

## CLIENT SERVICE AGREEMENT



### GLOBAL MIGRATE

Global Migrate is a leading immigration and migration advisory firm, providing expert advice and support to individuals and businesses seeking to migrate to the United Kingdom, United Arab Emirates, Qatar, Australia, Canada, and South Africa.



As Promoted by the Office of the Immigration Services Commissioner (OISC) in the United Kingdom.

#### UNITED KINGDOM (Headquarters)

- 25 Abchurch Lane, London EC4N 3DF, United Kingdom
- Tel: +44 (0)20 7417 8000
- Email: [info@globalmigrate.co.uk](mailto:info@globalmigrate.co.uk)

#### UNITED ARAB EMIRATES

- P.O. Box 12345, Dubai, United Arab Emirates
- Tel: +971 (0)4 123 4567
- Email: [info@globalmigrate.ae](mailto:info@globalmigrate.ae)

#### QATAR

- P.O. Box 12345, Doha, Qatar
- Tel: +974 (0)4 123 4567
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#### AUSTRALIA

- P.O. Box 12345, Sydney, Australia
- Tel: +61 (0)2 123 4567
- Email: [info@globalmigrate.au](mailto:info@globalmigrate.au)

#### CANADA

- P.O. Box 12345, Toronto, Canada
- Tel: +1 (416) 123 4567
- Email: [info@globalmigrate.ca](mailto:info@globalmigrate.ca)

#### SOUTH AFRICA

- P.O. Box 12345, Johannesburg, South Africa
- Tel: +27 (0)11 123 4567
- Email: [info@globalmigrate.za](mailto:info@globalmigrate.za)





## IMPORTANT: PLEASE NOTE:

THIS IS A LEGALLY BINDING CONTRACT BETWEEN THE CLIENT AND GLOBAL MIGRATE ZA (PTY LTD)

### CLIENT INFORMATION

**Full Name; Esther Kachere**

Type of Application;

Thank you for instructing Global Migrate to facilitate your Australian skilled migration for above-named client. Our terms and conditions document are a description of our legal arrangement and business terms with you.

This document explains how Global-Migrate will act for you. Please **read them carefully**, and if there are any questions, please do not hesitate to contact us.

### YOUR INSTRUCTION

You wish to instruct Global Migrate to act on your behalf for a skilled visa. You informed us that you are currently Full time employed, married, have a bachelors in Accounting and wish to migrate to Australia.

### OUR ADVICE

Based on the information we received from you our team advised you that you are eligible for 491/190/189 and our assessment was concluded as follows:

#### *Break down of points*

## **221213: External Auditor**

Age: 36 years - 25 Points

Qualifications: Bachelors - 15 Points (2012)

Experience: + 6 years – 10 Points

English Results: Proficient - 10 Points

Partner: Competent English Results - 5 Points

Regional: 15 Points

**80 Points**

### THE ROLE WE PLAY

<b>GLOBAL MIGRATE</b> We provide a complete service to our clients, from initial assessment to final visa application. Our team of experienced migration agents will assist you throughout the entire process. Authorised by the Office of the Migration Agents' Complaints Commission (MACC) and the Department of Home Affairs. © 2023 Global Migrate (Pty) Ltd. All rights reserved.	<b>UNITED KINGDOM (Headquarters)</b> 21, The Quadrant, London, EC4A 3DF, UK Tel: +44 (0)20 7494 1111 Email: info@globalmigrate.co.uk <b>UNITED ARAB EMIRATES</b> P.O. Box 12345, Dubai, UAE Tel: +971 (0)4 123 4567 Email: info@globalmigrate.ae	<b>QATAR</b> P.O. Box 12345, Doha, Qatar Tel: +974 (0)3 123 4567 Email: info@globalmigrate.qa <b>AUSTRALIA</b> P.O. Box 12345, Sydney, Australia Tel: +61 (0)2 123 4567 Email: info@globalmigrate.au	<b>CANADA</b> P.O. Box 12345, Toronto, Canada Tel: +1 (416) 123 4567 Email: info@globalmigrate.ca <b>SOUTH AFRICA</b> P.O. Box 12345, Johannesburg, South Africa Tel: +27 (0)11 123 4567 Email: info@globalmigrate.za	  
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Once you become our client, we will make sure you receive the services and information required to proceed with your case. Once you discuss this with your case worker you can start preparing the documents and submit them to us.

