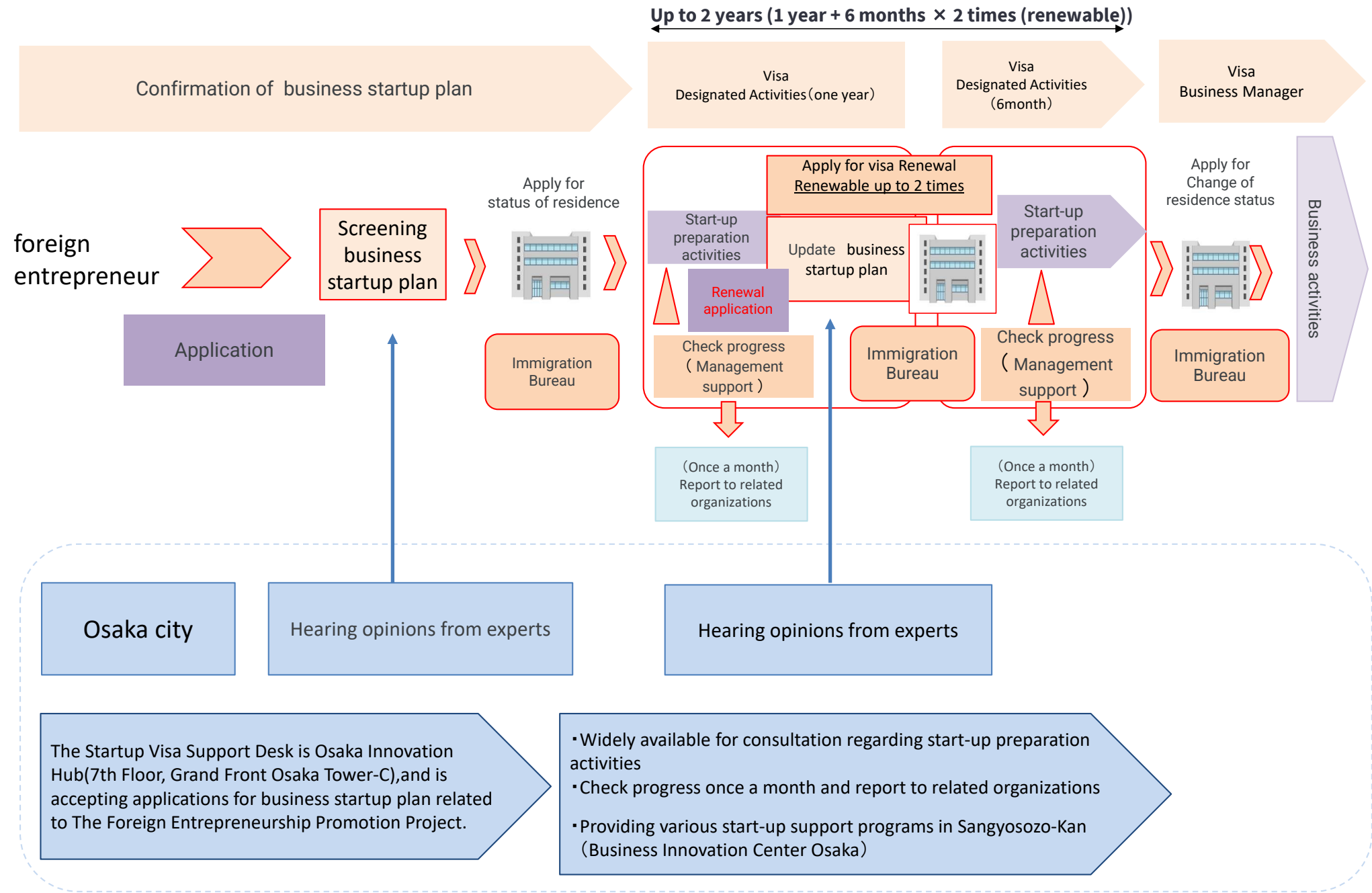Visa application process