

**From:** Karyna Shuliak <[REDACTED]>  
**To:** [REDACTED], Darren Indyke <[REDACTED]>  
**Cc:** [REDACTED] <[REDACTED]>  
**Subject:** Fwd: VisaHq Visa for Japan  
**Date:** Thu, 30 Apr 2015 19:18:15 +0000

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Begin forwarded message:

**From:** Carlos Esteban Condat <[REDACTED]>  
**Date:** April 30, 2015 at 2:26:28 PM EDT  
**To:** [REDACTED], [REDACTED]  
**Subject:** VisaHq Visa for Japan

Dear Karyna and [REDACTED]

So after rechecking all your papers the consulate told us that the information given in the Letter of Guarantee about the expenses coverage is not enough. There are two options.

1. You each need a letter as statement from the inviting company in Japan where they explain that they will cover all your expenses while in the country. (This one can be emailed).
2. Redo the business letter from Southern Trust Company and add that the company guarantees the coverage of all expenses for you while in Japan. (This one has to be original).

Also in [REDACTED] case they told me you should contact the airline since on the reservation your name is different than in the passport. ([REDACTED]).

They confirmed with me the 5 business days processing time so that means we have some extra days,

Let me know what you wish to do.

*Carlos Esteban Condat*  
*Visa Specialist*  
Visa [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]