

TERMS OF SERVICE

This is a client care letter setting out the basis of the relationship between yourself and HCI Consultants. As such it is a formal document and if you have any queries on the same, please do not hesitate to let us know as soon as possible. An accredited HCI Immigration Consultant will have responsibility for the day-to-day conduct of your matter. He will keep you informed of the progress of matters and if you have any queries, please let him know. If he is unable to receive your telephone call for any reason, he will get back to you as soon as it is possible.

CONFIDENTIALITY

Our services are fully confidential and we undertake to provide professional and confidential service to our client. In addition to securely protect clients' document in secure office cabinets, it is our company policy that only permitted members of the staff can access this information. As a positive duty under the Data Protection Act of 1998, the adviser and members of the company are not permitted to discuss the client's case with a third party or outside the office without a written consent from the client except compelled to do so in a case of legal obligation. Any breach of confidentiality will be treated very seriously in accordance with the law. The company is also registered with the Data Protection Act of 1990. Details of registration are as follows: Registration Number Z9054744; Security Number 10583224.

FEES:

OUR FEES

We work on a fixed fee basis and a scale of our fees was shown to you at the time of signing the initial letter of instruction.

INITIAL FEE

Our initial fee must be paid at the time of instructing us. However, if the fee is not paid within 7 days of your instructing us, we will remind you in writing to pay the fees. We reserve the right to cease action on your file 7 days after the date of reminding you in writing. Our initial fee is non-refundable. However, any disbursements paid may be refunded.

We may charge you extra for recovering outstanding payments, which are not paid within the time scale agreed with the client.

When your matter is resolved, your documents would not be released until an appropriate arrangement has been made to clear your account.

DISBURSEMENTS:

Charges will be made for any disbursements and expenses incurred in the conduct of your case by this Firm. VAT will be payable on such disbursement which attract this charge.

INDEMNITY INSURANCE

HCI Consultants has professional indemnity cover in place in respect of the work done on your matter in the sum of £2,500,000. It is believed that that the cover is reasonable in respect of work undertaken on this matter and accordingly we do not accept any liability should you make a claim against this firm for work undertaken on your behalf on this file in excess of our insurance cover.

TERMINATION

You may terminate your instructions to us in writing at any time but we will be entitled to keep all your papers and documents while there is money owed to us for our charges and expenses.

We may decide to stop acting for you only with good reason, for example, if you do not pay an interim bill or comply with our request for a payment on account. We must give you reasonable notice that we will stop acting for you.

If you or we decide that we will no longer act for you, you will pay our charges on an hourly basis and expenses as set out above.

STORAGE OF PAPERS AND DOCUMENTS

At the conclusion of your case we will keep all files and documents relating to the same for the time as required by Statute at no cost to yourself.

If we retrieve papers or documents from storage in relation to continuing or new instructions to act in connection with your affairs, we will not normally charge for such retrieval. However, We may charge for

reading, correspondence or other work necessary to comply with the instructions given by you or on your behalf.

PROCEDURE FOR SIGNPOSTING AND REFERRALS

HCI Consultants is registered at level 3 with the OISC enabling us to advise and represent you in most immigration matters including Asylum and Immigration Tribunal (AIT) appeal cases. However, if we are unable to handle your case, we will advise you accordingly during your first interview and in addition, we will refer you to an OISC immigration advisor or immigration solicitor who is competent to handle the case. We do not accept any fee for such referrals.

OUTCOME OF THE MATTER

We charge for the work carried out on the case irrespective of the outcome. We would try our best to get a favourable outcome on all matters. However, success is not guaranteed and outcome is dependent upon the merit of your case. We do not operate on a "no win no fee basis".

REPORT ON PROGRESS

HCI consultants will report at relevant times on the progress of the matter and will always try to keep the client informed of any unexpected delays or changes in the character of the work. The client may enquire at any time of the Advisor having conduct of the matter for a progress report.

HOW LONG WILL IT TAKE TO RESOLVE THE MATTER?

At this stage, we are unable to give you an exact time in which your matter will be concluded. The time taken varies depending upon your case and the complexity of the matter. You should be aware that the Home Office, British Embassies and High Commissions decide on cases according to their own time scales and we have no control over this.

INSPECTION OF FILES

As part of our continuing effort to improve our services to our clients, we may allow an independent quality assessor to inspect your files. As such inspection will be confidential; HCI Consultants will assume that the client is happy to permit such inspection unless the client notifies the Company in writing to the contrary. An official from OISC can also inspect the file to investigate a complaint where necessary for audits.

TRANSFER OF FILE

If you wish to instruct other Firms to deal with your matter, your file will only be transferred to your new representative upon the clearance of our outstanding fees.

FREE HELP AND ASSISTANCE

You should also be aware that Firms such as Citizens Advice Bureau, Law Centre and Immigration Advisory Service could provide you with advice and representation in immigration matters free of charge. If you wish to consult them, their number can be found in the Local Telephone Directory.

ENGAGING EXPERTS

HCI Consultants will only engage experts using objective criteria. In a situation where the client may have need for interpreters, medical attention/report, etc, HCI consultants will engage only professionals who are registered with a recognised accreditation body. Recognised bodies for interpreters include, The National Register for Public Service Interpreters, Metropolitan Police Test, Diploma in Public Service Interpreting, other regulatory bodies that we may use include the General Medical Council and The Nursing and Midwifery Council. It is also our company policy not to engage the services of the client's family member or friend in order to avoid a conflict of interest in providing a professional service.

COMPLAINTS

HCI Consultants is a profit-making organisation. It is our goal to provide a high quality service to all our clients. If you are unhappy with any aspect of our services, please do not hesitate to contact me in person at our office, in writing addressing it to the Managing Consultant, by telephone on 0870 446 0552 or by email at eustace@hciconsultants.co.uk. I will endeavour to address your concerns in writing within 48 hours.

If you are not satisfied with the explanation provided, then you should ask us for a complaint form, which you can complete and return to us. Once the completed form has been returned to us, it would be forwarded to an independent Complaint's investigator who would investigate your complaint. The independent investigator will contact you in writing within 5 working days after studying your case.

Alternatively, you can make your complain directly to the OISC, who regulates all Immigration Advisors, by completing the OISC complaint's form. This form is available in a range of languages on the website, www.oisc.gov.uk office of any regulated adviser or community advice organisations. You can also make your complain in person to the OISC office, on 5th Floor, Counting House, 53 Tooley Street, London, SE1 2QN or by email at info@oisc.gov.uk.

We hope that by instructing us, you agreed to this terms of service and that we have addressed your immediate queries about the day-to-day handling of your work. This is an important document; please download or request for copy to be sent to you and keep it in a safe place for future reference.

Yours sincerely,

HCI IMMIGRATION CONSULTANTS
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