

# FAQ

**Q:** Where Telex will be sent when issued? To the customer directly or to the chosen Indonesian Embassy/Consulate?

**A:** When Telex is issued it will be sent to the Embassy/Consulate which the traveller has requested. Immigration will telex directly to the Embassy of your choice. Once the Embassy is decided and the Telex is released we won't be able to alter/change Embassy, so please be sure with your Embassy choice. We will send a copy of Telex to a traveller via WhatsApp, too.

**Q:** How much does it cost?

**A:** It will cost IDR 9 million. This IDR 9 million will include:

- Telex issuance.
- Letter of Sponsor to the Embassy [if requested]. We only issue this if you can prove that the Embassy has requested it.
- Landing Permit from the Immigration.
- We also will ensure that you will be able to land and go through Immigration.

**NOTE:** We will not be responsible, however, if you will carry illegal substances, such as Drugs, Marijuana, Ecstasy, or other Narcotics to Indonesian territory. If you cannot enter due to carrying one of these substances, you will be on your own.

**Q:** Can we talk with you directly on WhatsApp?

**A:** Yes. Please be mindful though that we are currently experiencing a huge demand, therefore, our response may not be immediate. Nevertheless, we will get back to each one of you as soon as possible.

## **Contact details:**

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**Q:** Which Indonesian Consulates or Embassies are able to issue visa with Telex?

**A:** Most Indonesian Embassies and Consulates located in big cities in Europe or USA or Asia could issue visa 211 or 212, once they received the Telex and sponsor letters, if it is required. Yet, please reconfirm by call or email with the chosen Embassy/Consulate.

**Q:** What Visas are available to apply for?

**A:** The quickest Visas to be telexed and applied for are 211 and 212. Each one has its own benefit.

**211:** If you want to stay in Bali or Indonesia for more than 60 days without leaving the country Visa 211 is for you. It is extendable 4 x 30 days with the free 60 days upon the entry. This visa expires once the traveller leaves the country.

**212:** If you want to leave the country regularly to go back to work or similar then visa 212 will be suitable for you. Visa 212 is good for 1 year multiple entry and each stay is good for 60 days.

**Q:** “How can someone cross the borders of Indonesia on a Social or Business Visa I don’t get it. Texts are clear it is KITAS, KITAP or ITAS only”

**A:** On 14 of August 2020 DGI letter No: IMI-UM.01.01-4047 signed by DGI chief Mr. Jhoni Ginting addresses all Embassies of Indonesia worldwide to honour Telex Release or Calling Visa that has been issued by DGI (Directorate General of Immigration). Letter declares that Embassies will help to issue Visa 211 or Visa 212 for every foreigner who has TELEX.

With the valid 211 Visa or 212 Visa foreigners can enter Indonesia. Airlines, however, would require a letter from the Immigration that provides explanation of the Foreigner being approved by DGI to come in.

In some Embassies they may as well require the Letter of Sponsor from the Sponsor who have a link to DGI that helped the Traveller to obtain TELEX. In some instances the Embassy may also require the passport copy of the Sponsor.

**Q:** Are these Visas Social and Business?

**A:** Instead of calling them social visa and business visa we call them 211 and 212. 211 is a single entry visa. This Visa expires when you leave the country or after 180 days.

Visa 212 is a multiple entry visa. This Visa does not expire when you leave the country, but you must leave the country after 60 days, or overstay penalty will apply.

**Q:** Are you a registered visa company?

**A:** We are currently not yet a registered travel company. However, we are in process of setting up a company shells. Everyone who is coming in now is sponsored by me directly (Widodo) using a personal letter of multiple businesses that I am running here in Indonesia. As part of this I am signing guarantor letter

for each one of you. Which also means during the extension the Immigration would need to see my ID.

**Q:** I'm getting sponsored by a company in Bali for receiving my KITAS but apparently the offices stopped processing my application because of the pandemic. I have spoken to my lawyer in Bali but she told me they need to wait until the borders will be open again. It is pretty hard to get some proper information or advice what to do next."

**A:** KITAS in general takes a long time to process. It requires multiple ministry involvement, such as the Department of Justice and Human Rights, the Department of Labor etc. During "normal" times KITAS process takes 3-4 months. During pandemic it could take up to 6 months to 1 year.

Besides this problem, most of the time it goes back to how complete is the documentation of the company that applies for KITAS. If one of the licenses and permits of the company is not valid or expired, it must be renewed first. Or if the tax report of the company who sponsored for KITAS is not filled on time or properly to Internal Revenue Service (tax office), or if the director of the company does not file for Tax Report, the licenses of the company cannot be renewed, hence it will slow down KITAS application process.

**Q:** How long does it take for the Indonesian Embassy to issue Visa when they have received Telex?

**A:** It depends on your chosen Embassy. How busy they are, how much personnel they have etc. Indonesian embassy in Portugal, for example, is only open 2 days per week. Monday and Tuesday from 10:00 – 12:00 and then 14:00 – 16:00.

Indonesian Embassy in Sydney does not take any appointments and the application process is administered through postal service, hence the speed is tied up to the third party.

Israel does not have a local Indonesian Embassy to begin with.

Therefore, please call your local Indonesian Embassy to find out.

**Q:** How long does it take to obtain Telex from you?

**A:** It depends on the number of people applying as well as public holidays etc. Usually Telex will take from 3 working days to 7 working days.

