

RETAINER AGREEMENT

This Retainer Agreement is made between:

Last name: _____
First Name: _____
Mailing address: _____
Telephone number: _____
Email Address: _____
(referred to as the "CLIENT")

And

Regulated Canadian Immigration Consultant (RCIC) **Ahmed Elzoghbi** R705691 (the "RCIC"), located at Suite: 1100- 1200 McGill College Ave Montreal, QC H3B 4G7.

WHEREAS the RCIC and the Clients wish to enter into a written agreement which contains the agreed-upon terms and conditions upon which the RCIC will provide his/her services to the Clients. AND WHEREAS the RCIC is a member of Immigration Consultants of Canada Regulatory Council (the "Council"), the regulator in Canada for immigration consultants; IN CONSIDERATION of the mutual covenants contained in this Agreement, the parties agree as follows:

1. Definitions

The terms "Council", "Disbursement" and "RCIC" shall have the meaning given to such terms in the Retainer Agreement Regulation and By-law of the Council.

2. RCIC Responsibilities and Commitments

The Clients asked the RCIC, and the RCIC has agreed, to act for the Clients in the matter of creating an application for temporary residence visa.

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

- a) Assess the Clients' qualification
- b) Preparation, submission and update of a single application for Canadian temporary residence visa.
- c) Advise the Clients with respect of the Canadian Immigration law
- d) Provide the Clients with a checklist of information and documents required in support of applications

- e) Conduct final review of the Clients' applications and related forms, supporting documents and Canadian Government processing fees
- f) Submit the Clients' application packages to the appropriate IRCC Visa Office and verify their arrival
- g) Prepare detailed letters of submission, addressed to the appropriate IRCC Visa Office, outlining the Clients' qualifications and supporting the Clients' candidacy for a Canadian Visa
- h) Keep the Clients updated on any progress on the Clients' case and respond to all reasonable requests from and/or on behalf of the Clients
- i) Intervene with Canada's authorities in the event of any problems related to the processing of the applications
- j) Handle all correspondence with IRCC on the Clients' behalf in respect to the Clients' applications
- k) RCIC's obligations still valid until the final disposition of the submitted application or until the Client receives a decision for temporary residency application "Visit" or for a period of one (1) year from the execution of this Contract, whichever occurs earlier.

3. Clients' Responsibilities and Commitments

3.1 The Clients must provide, upon request from the RCIC:

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

3.2 The Clients understand that they must be accurate and honest in the information they provide 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. The RCIC's obligations under the Retainer Agreement are null and void if the Clients knowingly provide any inaccurate, misleading, or false material information. Clients' financial obligations remain.

3.3 In the event Immigration, Refugees and Citizenship Canada (IRCC) or Employment and Social Development Canada (ESDC) should contact the Clients directly, the Clients are instructed to notify the RCIC immediately.

3.4 The Clients 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.

3.5 In the event of a Joint Retainer Agreement, the Clients 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 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.

4. Billing method

The Clients will be billed based on a flat fee with payments by milestones. Taxes are extra where applicable.

5. Professional fees

The Client agrees to pay to Immigration Zoghbi Inc. the amount of **USD 980** on account as per the following schedule:

- The sum of **USD 490** immediately upon execution of this agreement by the Client.
- The sum of **USD 490** immediately before confirming that the application is ready to be submitted to the visa office or embassy.

6. Payment methods

Amounts are paid by credit card or wire bank transfer to the account below. **It is the client's responsibility to ensure that the amount is deposited in full.**

Beneficiary: Immigration Zoghbi Inc.

Bank Name: Royal Bank of Canada

Routing number (for payment from US): 021000021

Transit No: 02301

Institute No: 003

Account No: 1002872

Swift code: ROYCCAT2XXX

Bank address: 3100 Boulevard le Carrefour, Laval, QC H7T 2K7

The client can choose an alternative way to pay using Western Union, or by Check If in Canada.

