



# Retainer Agreement

*RCIC Membership Number:* R411791

*File Number:*

## 1. Contact Information

Between Client(s)/Designate

AND

Regulated Canadian Immigration Consultant (RCIC)

Sabri M. Hassan

350 Scott St, Suite 207. St.Catharines, ON. L2N6T4  
905.685.5300, Fax 905.378.2819, s.hassan@sabriforimmigration.com

## 2. RCIC Responsibilities and Commitment

The Client(s) asked the RCIC, and the RCIC has agreed, to act for the Client(s) in the matter of

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In consideration of the fees paid and the matter stated above, the RCIC agrees to do the following:

*Additional pages attached, if necessary.*

### 3. *Client(s) Responsibilities and Commitment*

The Client(s) must provide, upon request from the RCIC:

- *All necessary documentation*
- *All documentation in English or French, or with an English or French translation*

*The member's obligations under the Retainer Agreement are null and void if the Client(s) knowingly provide(s) any inaccurate, misleading or false material information. The client's financial obligations remain.*

### 4. **Billing method**

The Client(s) will be billed by flat fee

The details of this billing method are as follows:

### 5. **Payment Terms and Conditions**

Professional Fees: \$

Other [e.g., disbursements, *courier fees*,  
*Incorporation fees*, etc.]: \$

Applicable Taxes [include registered tax  
numbers]: \$

*Government Fees*: \$

Total Cost: \$

*The above amount is to be paid by the Client(s) and is subject to change upon mutual agreement of both parties.*

### 6. **Payment Schedule**

Deposit: \$ (Paid at signing of contract)

Balance: \$ (Paid at time of filing)

*Special arrangements mutually agreed upon by the Client(s) and RCIC*

## **7. Refund Policy**

The Client(s) acknowledge that the granting of a visa or status and the time required for processing this application is at the sole discretion of the government and not the RCIC.

*If, however, the application is denied because of an error or omission on the part of the RCIC or professional staff, the RCIC will refund all professional fees collected.* The Client(s) agree that the fees paid are for services indicated above, and any refund is strictly limited to the amount of fees paid.

## **8. Dispute Resolution**

Please be advised that Sabri M. Hassan is a member in good standing of the Immigration Consultants of Canada Regulatory Council (ICCRC), and as such, is bound by its By-laws, Code of Professional Ethics, and associated Regulations.

In the event of a dispute, the Client(s) and RCIC are to make every effort to resolve the matter between the two parties. In the event a resolution cannot be reached, the Client(s) are to present the complaint in writing to the RCIC and allow the RCIC 60 days to respond to the Client(s). In the event the dispute is still unresolved, the Client(s) may follow the complaint and discipline procedure outlined by ICCRC on their website: <http://www.iccrc-crcic.ca/public/complaintsDiscipline.cfm>

*NOTE: All complaint forms must be signed.*

### **ICCRC Contact Information:**

Immigration Consultants of Canada Regulatory Council (ICCRC)  
5500 North Service Rd., Suite 1002  
Burlington, ON, L7L 6W6  
Toll free: 1-877-836-7543

## **9. Confidentiality**

All information and documentation reviewed by the RCIC, required by CIC and all other governing bodies, and used for the preparation of the application will not be divulged to any third party, other than agents and employees, without prior consent, except as demanded by law. *The RCIC, and all agents and employees of the RCIC, are also bound by the confidentiality requirements of Article 8.1 and 8.5 of the Code of Professional Ethics.*

*The Client(s) agrees to the use of electronic communication and storage of confidential information. The RCIC will use his/ her best efforts to maintain a high degree of security for electronic communication and information storage.*

## **10. Force Majeure**

*The RCIC's failure to perform any term of this Retainer Agreement, as a result of conditions beyond his/ her control such as, but not limited to, governmental restrictions or subsequent legislation, war, strikes, or acts of God, shall not be deemed a breach of this Agreement.*

## **11. Change Policy**

*The Client(s) acknowledge that if the RCIC is asked to act on the Client(s) behalf on matters other than those outlined above in this Agreement, or because of a material change in the Client(s) circumstances, or because of material facts not disclosed at the outset of the application, or because of a change in government legislation regarding the processing of immigration-related applications, the Agreement can be modified accordingly upon mutual agreement.*

## 12. Other

12.1 *In the event Citizenship and Immigration Canada (CIC) or Human Resources Skills and Development Canada (HRSDC) should contact the Client(s) directly, the Client(s) are instructed to notify the RCIC immediately.*

12.2 *The Client(s) are to immediately advise the RCIC of any change in the marital, family, or civil status or change of physical address or contact information for any person included in the application.*

12.3 *The Client(s) understand(s) that they must be accurate and honest in the information they provide(s) and that any inaccuracies may void this Agreement, or seriously affect the outcome of the application or the retention of any status they may obtain.*

12.4 *In the event of a joint retainer agreement, pursuant to Article 13 of the Code of Professional Ethics, the Client(s) understand that no information received in connection with the matter from one Client can be treated as confidential so far as any of the other Clients are concerned (Article 13.1.1) and that if a conflict develops that cannot be resolved, the RCIC cannot continue to act for both or all of the Clients and may have to withdraw completely (Article 13.1.2).*

## 13. Termination

13.1 *This Agreement is considered terminated upon completion of tasks identified under section 2 of this agreement.*

13.2 *This Agreement is considered terminated if material changes occur to the Client(s) application or eligibility, which make it impossible to proceed with services detailed in section 2 of this Agreement.*

13.3 *This Agreement may be terminated, upon writing, by the Client(s), at which time any outstanding fees or disbursements will be refunded by the RCIC to the Client(s) / any outstanding fees or disbursements will be remitted by the Client(s) to the RCIC.*

13.4 *Pursuant to Article 14 of the Code of Professional Ethics, this Agreement may be terminated, upon writing, by the RCIC, provided withdrawal does not cause prejudice to the Client(s).*

13.5 *This Agreement is subject to the laws in effect in the Province/Territory of Ontario, Canada.*

## 14. Validation

The Client(s) acknowledge that they have read this Agreement, understand it, have obtained such independent legal advice as they deem appropriate, have sought translation and agree to be bound by its terms.

*The Client(s) acknowledge that they have requested that the Agreement be written in the English language; Les parties reconnaissent qu'elles ont exigé que ce qui précède soit rédigé en anglais*

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
RCIC Signature

\_\_\_\_\_  
Date [day/month/year]

\_\_\_\_\_  
Date [day/month/year]

## 15. Attachments (as required)