**Q:** How long does the whole process take?

**A:** Telex from us is rather quick, please see the question above. Then the timeline depends on you chosen Indonesian Embassy. Please see the answers above.

**Q:** Do I need to contact the airlines I will be flying with?

**A:** It would be the best if you speak to the airlines regarding their requirements.

**Q:** Do we need to have our own sponsor?

**A:** No, we provide each one of you with the sponsor because to have your own sponsor is very complex: your own sponsor would need to submit 8 different documents, such as company tax ID, business permits, location permits etc. If you would like to use your sponsor make sure they will be available to attend you at each extension and meet very strict requirements.

**Q:** How long does it take to obtain KITAS ?

**A:** KITAS takes long time. We would suggest that you process KITAS when you arrive here. This is because KITAS would require you passport to be taken to Labour Department etc.

**Q:** Is there the legal age to be eligible for these Visas?

**A:** This Visa can be issued to anyone. It does not discriminate your age.

**Q:** Do you need to work for strategic important Indonesian projects in order to be able to apply for Telex?

**A:** Your sponsor must be able to convince the Immigration that the purpose of your visit is justifiable. This is our responsibility to make it happen.

**Q:** Does Indonesian Embassy/Consulate in our chosen country charge for the procedure?

**A:** Embassy fees start from 50 USD/EUR. It depends from Embassy to Embassy though, so please check with your chosen one.

**Q:** Do I have to fly through Jakarta?

**A:** Yes all flights now must enter through Jakarta.

**Q:** "I have a local sponsor. Can I use my local sponsor? "

**A:** In theory you can use your local sponsor, however, if your local sponsor does not meet the criteria that will be requested by the DGI, the TELEX might not be released. You need to make sure your sponsor has:

- 1) Good financial background, reputation, and good reason to bring you in.
- 2) Passport
- 3) The sponsor will be available to be at the Immigration office when your passport needs to be extended after the first 60 days.
- 4) Your sponsor must be willing to be personally liable for your actions here.
- 5) You must provide your sponsor with your new address every time you move.

**Q:** When will the borders open officially?

**A:** The borders are open. There are flights coming in and out daily. However, the people who are allowed into the country now must be approved by Immigration before entering the territory of Indonesia. The approval is given if valid Indonesian counterparts are willing to take responsibility for the traveller and to provide valid reasons for the entrance.

**Q:** Any requirements regarding my passport validity?

**A:** Passport must have more than 2 empty pages. Must be valid for more than 1 year. If you plan to extend your visa for a few times, please make sure you have your Embassy informed.

**Q:** Is it possible to get retirement visa through Telex?

**A:** For retirement it is called VITAS. Requirements:

1. Passport that is still valid.
2. Letter from the sponsor.
3. Letter of guarantee from the sponsor.
4. The national identity of the sponsor.
5. Business licence permit for travel agency.
6. Candidate must prove that they have enough money to retire in Indonesia that can be proved from the pension funds from their country.
7. Must have health insurance policy and life insurance policy.
8. Proof of the accommodation that can be proved by purchase agreement.
9. Proof that they are employing: driver, security, maid and gardener.
10. Must give photocopy of the passport and provide the last stamps of the ITAS.
11. Photocopy of the Visa page.
12. Telex visa.
13. Size 3 times 4 cm 2 pieces of photo with red background.

We are more specialised in providing Telex for the purposes of returning to Indonesia.

**Q:** Do we have to meet the specific requirements to be able to apply?

**A:** Everybody can apply.

**Q:** When should I have my Covid-19 testing done?

**A:** Contact airlines to check their requirements. May differ from the airline to airline. Consider types of test, validity etc.

**Q:** If I have a PT created before the pandemic, can I apply for work permit?

**A:** Yes, you can apply for KITAS but will take long time.

**Q:** "Is Telex a new thing? My wife is from Bali and we lived in England for 10 years now. I used to live in Bali and do not remember ever coming across Telex. We obviously have family out there so can have local sponsor. I am just confused at what the whole Telex thing is."

**A:** Telex is not a new thing. Telex has been around since the beginning of travel in Indonesia. Before the pandemic most people who traveled to Indonesia has been enjoying Visa On Arrival that the Government of Indonesia has provided in order to help the Industry of Tourism. Many people can just get VOA and Free Stamp Entrance permit when they land at the airport.

With the pandemic around Indonesian government has suspended VOA to limit the entrance of foreigners. According to the latest statistics, in 2019 Indonesia welcomed above 6.000.000 people who entered with VOA, an average of 500.000 people per month. This number has been reduced significantly this year.

If you have a sponsor or family who are in Bali and they would like to be your sponsor, they must go to DGI office in Jakarta, type a letter of request, and submit all required documents, to get approval for TELEX. In some instances the process can take 14 days to 20 days if approved.

**Q:** Do you have to be the national of the country that your chosen Indonesian Embassy is located at?

**A:** No. You may approach Indonesian Embassy that is logistically closest to you/ the most convenient to you.

**Q:** Do you have to do quarantine when you land in Indonesia, and ultimately in Bali?

A: No.

Q: Will Embassies/Consulates require return ticket from Bali?

A: Most likely yes. Check your chosen Embassy requirements. We advice to purchase tickets that allow modification.

Q: Do you accept payments in USD/EUR currencies etc?

A: No. We only accept the payments in IDR (Indonesian Rupiah).