



CLIENT CARE LETTER

Date:

Dear Client,

Your Immigration matter

This is a client care letter which we are obliged to issue to you. It contains important terms such as fees, our services and your instructions. If you can kindly read through this letter carefully. If you are satisfied with the terms, then please sign and date one copy and return it to us via email for file keeping. Alternatively, you may wish to simply confirm the terms in an email addressed to your caseworker. If you have any questions, please contact us.

WorkPermitCloud Limited is regulated by the Office of the Immigration Services Commissioner (OISC). Our company accreditation number is F202100311.

Level of advice

We are authorised to provide immigration advice and services at OISC Level 1. At WorkPermitCloud Limited, we specialise in Human Resource Management, Recruitment Services, Sponsorship License Applications, compliance and Work Visa applications. We cover the following related immigration work:

- Skilled Work Visa (Previously known as Tier 2 General PBS)
- Temporary Visa (Previously known as Tier 5 General PBS)
- Global Talent Visa
- Health and Care Worker

Relating to these categories, we assist with:

- Extensions
- Family dependents
- Settlement applications
- Naturalisation
- British Nationality

We are not permitted to assist you with any complicated immigration matters, administrative reviews, appeals, applications outside the immigration rules.

Signposting and referrals

If your matter does not fall within the OISC level 1 permitted work we will notify you and refer you to a higher-level advisor 2 or 3 or a solicitor who can assist you.

Your Instructions

You contacted and attended our office regarding your interests in applying for a **Sponsor License**. You confirmed that you are the Director/Manager of a business based and operating in the UK. You further confirmed that you will be the named authorizing officer. You stated as your company have plans to expand this year you are looking for skilled staff to join your business. You confirmed that you have never been declared bankrupt, have no criminal convictions and you have not changed your organisation name in the last 3 years. You finally confirmed that you wish to instruct our office to prepare a Sponsor License application on your behalf.

Our Advice

We advised you that we will prepare an application for a sponsor license.

We advised the Home Office application fee is **£536.00 or £1476.00** depending on the size of your business. Please note that our fee does not include the Home Office's fees or Priority Service fees that you may wish to take. You shall be required to provide payment directly to the Home Office at the time of submitting your application.

We advised that the processing times for your application are dependent on the current Home Office's current processing times. We shall advise you of the Home Office's up to date processing times directly.

Work we will do

We advised you that we will prepare the Home Office Sponsor License online application and complete the details that we have from you. We advised that we may request copies of your supporting documents for the purpose of the application.

Person dealing with your case

At WorkPermitCloud Limited, Mr Md Lutfur Rahman shall be dealing with your case. However, it may be necessary for other staff members of WorkPermitCloud Limited to assist from time to time.

Report on progress

You can track the progress of your case by using your organisation WPC HRMS login credentials which were emailed to you. Please visit <https://www.workpermitcloud.co.uk/check-organization-status> to track the progress of your application. We will use our best endeavors to keep you informed and keep you informed of any unexpected delays.

Standards of Service

WorkPermitCloud Limited is committed to provide all its clients with professional and high-quality client care services. We want our clients to be 100% satisfied by the quality and efficiency of our service. If we fail to provide this to you, we would like you to inform us so we can try and resolve any issues you may encounter.

Professional Fees:

We agreed that a fixed fee of **£1500.00 plus VAT** shall be applicable to your case if you treated as a small company in terms of number of employees, asset value and yearly turnover as defined by the Home Office time. However, if your organisation is treated as mid to large sized organisation you need to pay **£3000.00 plus VAT**. The fee will be made payable prior to any work being made on your matter. An invoice will be issued once your instructions have been confirmed. We politely ask that the invoice is cleared within 5 working days to avoid any delays in your matter.

