

Up Immigration

Service Agreement - Immigration Services

This Service Agreement is made this June 03 2025 between Regulated Canadian Immigration Consultant (RCIC) Larissa Castelluber R710678, (the "RCIC"), located at 27-30930 Westridge Place, Abbotsford, BC, V2T 0H6, and Universal Church (the "Client"), located in Canada.

WHEREAS the RCIC and the Client wish to enter into a written agreement that contains the agreed-upon terms and conditions upon which the RCIC will provide his/her services to the Client.

AND WHEREAS the RCIC is a licensee of the College of Immigration and Citizenship Consultants ("the College"), the regulator in Canada for immigration consultants;

IN CONSIDERATION of the mutual covenants contained in this Agreement, the parties agree as follows:

1. Definitions and Compliance

1.1 The terms set out in this Service Agreement have the meaning given to such terms in the Service Agreement Regulation and By-law of the College, as amended from time to time.

1.2 This agreement complies with the Service Agreement Regulation and the Code of Professional Ethics established by the College of Immigration and Citizenship Consultants (CICC). Clients may access the latest regulations at the CICC Website.

2. RCIC Responsibilities and Commitments

2.1 Service Overview

2.1.1 The Client has requested that the RCIC act on the Client's behalf in the matter of Immigration Services, and the RCIC has agreed. In consideration of the fees paid and the matter stated above, the RCIC agrees to do the following:

2.1.1.1 Assess the Client's Qualifications

2.1.1.2 Advise the Client with respect to Canadian Immigration Law

2.1.1.3 Instruct the Client about the steps to be taken

2.1.1.4 Provide the Client with a checklist of information and documents required in support of the application

2.1.1.5 Guide the Client through the application process and review all documents to ensure consistency and accuracy

2.1.1.6 Complete the application forms to ensure that they accurately reflect the client's qualifications and details as provided by the client

2.1.1.7 The RCIC commits to providing the Client with quality immigration services and to adequately supervise any person who assists in delivering these services

2.1.8 Cross-check documents against application forms to ensure consistency

2.1.1.9 Conduct a final review of the Client's Application and related forms, supporting documents, and Canadian Government processing fees

2.1.1.10 Submit the Client's application online

2.1.1.11 Provide the Client with his/her application number

2.1.1.12 Keep the Client updated on any progress on the Client's case and respond to all reasonable requests on behalf of the Client

2.2 Timelines and Expedited Services

2.2.1 The RCIC will begin processing the application within five (5) business days of receiving all required documents and information from the client. The preparation of the application, including completion of forms and document review, typically requires approximately seven (7) business days. Clients needing expedited service applications less than ten (10) business days may request it for an additional rush fee of CAD \$200. The availability of expedited service will depend on the RCIC's capacity at the time of request.

2.3 Eligibility Confirmation

2.3.1 Up Immigration offers an optional, fully deductible consultation to confirm the Client's eligibility before proceeding. If the Client opts out, eligibility will be assessed upon receipt of all required documents.

2.3.2 If the Client is found ineligible, Up Immigration will retain a \$150 processing fee for administrative costs, and any remaining payments will be refunded in full, excluding non-refundable government fees if already paid. By proceeding without a consultation, the Client accepts the risk of ineligibility and the associated refund policy.

3. Client Responsibilities and Limitations

3.1 These are outside the consultant's scope of practice:

3.1.1 Legal representation in Canadian courts or tribunals.

3.1.2 Assistance with translation or certification of documents.

3.1.3 Applications for services unrelated to immigration.

3.1.4 Any tasks beyond the scope explicitly agreed upon in Section 2 unless additional fees and services are

documented in writing and approved by both parties.

3.2 Client Responsibilities

3.2.1 The client is responsible for providing all requested documentation accurately and on time, adhering to any deadlines set by the RCIC or government authorities.

3.2.2 Failure to comply with deadlines or provide accurate documentation may result in delays or termination of this agreement.

3.3 Authorized Individuals

3.3.1 The RCIC is the sole individual authorized to manage and provide updates regarding the client's file. Any future authorization of additional individuals must be communicated in writing, including their full name and the extent of their access.

3.3.2 The client has not provided any specific additional instructions at this time. Any future instructions, including the authorization of additional individuals, must be communicated to the RCIC in writing and may require an amendment to this agreement.

3.4 Indemnity Clause

3.4.1 The client agrees to indemnify and hold the RCIC harmless from any claims, damages, or losses arising from the client's provision of false or incomplete information, or from decisions made by government authorities outside the RCIC's control.

4. Operational and Communication Standards

4.1 Force Majeure

4.1.1 The RCIC is not responsible for delays or failures in service delivery caused by events beyond their reasonable control, including but not limited to natural disasters, strikes, or changes in government policy.

4.2 Communication Protocols

4.2.1 The RCIC will respond to client inquiries within two business days via email or phone unless otherwise specified.

4.2.2 Urgent requests must be flagged for priority handling, and the RCIC will make reasonable efforts to accommodate such requests.

4.2.3 Updates about the application process will be provided at key milestones or upon significant changes in status.

4.3 Language of Services

4.3.1 The RCIC will provide services in English, as agreed upon with the Client. Communication in other languages may also be facilitated upon mutual agreement.

