



# Norwegian Consulate General

New York

## **IMPORTANT INFORMATION FOR APPLICANTS**

### **1. What happens to my application and passport now?**

VFS will send them to the Consulate in New York. You can track it at [www.vfsglobal.com](http://www.vfsglobal.com).

**VISA APPLICATIONS (SHORT STAYS)**: your passport will be returned to you as soon as a decision is made.

**RESIDENCE PERMIT APPLICATIONS**: your passport will be returned after your case is registered. But if you need an entry visa because of your nationality, the Consulate will keep the passport until a decision is made. You may request it back before receiving the decision. In this case, you will have to pay a new courier fee to send it back to us when/if your permit is granted.

### **2. How long does it take to receive an answer?**

**VISA APPLICATIONS**: they are handled by the Consulate and the normal processing time is 15 calendar days. This time may be extended up to 45 days if further scrutiny or additional documentation is needed or if the case is sent to the Norwegian Directorate for Immigration (UDI) for processing.

**RESIDENCE APPLICATIONS**: they are handled by UDI and the processing time varies from case to case. For an estimate, visit [www.udi.no/en/word-definitions/waitingtime](http://www.udi.no/en/word-definitions/waitingtime). When your application is finalized, the decision notice will be sent to your e-mail.

The waiting time for both types of applications applies from the day they are registered with the Consulate and not from the date of your appointment with VFS. Please also allow for another 3-6 days of courier between VFS and the Consulate General in each direction.

### **3. My departure date is very close; can my case be expedited?**

No, the Consulate cannot prioritize individual cases unless in justified and documented cases of urgency. It is the applicant's responsibility to apply on time.

### **4. Can I contact the Consulate for updates on my application?**

No, the Consulate does not give updates on applications still under consideration. You will be notified as soon as a decision is made. But the Consulate may contact you via e-mail if additional information or clarification is needed.

### **5. Can I get a refund of the processing fee if my plans change?**

No, the processing of your application started when you submitted your documents and biometrics at VFS. Thus, the processing fee cannot be refunded.

### **6. Who can have access to information about the case?**

Only you can receive information about the case, including the decision. If you want other people to act on your behalf, you must give them power of attorney ([www.udi.no/en/word-definitions/power-of-attorney--authorisation-](http://www.udi.no/en/word-definitions/power-of-attorney--authorisation-)).

### **7. How can I add new information or documents to my case?**

**VISA APPLICATIONS**: you can send them to the Consulate's e-mail ([nyvisa@mfa.no](mailto:nyvisa@mfa.no)). Please include your full name, date of birth, and passport number.

**RESIDENCE APPLICATIONS**: you must send them directly to UDI ([www.udi.no/en/word-definitions/forwarding-documents](http://www.udi.no/en/word-definitions/forwarding-documents)).