**FREQUENTLY ASKED QUESTIONS (fAQS)**

**launch OF THE New international enquiry service for UK Visa Customers in Pakistan**

**Why are you now charging for a service that used to be free?**The previous service charged varying amounts depending on where in the world the customer was calling from. In one location the charge was £3.74 per minute. We are introducing a better service with a standard charge for all of our customers globally and we will continue to offer an e-mail service for free. We have also improved our website www.gov.uk to allow customers to find all the [relevant information themselves](https://www.gov.uk/government/organisations/uk-visas-and-immigration).

**Why can’t I speak to someone at the Embassy / UKVI / Visa Application Centres in Pakistan?**We are providing a single enquiry service for all our overseas customers. This is simpler for them and allows our caseworking staff to get on with the job of making decisions on applications.  All enquiries can be dealt with by our new international enquiry service. If information is required from the either UKVI, the embassy or the visa application centres in Pakistan, the international enquiry service will get this and relay it to our customers.

**How do I know the advice I am getting from Hinduja is accurate and quality advice?**All information about the visa application process is published on our website [www.gov.uk](https://www.gov.uk/government/organisations/uk-visas-and-immigration) and all the advisors working on the international enquiry service have been trained to provide our customers witha quick, accurate and professional service available to help them throughout their application