5. Payment Conditions

5.1 Payment Terms and Conditions

Professional Fees	CAD \$25,800
Applicable Taxes (5% GST)	CAD \$1,185
Government Fee	CAD \$6,680
Biometrics Fee	CAD \$0
Subtotal (before discount and GST deduction)	CAD \$33,665
Discount	CAD \$4,100
Total (GST \$980)	CAD \$29,360

5.2 Services

Service	Quantity	Rate	Amount
LMIA Exempt	11	\$1,000	\$11,000.00
LMIA Exempt - Gov Fee	11	\$230	\$2,530.00
Closed Work Permit	11	\$700	\$7,700.00
Closed Work Permit - Gov Fee	11	\$155	\$1,705.00
Open Work Permit	9	\$500	\$4,500.00
Open Work Permit - Gov Fee	9	\$255	\$2,295.00
Study Permit	1	\$500	\$500.00
Study Permit - Gov Fee	1	\$150	\$150.00
Immigration Consultation	12	\$175	\$2100
			\$32,480

5.3 Payment Plan

Due Date	Amount	Remaining
Oct 16 2025	\$2,000	27,360
Nov 01 2025	\$2,000	25,360

Dec 01 2025	\$2,000	23,360
Jan 2 2026	\$2,000	21,360
Feb 1 2026	\$2,000	19,360
Mar 1 2026	\$2,000	17,360
Apr 1 2026	\$2,000	15,360
May 1 2026	\$2,000	13,360
Jun 1 2026	\$2,000	11,360
Jul 1 2026	\$2,000	9,360
Aug 1 2026	\$2,000	7,360
Sep 1 2026	\$2,000	5,360
Oct 1 2026	\$2,000	3,360
Nov 1 2026	\$2,000	1,360
Dec 1 2026	\$1,360	0

5.3.1 Payments under the plan must be made on the first day of each month.

5.3.2 The client acknowledges that failure to make a payment by the due date may result in the suspension of services until payment is received.

5.4 Refund Policy

5.4.1 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.

5.4.2 Refunds are determined based on the stage of service completion at the time of termination. All refund calculations exclude administrative costs and any government fees already paid to authorities. Government fees are refundable only if they have not yet been submitted.

5.4.2.1 Document Gathering: Once the contract is signed and the initial payment is made, the Client is considered to be in the Document Gathering stage. If the agreement is terminated, 50% of the total fees will be refunded, minus administrative costs.

5.4.2.2 Application Preparation: This stage begins once all required documents are received. If the agreement is terminated at this stage but before submission, 30% of the total fees will be refunded, minus administrative costs.

5.4.2.3 Application Submission: Once the application is submitted to the government, no refund will be issued, including any government fees already paid.

5.4.3 Refunds will be processed within 30 days from the date of written confirmation of termination.

5.4.4 A detailed breakdown of the fees and their allocation will be provided upon request.

6. Dispute Resolution Procedure

6.1 Complaints and Resolution

6.1.1 In the event of a dispute related to the Professional Services provided by the RCIC, the Client and RCIC are to make every reasonable effort to resolve the matter between the two parties.

6.1.2 The RCIC will respond to any written complaint within 30 days of receipt. If the issue remains unresolved, the client may contact the complaint to the College of Immigration and Citizenship Consultants (CICC) at <https://college-ic.ca/>.

6.2 Escalation to CICC

6.2.1 Clients with a concern about the RCIC's compliance with the Code of Professional Conduct, may file a formal complaint with the College of Immigration and Citizenship Consultants (CICC). Details about the complaints process are available at: <https://college-ic.ca/protecting-the-public/complaints-process>.

7. Confidentiality and Data Protection

7.1 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 of the RCIC, without prior consent, except as demanded by the College or required under 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.

7.2 The RCIC will handle all personal data in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable privacy laws.

8. Termination of Representation

8.1 The Client may discharge representation and terminate this Agreement, upon writing, at which time any outstanding or unearned fees or Disbursements will be refunded by the RCIC to the Client and/or any outstanding fees or Disbursements will be paid by the Client to the RCIC.

8.2 Pursuant to Article 11 of the Code of Professional Ethics, the RCIC may withdraw representation and terminate this Agreement, upon writing, provided withdrawal does not cause prejudice to the Client, at which time any outstanding or unearned fees or Disbursements will be refunded by the RCIC to the Client and/or any outstanding fees or Disbursements will be paid by the Client to the RCIC.

8.3 In the event the RCIC becomes incapacitated, deceased, or otherwise unable to provide services under this

agreement, the RCIC will ensure minimal disruption to the client's case. The client will be notified promptly, and their file will be securely transferred to another licensed RCIC or trusted representative.

09. Contact Information

Client Information

Company name: Universal Church

Contact Person: Margarida Pacheco

Address: 2420 Dufferin St, Toronto, ON - 2420 - York - CEP: M6E 3S8

Phone number: 416-550-8210

Email: mzp@universal.org

RCIC Information

Larissa Castelluber R710678

27-30930 Westridge Place, Abbotsford, BC V2T 0H6

Phone: +1 (672) 588-1360

Email: Larissa@upimmigration.ca

IN WITNESS THERE OF this Agreement has been duly executed by the parties here to on the date first above written.