

# HARVILAH OVERSEAS RECRUITMENT AND IMMIGRATION CONSULTANCY LTD

Registered Office: Port Talbot, South Wales, United Kingdom  
Companies House Reg. No: [insert] · Email: [insert] · Tel: [insert] · Web: [insert]

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Date: [insert date]

[Client Name]

[Client Address]

Dear [Client Name],

## **RE: IMMIGRATION ADVICE AND SERVICES — CLIENT CARE LETTER AND TERMS OF ENGAGEMENT**

Thank you for instructing Harvilah Overseas Recruitment and Immigration Consultancy Ltd (“the Company”, “we”, “us”) in connection with your immigration matter. This letter explains how we will act for you, the scope of our work, our fees and your rights. Please read it carefully, sign where indicated, and return one copy to us before we begin chargeable work.

### **1. Regulation**

Immigration advice and services are regulated activities under the Immigration and Asylum Act 1999. We are registered with the Immigration Advice Authority (IAA) at Level 1 (Immigration) [IAA registration number: insert]. We may only act within the level and categories of our registration.

### **2. Scope of your matter**

Your matter is: [describe application / service, e.g. Health and Care Worker visa – applicant side].

This is a Level 1 (Immigration) matter that relies on the straightforward presentation of facts against qualifying criteria. If, at any stage, your matter proves to be complex, involves a refusal, appeal, human-rights or protection element, or otherwise falls outside our Level 1 competence, we will stop work, refund any unearned fees, and refer you to a suitably qualified adviser or solicitor from our referral panel. You are free to instruct any other adviser at any time.

### **3. What we will do**

- Verify your identity and immigration status;
- Confirm your matter falls within our Level 1 scope (documented triage);
- Advise on eligibility, options and the supporting evidence required;
- Complete and submit your application from your instructions and documents;
- Carry out a pre-submission review and confirm the outcome to you in writing.

**We do not guarantee the outcome of any application. Decisions are made by the Home Office / UK Visas and Immigration, not by us.**

### **4. Your responsibilities**

- Providing full, accurate and truthful information and documents;
- Responding promptly to our requests so that deadlines are met;
- Paying our fees and any statutory charges when due;
- Informing us promptly of any change in your circumstances.

### **5. Our fees**

Our fee for this matter is a fixed fee of £[insert] as set out in our schedule of services, agreed before work begins. Our fees are separate from and exclusive of all statutory and third-party charges, including the Home Office application fee, the Immigration Health Surcharge, biometric enrolment, priority-service fees, translation and courier costs. Wherever possible you will pay statutory charges directly to the relevant authority so that we do not hold your money.

Fees are payable in stages, typically 50% on instruction and 50% on submission, invoiced with 7-day terms. If your matter ends before completion, we will promptly refund any part of the fee not yet earned. Fixed fees quoted to you will be honoured even if the work takes longer than expected, provided the matter remains within Level 1 scope.

## **6. Confidentiality and data protection**

We keep your information strictly confidential and process your personal data (including special category data commonly found in immigration files) in accordance with the UK GDPR and the Data Protection Act 2018. We are registered with the Information Commissioner's Office. We will not share your data with third parties without your consent, except where required by law.

## **7. Complaints and the IAA**

If you are unhappy with our service, please contact the Director, Damian Kene Nsugbe, in writing. We acknowledge complaints within 5 working days and respond substantively within 20 working days. You also have the right to complain to the Immigration Advice Authority at any time. Contact details for the IAA are available on request and on our website.

## **8. Professional indemnity insurance**

We hold professional indemnity insurance appropriate to our work; details are available on request.

## **9. Termination**

You may end this engagement at any time in writing. We may end it where, for example, continuing would breach our regulatory obligations, the matter falls outside our scope, or fees remain unpaid. On termination you are liable only for work properly done, and any unearned fees are refunded.

## **10. Governing law**

This engagement is governed by the law of England and Wales.

Yours sincerely,

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**Damian Kene Nsugbe, LL.B (Hons), BL**  
Director & IAA-Registered Adviser (Level 1)

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## **CLIENT ACCEPTANCE**

I confirm that I have read and understood this letter, including the scope of work, the fees and disbursements, and my right to complain to the IAA. I instruct the Company to act for me on these terms.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Client name: \_\_\_\_\_