**QUESTIONS – ANSWERED** 04 Feb 2024

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| **YOUR QUESTION** | **OUR ANSWER** |
| 1. Text content is required for some of the sections and pages (eg: FAQs, About page, Why choose, and other - please review placeholders on the website or check your detailed pdf analysis). | 1. Content to follow. |
| 2. we have a question about "UK Passport Office" - should we take data from the old website? In the provided previously excel sheet there is no data for UK. ( SER - 50 ). | 2. Yes please insert all details for UK Passports from the existing website content. Please label destination as “UK Passport Office” |
| 3. On the design we suggested a new page - How to apply for anyone who'd like to read generic information on application process. Woul'd you like us to create such page? If yes - we need content for it. If no - we'll remove "How to apply" button link from the main page header area. | 3. Page not required, please remove link button. This information will be covered in country-specific dynamic page and FAQs. |
| 4.  For the mentioned "Spyglass link" redirect - it can't link to selected country page. What it will do, if a user type a country name or some letters and click the Spyglass icon, the user will be land in a page where all the related countries will be appear as per the letter or country name. Should we remove this function of that spyglass ? ( SER - 7 ). | 4. Ok thanks for the explanation. That functionality is fine for both the search box and spyglass and should remain as is. Could we possibly have identical functionality for the larger “Search for the country you would like to visit” duo on the HOME page (Ser 8 & 9) and DESTINATIONS page (Ser 51 & 52)? |
| 5. Which official email address we can use to send you messages from website forms? | 5. enquiries@birchvisas.co.uk |