OMB Control No.: 1405-0193 EXPIRATION DATE: 4-30-2021 ESTIMATED BURDEN: 5 minutes SV-2019-0001

## Questionnaire regarding SEVIS fee payment

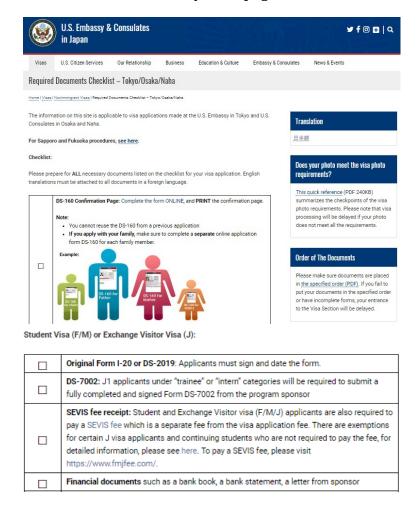
The U.S. Embassy Tokyo, Visa Unit is responsible for issuing visas to qualified applicants. We are committed to delivering the best possible service to our customers. You are asked to complete this survey because you were unprepared to pay the SEVIS fee at the expected time, and that we are gathering this information to improve the clarity of the website. Please take a few minutes to complete this anonymous questionnaire.

Please check or fill in the following applicable items:

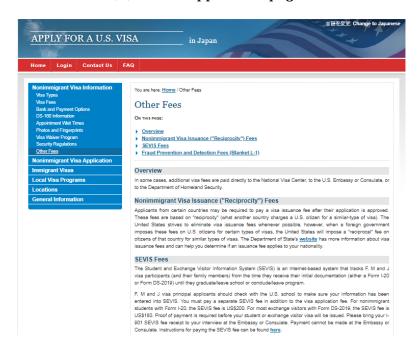
Q1: Why did you not complete the SEVIS fee payment in advance of your visa application appointment? Select multiple options if applicable.	
	I did not understand that the SEVIS fee is a separate and distinct payment from the visa processing application fee.  I did not know that I had to pay any fee in advance of my visa application appointment.  I thought I had successfully paid the fee.  I thought a third party (such as an agency or program sponsor) was going to pay the fee.  I forgot to pay.  I could not afford to pay.  I did not have a means by which to pay.  I did not know how to pay.  Other
	nat sources did you use in determining the necessary documents for this visa application? Select e options if applicable.
	Embassy homepage (refer to flip side #1) US visa application page (refer to flip side #2) Embassy Twitter Interview appointment confirmation form Other: unofficial source such as word of mouth (please specify)
Q3: Wa	as the website description of the SEVIS fee requirements easy to understand?
	Yes No
If you a	answered "No" to question 3, please briefly describe the reason(s) below:

Thank you for your cooperation. Please submit this questionnaire at Window #1.

## (1) Embassy homepage



## (2) US visa application page



Public reporting burden for this collection of information is estimated to average 5 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations