

Attractive global potential with Visa & Immigration Services

It is estimated that approximately 4.5 million people each year relocate into one of Santa Fe's key geographies – and the number is still rising. Santa Fe is now further enhancing its service offering within visa and immigration services, thereby taking another customer-centric step to explore the global potential for mobility services.



An important share of the world's migrants are corporate employees relocating to new destinations within their global organisations – others are individuals searching for new opportunities abroad. Some travel with their families – others on their own. Their needs and expectations are different too – and while some have more or less ambitious corporate packages financing the move, a new home, schooling, and other services – others are reliant on their own personal means to settle in. They all, however, have one thing in common: Before they are able to go anywhere, they need to have a visa.

Over the past years, Santa Fe has been building its capabilities within visa and immigration services on a global basis. To support this strategic global growth Santa Fe acquired Ivan Chait & Associates in 2014, a registered and well established Visa & Immigration Services company in Australia, as a platform to further leverage the Group's global capabilities in this area. In EMEA activities have accelerated from only a few hundred visa cases in 2012 to almost 4,000 in the first six months of 2014 alone. All of this is built on a strong foundation from the mature Asian business where Santa Fe has been a market leader for a number of years. Today in Asia these services are handled in-house in more than 85% of its Asia offices, with new locations regularly coming on line. For example in 2014 Santa Fe opened an office in Myanmar which provides the full range of relocation and visa and immigration services.

Increasing corporate demand for integrated global mobility solutions

June Mok is Group Immigration Manager with Santa Fe and has been working to build the Visa & Immigration platform in Asia for close to five years. Through her work with corporate clients, she sees a growing need for these services in Asia's new and existing markets and considers Santa Fe's global platform a unique opportunity to build more business across the Group.

"The legal framework and processes connected to visa and immigration are very complex with different and constantly changing rules in every country. In some countries legislation can vary even between individual cities. We are experiencing an increasing demand from our corporate customers for a fully integrated solution to their global mobility needs – including visa and immigration services – and they are looking to centralise the solution with one global service provider."

"With our global footprint and expertise, we are able to ensure compliance and coordinate every detail with the customer's overall budgets, plans and milestones, making sure that the employee is ready to do business in the new location on time," says Group Immigration Manager June Mok



The international market for visa & Immigration services is very fragmented. In some geographies legal representation is required and services are offered by dedicated international law firms and specially-certified immigration experts. Other markets are addressed by large accounting companies and local advisors. Currently Santa Fe is the only international mobility provider offering registered visa and immigration services as part of an integrated solution.

Visa & Immigration at the core of employee global mobility

According to Ivan Chait, General Manager of Santa Fe Visa & Immigration Services in Australia, visa and immigration services are as close to the core of the mobility business as it can get. As a registered migration agent, he has worked in the field of visa and immigration for 29 years, and the opportunity to join Santa Fe last year made perfect sense to him.

“I see a tremendous opportunity to pursue synergies within our Group by using every customer contact and point of sale to promote our global capabilities and integrated mobility solutions. Internally, we are now working to establish a general awareness and empower our global organisation to advise our customers on the comprehensive service offering, including the visa and immigration services,” says Ivan Chait, General Manager of Santa Fe Visa & Immigration Services in Australia.



“Santa Fe is providing visa & immigration services for an increasing share the more than 100,000 relocations, we facilitate every year. And we are using every opportunity to meet with international trade organisations, speak at international migration conferences, prepare whitepapers and provide immigration updates to further demonstrate our capabilities and build credibility for our global business,” Ivan Chait explains.

Compliance is of the essence

Santa Fe’s efforts to continue to expand its global infrastructure and capabilities in this area are supported by the increasing demand for solutions that assure corporate clients full compliance with the legal requirements – not only when securing the initial immigration documents – but also in maintaining the ongoing compliance with the changing demands and increasingly strict regulations across the globe.

“Our global position and comprehensive service offering combined into one holistic package gives us a unique competitive edge towards the global corporate customers”, says Robert Fletcher, Group Relocation Services Director in Santa Fe and continues: *“Today compliance is top-of-mind to any global corporate management, and we are consistently building our market share because we deliver just that – while at the same time supporting the continued strategic growth of our global clients.”*



Santa Fe will handle and maintain more than 30,000 visa files in 2014 and expects this to increase by another 30% in 2015, not least driven by strong growth in EMEA and a continued attractive global potential.



Promoting global capabilities

Just one example of the global potential can be found in Australia's Temporary Work (Skilled) visa category, often referred to as the 457 visa. This is a four-year temporary work visa for applicants with particular occupations. This visa category has been very popular for introducing a wide range of skills into the Australian workforce including the healthcare sector and IT industry. Approximately 200,000 people have been granted such a visa over the past three years. Over the last 12 months almost 25% of these applicants were from India.

Ivan Chait elaborates: "We have helped a small proportion of these applicants in acquiring their visas and relocating safely into Australia – but it is obvious that with our well-established Indian Santa Fe platform and a coordinated sales effort we should be able to direct many more clients like these our way in the future."

New visa boosts business

Australia's "Significant Investor Visa" category has generated investment into Australia of AUD 2.8Bn since the programme commenced in November 2012.

This visa category has no upper age limit or English language requirement and provides a guaranteed pathway to Australian permanent residence provided applicants invest AUD 5 million in Australia for 4 years and spend a minimum of 40 days in Australia per annum or 160 days over 4 years. This residence requirement will change for secondary applicants from 1 July 2015 and for this reason **Santa Fe's Visa & Immigration team in Australia** have seen an increase in enquiries to apply before these changes are introduced.

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