



CLIENT SERVICE AGREEMENT

A. THE AGENT

B. THE CLIENT

Name:	Azadeh Ghorashi	Client Name:	Neda
MARA Registration No:	1573151	Client Email:	azadeh.ghorashi@gmail.com
ABN No.:	98 192 823 735	Client Phone:	09125487345
Email:	info@azzyimmi.com	Spouse Name:	
Phone:	+61 452 477 750	Spouse Email:	
Business Name:	Azzy Immigration	Spouse Phone:	
Business Address:	32B Duff St. Turramurra 2074 Sydney/NSW/Australia	Address:	Evin, No 110

C. SUBJECT OF AGREEMENT AND CHARGES

Subject of Agreement:	Assessment and Skill Visa Application for Application
Additional Conditions:	N/A
Payment Schedule:	Stage of Work:

D. TERMS AND CONDITIONS

E.

The terms and conditions of this agreement are set out below. M have read and understood the conditions before entering into the you wish to seek independent legal advice about this agreement, so before signing this agreement. By signing the bottom of all 3 copies of this agreement, you are indicating that you have read and committed to the terms.

1 TERMS AND CONDITIONS

1.1 APPOINTMENT OF AGENT

The Client appoints the Agent to represent the Client and to perform the services described in Clause "C" of this agreement. The client authorizes the Agent or any related body corporate to review the client's file at any time for quality control or any other reason necessary for the proper conduct of the visa application.

1.2 CODE OF CONDUCT (THE CODE)

1.2.1 The Code is intended to regulate the conduct of registered migration agents by introducing a proper standard for the

conduct of business as a registered migration agent. establishes the minimum attributes a person must demonstrate to perform as a migration agent.

1.2.2 The Agent agrees to provide a Client

immediately on request. It is available at www.themara.com.au. If the Code is inconsistent with this agreement, the Client agree to vary this agreement to the new Code.

Signed by the Registered Migration Agent:

Signed by the Client:

Date: __ / __ / 20__

Date: __ / __ / 20__



1.3 SERVICES TO BE PROVIDED

- 1.3.1** Provide frank and candid advice regarding the prospects of success (An agent must not guarantee the success of an application. If you believe you have been guaranteed success then do not sign this agreement and discuss with your agent before proceeding.) Provide advice relating to the Client's migration goals and their choice of visa category.
- 1.3.2** Analyse current Immigration Law relating to the nominated visa category or review application.
- 1.3.3** Assist in the completion and/or checking of relevant application forms. Provide advice and assistance relating to documentation required to support the application. Prepare any necessary supporting submissions to the relevant Assessing Authority, Department or review body.
- 1.3.4** Submit the application to the relevant Assessing Authority, Department or review body for processing as soon as possible. Wherever possible, supply any further documentation or information requested by the Department on receipt of documents from the Client.
- 1.3.5** Keep the Client fully informed of all developments concerning the progress of the application.
- 1.3.6** Promptly advise the Client of any communications from the Department or review body and advise the Client promptly of the outcome of the application.

1.4 WHO WILL PERFORM THE WORK

All immigration assistance will be provided by the responsible Agent designated in clause "A" on the first page of this agreement, administrative services may be provided by other staff. The Responsible Agent will properly supervise the work carried out by any staff working for the Agent.

1.5 THE AGENT GUARANTEES THAT HE OR SHE:

- 1.5.1** Is registered with the Migration Agents Registration Authority and maintains the required level of Professional Indemnity Insurance.
- 1.5.2** Will act in accordance with the law and in the best interests of the Client.
- 1.5.3** Will, on request, provide the Client with a copy of their application and any related documents.
- 1.5.4** Will rectify any failure caused by the negligence of the Agent at no further charge of Professional Fee.

1.6 THE CLIENT AGREES THAT:

- 1.6.1** The Agent is able to advise the Client about immigration law at a particular point in time but is unable to predict future changes in the law and the client acknowledges that any changes in law, regulation policy or procedure are beyond the Agents control. The final decision on an application submitted to the authorities is beyond the Agent's control as is any change in legislation, regulation, policy or procedure. The Agent has not guaranteed the success of any application. The Agent will not be liable for any loss, delay, lost eligibility, etc. arising from changes to the law affecting the Client's case.

- 1.6.2** The Client will respond promptly to requests by the Agent for

further information or documents and will hold the Agent responsible for the Client's failure to promptly provide documents.

- 1.6.3** The Agent will be under no obligation to process the Client's application to the Department until payment has been made in full and is payable at that stage.

- 1.6.4** All information provided to the Agent shall be to the Client's knowledge and sole reliance, current and that all documents supplied are authentic.

- 1.6.5** The Client will, during the process, notify the Agent of any material changes in circumstances of the client or their family.

- 1.6.6** If the Agent has advised the Client that, in the Agent's opinion, an application will be grossly unfounded; the Client's acknowledgement of the receipt of the application notwithstanding the advice, the Client still wants the Agent to lodge the application.

1.7 PAYMENT OF FEES AND DEPOSIT

- 1.7.1** The client will pay all fees and charges in accordance with this agreement as and when they become due.