7. Refund Policy

The Clients 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. Furthermore, the Clients acknowledge that there shall be no refund due if, through no fault of the RCIC, the Application is not submitted, not accepted, terminated, withdrawn or cannot proceed due to reasons relating to government policy (including any Ministerial

Instructions), a change in law, regulation or selection criteria and/or if the Client fails to adequately support all qualifications claimed. In addition, the Client also acknowledges that there shall be no refund due if the Client's Application is refused, rejected, withdrawn or cannot proceed due to reasons related to health, criminality/security or if the Client voluntarily withdraws the Application. In any event, the RCIC total liability under this Agreement is limited to any Professional Fees paid by the Client to the RCIC.

In the event the Client are unable to contact the RCIC and has reason to believe the RCIC may be dead, incapacitated, etc., the Clients should contact ICCRC.

8. Dispute Resolution Related to the Code of Professional Ethics

In the event of a dispute related to the Code of Professional Ethics, the Clients and RCIC are to make every effort to resolve the matter between the two parties. In the event a resolution cannot be reached, the Clients are to present the complaint in writing to the RCIC and allow the RCIC **30 days** to respond to the Clients. In the event the dispute is still unresolved, the Client may follow the complaint and discipline procedure outlined by the Council on their website under the heading "File a Complaint".

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 IRCC 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 of the Code of Professional Ethics.

Clients agree to the use of electronic communication and storage of confidential information. The RCIC will use his 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 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 Clients acknowledge that if the RCIC is asked to act on the Clients' behalf on matters other than those outlined above in this Agreement, or because of a material change in the Clients' 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.

12. Termination

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

12.2 This Agreement is considered terminated if material changes occur to the Clients' application or eligibility, which make it impossible to proceed with services detailed in section 2 of this Agreement.

12.3 This Agreement may be terminated, upon writing, by the Clients, at which time any outstanding fees or Disbursements will be refunded by the RCIC to the Clients/any outstanding fees or Disbursements will be remitted by the Clients to the RCIC.

12.4 Pursuant to Article 11 of the Code of Professional Ethics, this Agreement may be terminated, upon writing, by the RCIC, provided withdrawal does not cause prejudice to Clients.

14. Governing Law

This Agreement shall be governed by the laws in effect in the Province of Quebec, and the federal laws of Canada applicable therein and except for disputes pursuant to Section 8 hereof, any dispute with respect to the terms of this Agreement shall be decided by a court of competent jurisdiction within the Province of Quebec.

15. Miscellaneous

15.1 The Clients expressly authorize the RCIC to act on their behalf to the extent of the specific functions which the RCIC was retained to perform, as per Section 2 hereof.

15.2 This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements, understandings, warranties, representations, negotiations and discussions, whether oral or written, of the parties except as specifically set forth herein.

15.3 This Agreement shall be binding upon the parties hereto and their respective heirs, administrators, successors and permitted assigns.

15.4 This Agreement may only be altered or amended when such changes are made in

writing and executed by the parties hereto.

15.5 The provisions of this Agreement shall be deemed severable. If any provision of this Agreement shall be held unenforceable by any court of competent jurisdiction, such provision shall be severed from this Agreement, and the remaining provisions shall remain in full force and effect.

15.6 The headings utilized in this Agreement are for convenience only and are not to be construed in any way as additions to or limitations of the covenants and agreements contained in this Agreement.

15.7 Each of the parties hereto shall do and execute or cause to be done or executed all such further and other things, acts, deeds, documents and assurances as may be necessary or reasonably required to carry out the intent and purpose of this Agreement fully and effectively.

15.8 The Clients acknowledge that they have had sufficient time to review this Agreement and have been given an opportunity to obtain independent legal advice and translation prior to the execution and delivery of this Agreement. In the event the Clients did not seek independent legal advice prior to signing this Agreement, they did so voluntarily without any undue pressure and agree that the failure to obtain independent legal advice shall not be used as a defense to the enforcement of obligations created by this Agreement.

15.9 Furthermore, the Clients acknowledge that they have received a copy of this Agreement and agree to be bound by its terms.

15.10 The Clients 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.

IN WITNESS THEREOF this Agreement has been duly executed by the parties hereto on the date first above written.

Signature of Client

Date

Signature of RCIC

Tel: 514-316-8006

Email: a.zoghbi@canadazi.com

Website: www.Canadazi.com

Date