



This sheet provides information about having evidence of visas granted in Australia placed in your passport.

A number of visa categories are processed in Australia, regardless of where the applicant resides. Once your visa is granted by a processing centre in Australia, you will be provided with approval advice by letter or email and asked to get your visa label evidenced at an overseas post.

How to get your visa evidenced

You can lodge your passport for evidencing either at the Visa Information and Application (VIA) Center or arrange for courier pick up throughout the Philippines through the Call Centre. A service fee applies.

You should send your passport **at least one week before** your proposed travel.

The VIA Center

No prior appointments are needed to attend the VIA Center. The VIA Centers are located at:

Metro Manila
Unit 901, 9/F One Corporate Plaza
845 Antonio Arnaiz Ave (Pasay Rd)
Makati City.

Metro Cebu
Unit 1004-B 10/F Keppel Center
Samar Loop cor Cardinal Rosales Ave
Cebu Business Park, Cebu City

The Center opening hours are:

8:30am to 3pm, Monday to Friday - For lodging applications

8:30am to 5pm, Monday to Friday – For general information

8:30am to 12noon, Saturday - For lodging applications and general information.

The Center is closed on Philippines public holidays.

The Call Centre & Courier

To arrange for collection of your passport for evidencing by courier, the Call Center can be contacted on any of the following numbers, depending on your telephone service provider:

1909-3622779 (PLDT/Smart/Touchcard subscribers)

1900-3622779 (Globe/Innove/Touch mobile subscribers)

1903-3622779 (BayanTel subscribers).

- These numbers are only available to telephones with NDD access, or by calling 109 on a PLDT phone for operator-assisted connection. Calls will be billed at PhP 32 per minute plus VAT. Additional charges apply to calls made outside Metro Manila, or from pre-paid phone cards and payphones.
- These numbers are available to Globe and Touch Handyphone mobiles at the same call rate.
- For access from Australia please call **63 2 845 9211**. Calls will be billed at a flat rate of AUD\$10.00. Payment can only be made by credit card.

The Call Centre operates Monday to Friday from 6am to 8pm and Saturday from 8am to 6pm.

Please tell the operator that you require passport pick-up for visa evidencing. Please include a copy of your visa approval letter/email and your current passport. Do not send your passport prior to receiving the approval letter.

Processing

Your visa will be evidenced by a visa label being placed in your passport. Your passport and visa will be dispatched to you by courier or will be available for pickup at the VIA Center. Your preferred option can be arranged through the VIA Center or call centre.

Contact details

If you do not receive your passport and visa evidence after one week, you may wish to contact us by email at immigration.manila@dfat.gov.au.