

1. Challenges of e-Visa Schemes and Tracking Frequent Business Travelers –

e-Visa application programs were some of the first schemes to be restricted as COVID-19 affected increasing numbers of communities and countries. These online application platforms have soared in popularity over the last several years by providing a fast, inexpensive, and "Do-It-Yourself" approach to tourist and sometimes business visa applications. However, the disadvantages to e-Visa systems for corporate travel became quickly apparent as companies rushed to locate their frequent business travelers, and travelers themselves dealt with sudden, often confusing, and quickly changing announcements from immigration authorities.

Educational Resources

Dedicated COVID-19 travel and immigration guide updated twice daily

12+ COVID-19 National and Regional webinars

Country specific FAQs and white papers

Private client roundtables

CIBT

Pandemic Changes

- ✓ **Check visa processing times before booking a trip – processing times can be much longer than pre-pandemic times**
- ✓ Visa requirements may have changed so consult the CIBT website as some countries are requiring more complex documentation
- ✓ **Entry requirements are common now even for non-visa destinations**
- ✓ Previously, a visa may not have been required for entry to destinations by certain nationalities but that is changing. i.e., Korea will introduce a new ETA 01 Sept for non-visa required nationalities.
- ✓ **Check your passport expiration date**
 - ✓ **Expedited passport processing is taking 6 - 8 weeks and standard processing is 12 weeks**
 - ✓ **The Passport Agency can turn around a passport in 72 hours with proof of travel but appointments are scarce and may involve traveling to another city**

CIBT Helpful Hints

- ✓ **Never keep applications on file** as they constantly change. Always visit our website at each time a visa is needed for up to date applications and requirements.
- ✓ Passports should have at least **6 months validity** remaining from the intended return date.
- ✓ **Processing time** can be different based on countries, jurisdictions and nationalities.
- ✓ Remember visas and passports are issued at the Consulate/Passport Agency's discretion.
 - ✓ On a case by case basis, additional information or documentation maybe requested by the consulate after submission.
- ✓ If there is an escalation on CIBT service, please contact me for any questions and concerns.

One Partner for Travel Visa and Immigration Services

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Visa and Immigration Program Management

Managing a global visa and immigration program can be intimidating: as your business expands into new markets, so does the complexity of ensuring you have the best talent in the right locations around the world. Companies are faced with increasingly complex international laws and regulations, whether it's assisting your business travelers, having the confidence and resources to support international transfers, or making sure you remain compliant with local immigration regulations.

CIBT is here to help. We help companies mitigate risks, control costs, and provide invaluable access to information that will help you manage an international program successfully. How? Through our team's expertise and our market-leading technology solutions. The results drive strategic talent mobility decisions and close compliance gaps.

www.cibtvisas.com

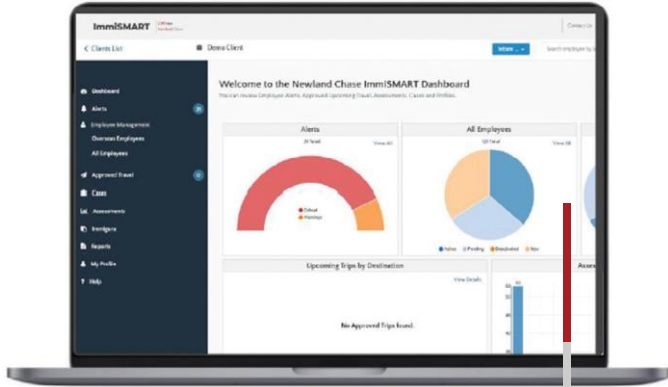
www.newlandchase.com

The Leading Global Provider

With over thirty years' experience, CIBT companies offer services under two brands: CIBTvisas, the market leader for travel visas and document services, and Newland Chase, a wholly-owned subsidiary focused on global immigration and advisory services.

We are trusted visa and immigration advisors to leading global companies with complex operations. Our network of in-house professionals includes more than 1,100 visa and immigration practitioners. We partner with thousands of corporate clients worldwide, from small businesses and startups to Fortune 500 companies. We have the tools and experience to support your organization so that you can focus on what's important: growing your business.

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We are the leader in innovative technology for the global travel and immigration industry. We are uniquely positioned to implement custom solutions for our clients because we develop and grow our technology in-house.

Immigration Solutions

Our flagship solution is ImmiSMART: a comprehensive, market leading portal for travel managers and global mobility and HR professionals.

ImmiSMART combines work permit and visa information, and other travel and labor documents with assessment logic. This enables travel and global mobility teams to navigate complex global immigration laws and regulations simply and easily, ensuring compliance. ImmiSMART is configurable and flexible which enables bespoke implementations to existing travel and mobility programs.

Short-Term Travel Capabilities

Our proprietary database contains the latest travel requirements for every destination in the world. We create a custom application form specific to the traveler's itinerary and make getting a visa simple and quick.

COVID-19 Travel and Immigration Intelligence

CIBT is at the forefront of COVID-19 travel intelligence. Our award-winning best-in-class suite of solutions includes:

Entry Guide: the most up-to-date information on requirements to enter the most frequented destinations

COVID-19 Immigration Guide: a comprehensive knowledge resource of 168 countries' immigration rules and restrictions

Look no further for the essential information you need to travel safely and securely.

Integrations and Proactive Technologies

We have API integrations between our systems and HR, expense management, and travel and relocation management software. We can also connect directly to your custom systems to automate case initiation, view application progress and increase service delivery speed.

With technology, we can make your travel and immigration needs simpler, compliant and cost effective.

Industry Expertise

We are industry-leading experts: our experience and expertise can solve the toughest talent and compliance challenges anywhere in the world. Our promise to you is service that promotes and protects your organization's interests and reputation.

Bringing People, Processes and Data Together

Let's talk about your talent needs, travel and mobility strategy, and wider business goals. We are ready to help you navigate the constantly evolving travel and mobility landscape. Whatever your business needs and challenges, we are able to help.

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