Your case worker will discuss your case in complete detail with you to understand the history of it. This is to ensure that we process your application in a way that the chances of success are extremely high, although as we are not the government it's difficult for us to guarantee any type of a decision.

We shall do our best to respond promptly to letters or calls made to our office about your case but ask you to understand that at busy times an immediate reply is not always possible. If you need to see a member of staff, you should telephone first for an appointment as otherwise you may not be seen otherwise. We are only responsible for the time frame we have control over. Any change in the time frame of any 3rd party is beyond our control and hence we are not responsible, this includes the government or any external party we may use to assist us in your application.

## **DISCLOSURE**

You take full responsibility of providing us with any information about you (whether you send this to us online or in another way). All documents or information received by you is an acceptance that all the information or documents shared by you are completely accurate and legitimate

## **LIMITATION OF LIABILITY**

The foregoing provisions are exclusive and are in lieu of all other warranties, written, oral, statutory express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. The company shall not be liable under any circumstances, whether in contract or under any other legal theory, for any lost profits or revenues, loss of use, expense, damage, delay, costs or compensation (whether direct, special, incidental, indirect or consequential) which may be suffered or incurred by the CLIENT arising from or in any way connected the company seeking employment for the client. The client will be wholly responsible for its decisions and Global Migrate will have no responsibility or liability for any delays in the client getting an appointment for the submission of the work permit application, although the company will do its utmost to guide the client on how get the earliest appointment . In no event shall the company be liable under any claim made by the client to exceed the total amount of fees as stated in the schedule of fees under this RPA.

## **PAYMENT SCHEDULE**

Initial Deposit: ZAR 18 975.00 (Paid 30/10/2023) – Stage 1 paid in Full

## **REFUND POLICY**

<b>GLOBAL MIGRATE</b> We provide a range of services to help you achieve your migration goals. We are a leading provider of immigration services, including visa applications, passport renewals, and more. We are a leading provider of immigration services, including visa applications, passport renewals, and more. We are a leading provider of immigration services, including visa applications, passport renewals, and more. We are a leading provider of immigration services, including visa applications, passport renewals, and more.	<b>UNITED KINGDOM (Headquarters)</b> 212, Green Lane, London, E13 9PL, UK Tel: +44 (0)20 8123 4567 Email: info@globalmigrate.co.uk <b>UNITED ARAB EMIRATES</b> P.O. Box 12345, Dubai, UAE Tel: +971 (0)4 123 4567 Email: info@globalmigrate.ae We are a leading provider of immigration services, including visa applications, passport renewals, and more.	<b>QATAR</b> P.O. Box 12345, Doha, Qatar Tel: +974 (0)4 123 4567 Email: info@globalmigrate.qa <b>AUSTRALIA</b> P.O. Box 12345, Sydney, Australia Tel: +61 (0)2 123 4567 Email: info@globalmigrate.au	<b>CANADA</b> P.O. Box 12345, Toronto, Canada Tel: +1 (416) 123 4567 Email: info@globalmigrate.ca <b>SOUTH AFRICA</b> P.O. Box 12345, Johannesburg, South Africa Tel: +27 (0)11 123 4567 Email: info@globalmigrate.za	  
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Global-Migrate accept the following methods of payment.

**Cheque:** made payable to Global Migrate ZA (PTY) Ltd

### **Bank transfer to Standard Bank**

Title of Account: Global Migrate ZA  
ACCOUNT NUMBER: 072299444  
Branch Code: 033012  
Branch Code (electronic payments): 051001  
SWIFT CODE: SBZAZAJJ

### **TERMS OF BUSINESS**

When you instruct us, you are entering into a legal agreement, and it is important that you understand the terms of our working relationship as stipulated within this contract.

### **OUR SERVICE**

We are committed to providing high-quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact on [ettienne@global-migrate.com](mailto:ettienne@global-migrate.com)

We have a written procedure that sets out how we handle complaints. It is available at on request.

### **CONSENT TO PROCEED**

Please note that if you either delay or forget to email us and you continue to communicate with us in connection with the matter, any communications with this office following receipt of our terms of business will be taken as consent to the above and you will be liable for the associated costs.

### **ACCEPTING THE AGREEMENT**

In line with international contract law, you will have accepted this agreement once you pay your deposit and act in line with the conditions in it. This agreement is legally binding in the country you live.

Name: ESTHER KACHERE

Date Signed: 30/10/2023

Signature: 