



Regulated Canadian Immigration Consultants (RCIC) are licensed professionals who meet educational, professional and ethical standards. Our task is to assist people find the best immigration or citizenship options.

Essential care should be practiced before hiring someone as your representative. It is a crucial step toward coming to stay in Canada. As a Licensed Immigration Consultant, we understand the responsibility to our clients. It is a privilege to help many people, the ethical and professional obligations come with the duty required of an immigration and citizenship consultant.

Therefore, **Volte Intercontinental Visa and Immigration, Inc.**, offer services based on values and honesty. We are duly licensed business and a member in good standing at the College of Immigration and Citizenship Consultants (CICC) and as such, is bound by its By-law, Code of Professional Ethics, and Regulations

We have designed a step-by-step guide to help you appreciate our endeavour to assist you with all stages of your application:

1. The Assessment

- ✓ Simply fill-out our assessment form located on our website. This will give us a good overview of your case.

Filling-out the assessment form is free of charge; However, we recommend booking an initial consultation to gain detailed information and thorough evaluation of your immigration case.

2. Book Initial Consultation

- ✓ A Licensed Immigration Consultant will review your documents and other information you have provided, before the consultation.

Depending on your situation, consultation is expected to last for 30 minutes. During the meeting, we will conduct interview, evaluation and advisement on immigration options.

3. Service Agreement

- ✓ As our valuable client, you will decide how you want to proceed.

If you would like to continue our service, Volte Intercontinental Visa and Immigration, Inc. will help you every step of the way of your immigration application.

We will then proceed with your application as soon as you provide the necessary documents required for your application. We will check if any changes are needed and validate that everything is completed correctly.

4. Submitting the Application

- ✓ We will meticulously review your application for final verification, making sure that everything is completed before submission.

Updated information regarding your application will be provided to you as we progress.

READ ON TO LEARN MORE

Hourly Rate Billing

- ✓ We recognize that every penny is hard-earned. Immigration process could be challenging and time consuming, and we can relate to your situation, so we decided to offer a reasonable hourly rate.

Detailed records are maintained of the time spent on your case; rest assured that you will not be overcharged for we will only work for as long as your case requires.

Moreover, final invoice will include taxes, government fees, and out-of-pocket expenses.

Service Agreement

- ✓ The purpose of a Service Agreement is to set out the exact duties of the Licensee and the Client so that all parties to the Agreement have clear expectations regarding what will be provided, how the service will be provided, and at what cost.

The professional fees do not include disbursement (third party cost, courier, print, telecommunications, print, postage or any other out-of-the-pocket expenses), government fees, taxes. Furthermore, we do not collect fees for notarization, educational assessment, language examination, police clearance, translation, interpretation, medical test etc. these expenses are covered by the client.

Pro Bono Services

- ✓ **“Pro bono”** means immigration or citizenship service or advice that is donated to or free for the Client.

We do not offer free of charge services (Pro Bono).

Initial Consultation Agreement

- ✓ This means a Client assessment and/or advice service agreement between a Licensee and their Client, or the Client's Designate, which provides a written record of the purpose, fee, and date of said advice, and which is signed by both parties. A written Initial Consultation Agreement is only required when a consultation is given for a fee paid by the Client in advance.

Depending on the client's case, the initial consultation only takes 30 minutes. Before the meeting, an advance payment of \$45 is required for the initial consultation. We can discuss signing of the service agreement after the initial consultation.

However, if you require an additional consultation, you can schedule another 30 minutes with an advance payment of \$45.

Contingency Billing is restricted

- ✓ **"Contingency Billing"** means when payment or partial payment is due only upon a successful decision by the government.

The College of Immigration and Citizenship Consultants (CICC), regulates the Licensed Immigration Consultants, we are prohibited to charge contingency fees (payment of professional fee depending on the successful outcome of the application).

Refund Policy

- ✓ The fees paid for the services rendered are non-refundable.

Government Legislation

- ✓ In the event of government legislations and policies amendment, RCIC is not in control of or accountable for any impact that may affect the processing of any ensuing application by the client.

The Results

- ✓ As a company of integrity and values, **Volte Intercontinental Visa and Immigration, Inc.**, does not give hopeful promises and false assurance to our clients.

In addition, the results are at the sole discretion of the Canadian government (Federal, provincial and territorial), it can never be assured by anyone.

Our main focus is your success, we provide knowledgeable advice and a high standard of service with the goal of achieving highly satisfactory results of your application, this we can absolutely pledge!

Obligation of the Clients

- ✓ Are responsible to provide to the Licensee all required documentation to process the file.
- ✓ Shall be aware of their responsibilities for providing up-to-date and reliable contact information in a timely manner.
- ✓ Shall be aware of their responsibilities for providing accurate information and that any inaccuracies may negatively impact the outcome of the application.
- ✓ Shall be aware that the Licensee's obligations under the Service Agreement are null and void if they knowingly provide any inaccurate, misleading or false material information. The Client's financial obligations remain.

Confidentiality

- ✓ Rest assured that all client's information is protected according to the CICC's Code of Professional Conduct and Canada's Privacy Laws.

We do not disclose the client's information to any third party, other than RCIC's agents and employees, without initial consent, except as demanded by law.

In summary, all documents and information that you provide shall remain strictly confidential.