Complaints procedure

If at any stage you have any concerns regarding the conduct of your case, please raise them with Mr Md Lutfur Rahman, preferably in writing details are:

Name:	Mr. Md Lutfur Rahman
Company Name:	WorkPermitCloud Limited
Domain Name:	https://www.workpermitcloud.co.uk
Email Address:	lutfur@workpermitcloud.co.uk
Address:	2nd Floor, 112-116 Whitechapel Road, London E1 1JE
Telephone:	0208 087 2343
Mobile:	07968189454
Emergency No:	079438 08795

Please let us know if you would like full details of our complaint's procedure. If we are unable to resolve matters to your satisfaction or you wish to pursue your complaint through other channels, you are entitled to contact the OISC at any time. The OISC is the public body, which regulates immigration advice and services within the UK. Their details are:

The Office of the Immigration Services Commissioner	
Address:	5th Floor, 21 Bloomsbury Street, London WC1B 3HF
Email:	info@oisc.gov.uk
Enquiries:	0345 000 0046
Website:	www.oisc.homeoffice.gov.uk

Your file

The OISC requires us to keep a copy of your case file for up to six years after your case is closed. After that this may be destroyed, unless you make arrangements to collect it from us thereafter. Unless you specifically tell us otherwise, your file may be reviewed by the OISC in the course of their duties. If you have any concerns about this, please discuss this with me.

Office hours:

Our office is open from **09:00 am to 19:00pm** on (Monday – Thursday). Our staff work remotely on Fridays from **09:00 am to 19:00pm**.

Covid-19

WorkPermitCloud Limited is closely monitoring the impact of Coronavirus (COVID – 19) on both UK residents and globally and we are following the advice of the World Health Organisation (WHO) and Central Government in order to protect our staff and ensure that we continue to support our clients.

The safe guarding of our staff and clients is of principal importance and we are providing regular updates to them on both the situation and the precautions to take including hygiene, travel and agile working advice.

WorkPermitCloud Limited already operates and promotes agile working within the team our IT infrastructure means that our directors and staff are able to work remotely – ensuring that the services that we offer are disrupted to a minimum.

Change of Circumstances:

It is important that you make sure that you keep us informed of any change in your circumstances. This includes any change to your address, email, telephone number. We cannot be held responsible if you do not make us aware of such changes, we may be unable to contact you.

Termination:

If at any time you wish to terminate your instructions, please let us know. All original documents will be returned/deleted with your consent. If we are unable to continue with work on your matter due to conflict of interest then we shall notify you in writing with reasons.

Confidentiality:

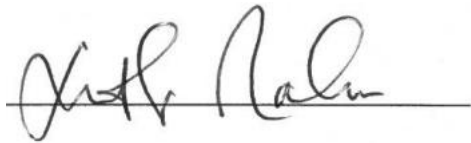
An OISC Level 1 Advisor has a professional obligation to keep client's information strictly confidential. Therefore, information you give us will be treated in strict confidence. We will only give out the kind of information to the relevant authorities who we know will assist with your case and enable them to carry out their function. However, you should be aware that this obligation is subject to a statutory exception as we a qualified person, under a legal and professional duty to disclose any suspicion of money laundering to the appropriate authorities. Where we know or suspect that a transaction on behalf of a client involves money laundering we may be required to make a money laundering disclosure. Please note that OISC may examine client's files as part of its regulatory function.

Equality and diversity Services:

WorkPermitCloud Limited does not discriminate against clients on the following grounds: Race, Gender, Age, Nationality, Faith, Sexual Orientation, Physical ability. We are committed to providing equality of service to all our clients and to treat them fairly and without prejudice regardless of personal views.

Finally, we would like to thank you for instructing us.

Yours sincerely,



Mr. Md Lutfur Rahman
WorkPermitCloud Limited

By signing, you agree to fees and the terms of this client care letter.

Client Name:

Client Signature: _____

Date: ____/____/____

Once you have carefully read the Client Care Letter and signed this page, we politely ask
that you return a copy of this document to us for filing, either by email at

sales@workpermitcloud.co.uk or to our postal address

WorkPermitCloud Limited, 2nd Floor, 112-116 Whitechapel Road, London, E1 1JE.