- 1.7.2** The Agent, the Firm or other associated entity shall not commence work on any application until the professional fees are received in full or by instalment payment according clause of this agreement.

1.8 TERMINATION OF AGREEMENT

- 1.8.1** The Client may terminate this agreement at any time. The Client acknowledges that termination of the professional fee paid to the Agent or the associated entity, under any circumstances, shall be justifications by the Client.

- 1.8.2** The Firm will only refund fees which have been received but not paid to the Government Department or authorities.

- 1.8.3** In case of Termination the Client is not entitled to any fees for the future stages which have not yet been initiated yet.

- 1.8.4** In circumstances where there is delay in the client to supply all necessary documents for the preparation and filing of a visa application, the Agent shall be entitled to issue a final invoice for the professional fees whether or not a visa application has been filed for the total amount of the fees without supply of requested documents. The delay in explanation shall constitute delay).

- 1.8.5** The Agent may terminate the agreement at any time with written notice to the Client. If the Agent terminates the agreement, they shall be bound by the requirements of the Code.

- 1.8.6** The Agent must terminate the agreement if a conflict of interest listed in Part 1.8.6 arises. In this case the Agent shall advise the Department that they no longer

and will advise the Client about agent.

1.8.7 When the agreement is terminated with

Signed by the Registered Migration Agent:

Signed by the Client:

Date: __ / __ / 20__

Date: __ / __ / 20__

Address: 31/1-3 Duff St., Turrumurra 2074, NSW, Australia
Email: info@azzyimmi.com Mob: +61 (0) 452 477750 Office: +61 (02) 89



- the Client's file in accordance with Part 10 of the Code. **2.2**
- 1.8.8** The Agent will terminate this agreement immediately upon becoming aware the client has knowingly supplied false or

fraudulent material as part of the application.

1.9 RETENTION OF DOCUMENTS AND CONFIDENTIALITY

- 1.9.1** The Firm agrees to keep all documents provided by the Client until the earlier of 7 years after the date of the last action on the file for the Client.
- 1.9.2** The Agent will preserve the confidentiality of the Client. The Agent will not disclose or allow to be disclosed confidential information about the Client or the Client's business without the Client's written consent, unless required by law. The Client authorises the Agent, the Firm or other associated entity to use all information about the client for the purposes of assessing the client's credit worthiness or for furthering the client's application as required. The Client authorises the Agent, the Firm or other associated entity to disclose any and all information concerning the client in circumstances of default of payment of the Agent's, Firm's or associated entity's fees, to credit reporting agencies and credit providers. The client consents to disclosure and this consent is consent for

disclosure under the provisions of the Privacy Act 1988.

1.10 RESOLUTION OF DISPUTES

- 1.10.1** If a dispute arises—out of or relating to this agreement, or the breach, termination,—the parties agree to discuss the dispute with the aim of reaching an agreement that is acceptable to both sides.
- 1.10.2** The agreement will be documented in writing, dated and signed by both the Agent and the Client. If one party requests an opportunity to discuss the dispute, the parties should attempt to reach an agreement within 21 days of that request (or a longer period if agreed between the parties).
- 1.10.3** If the parties cannot reach an agreement within 21 days, the parties agree to refer the dispute to the Australian Commercial Disputes Centre (ACDC) for final settlement by a single arbitrator appointed in accordance with the Rules of the ACDC, or by another dispute resolution process suggested by ACDC and accepted by the parties. It is expected that any fees payable to ACDC or to the person appointed by ACDC will be paid by the parties equally. If the parties have been unable to resolve their dispute through ACDC, either party may commence Court proceedings but not before the expiry of 28 days from the date of referral to ACDC.

2 PROFESSIONAL SERVICE FEE

- 2.1** The final balance of fees are due and payable by the client once the clients applications is ready for filing and the agent notifies the client of same. Such invoices in total not to exceed the agreed professional fees if this agreement is issued on a Lump Sum basis as per Payment schedule in Clause "C".

Payments listed in clause "C" a
by direct deposit or Demand
Sydney) to the following account

Account Name: Azy Im
Bank: Common
SWIFT Code: CTBA
BSB: 062 009
Account No: 108681
ABN: 98 192

The Agent must give the Client
material change to the estimated
Agent becomes aware of the li
occurring.

3 GOVERNMENT VISA AND AS

Fees of Government Departme
authorities and other entities inv
process (e.g. filing fees, skills asso
not included in this agreement
separately by the Client. The client
are subject to change and fees
charged by the third party suppli
choice whether to pay these fee
provide Credit Card authorisation t

4 OTHER FEES & CHARGES

These fees and charges will be ad
Fee Lump Sum if incurred,
Interpreters, Courier Services,
Currency Exchange Costs, Fax and
be paid on request within 7 days.

5 STANDING AUTHORITY

Upon presentation of an invoice to
or other means) by the Agent the
associated entities is authorised to
out of the client account unless o
bona fide dispute in relation to the
The Agent, Firms or associated en
to immediately release funds from
payment of third party expenses
behalf, such as Department of Hom
fees, etc. This includes release of
filing by placing same on the corpo
Agent, Firm or associated entities f

Signed by the Registered Migration Agent:

Signed by the Client:

Date: __ / __ / 20__

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