

Dear visa applicant,

If you are part of a group of applicants, you are the only one receiving this e-mail and we kindly ask you to inform your fellow travellers.

We would like to inform you that the visa department has been receiving an extraordinarily high number of visa applications since April and it is expected to continue until July. Therefore the handling time is higher than normal, and our ability to reply to visa questions at the embassy is limited. But our aim is to issue your visa by your departure date.

Should you wish to withdraw your application, please send an e-mail to bjsambvisa@um.dk where you attach a scanned and signed letter, where you write your name, birthdate and passport number and state that you wish to withdraw your application. Please write in the headline: Withdrawal of visa application. We will then return your passport to the visa center for pick up or it will be sent by EMS if that is what you have arranged with the visa center.

If you need to get back your passport for travelling, while we keep your visa application, please be aware that your case will be put on hold, while you have your passport back. In this case please send an e-mail to bjsambvisa@um.dk where you attach a scanned and signed letter, where you write your name, birthdate and passport number and state that you wish to pick up your passport and the explanation (that you need to travel or other). Please also state that you understand that your case will be put on hold meanwhile. Please write in the headline: Passport back during visa processing.

Please be aware that for borrowing the passport, we can only return the passport by personal appearance at the embassy, *once we have replied to your e-mail* about returning the passport. Passports cannot be sent by mail in this situation. If you choose to send somebody to pick up the passport, please write a letter introducing this person and say that you have authorised him/her to pick up the passport.

Please do not reply to this e-mail unless it relates to one of the two points above and in that case, please reply to bjsambvisa@um.dk as described.

We apologize for the inconvenience and thank you for your understanding and assure you that our aim is to process your visa before your departure date.

Kind regards,

Anja Pedersen
Head of the Visa Department