

5. Client's Care Letter Business Terms & Conditions

Our business terms outlines how our firm operates when accepting a client. The client must sign our terms to authorise our firm to represent them to the Home Office (UKVI).

5.1. DEFINITIONS

- "Our firm" shall mean Global 4 Immigration Limited and affiliate, subsidiary or parent thereof and identified as such in any invoice to the client as the context requires.
- "Client" shall mean a person requiring a service to enter or remain in the UK.
- "UKVI" (UK Visas & Immigration) also known as the Home Office".
- "Service" shall mean the client or clients requiring a service relating to an application to be submitted to Home Office or the Home Office.
- "Sponsors" can be family members, friends, employers, training institutes and endorsing bodies.
- "Online" shall mean a cloud-based data sharing which could be G4I website, Dropbox or OneDrive or, Home Office or their commercial partners portals.
- "IAA" shall mean the Immigration Advice Authority that regulates G4I as IAA Level 1 in Immigration.
- "Submit" shall mean the application is completed and ready to be submitted to the Home Office.

5.2. REPRESENTATION

Our firm will represent the client by means of:

- assessing their data and documents; or
- explaining their visa options that are available and guide them on how their application could impact them; or
- registering their application with Home Office portal using a unique email address created by our firm; or
- registering their application with Home Office overseas commercial partner portal using the same email address as used for their Home Office visa account. Secure the clients biometrics appointments with Home Office overseas commercial partner portal and upload their support documents. Note: The client will receive an email on how their biometrics appointment will proceed and confirmation of their appointment and documents uploaded.
- Our firm will forward emails to the clients' approved emails, this can include:
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 - Our firm will forward emails to the clients' approved emails, this can include:
 - o Application submission from the Home Office
 - o Commercial partner
 - o Home Office
 - o Update about their visa application.
 - o Third parties approved by the client.
- Preparing of the client's visa support letter outlining the visa rules their application falls under to the appointed Home Office caseworker.

5.3. DISCRIMINATION & EQUAL OPPORTUNITIES POLICY

- Our firm does not discriminate against colour, nationality, ethnic or national origins. Regardless of where the client originates from or nationality, as long as the client meet the requirements set out by the Home Office, our firm will consider and process the application.

5.4. DATA PROTECTION & SECURITY POLICY



- Data can be information provided by the client or their sponsor verbally or in hard copy. All data provided is strictly confidential. Our firm will not discuss with any unauthorised or distribute the client's data to any third parties without their direct consent.
- Our firm is authorised to disclose and submit to the Home Office data that the client authorises in their visa support letter and application form(s).
- Our firm is authorised to disclose and submit to the IAA who may from time to time carry out compliance audit on client case files.
- Our firm will create for the client a unique email account such as clientref@global4immigration.com. Home Office will be instructed to email all correspondence to this unique client email address. Any email correspondence our firm receives, will be forwarded to the client's email address provided.
- Any third parties approved will also receive copies of Home Office emails. G4I may only send certain emails to third parties which are applicable to them such as payment emails.

5.5. ONLINE & DIGITAL DATA TRANSFER

- The client will share data digitally with our firm by means of our online portal, email, SMS, WhatsApp, Skype etc.
- Our firm will either secure the clients data in our firm digital platform or OneDrive or a combination of both. client's data files registered with Home Office, and their commercial partner online accounts is secure but not in the control of our firm.
- The client will only use these agreed methods of digital and data sharing services to ensure data between the parties is always captured and secure.

5.6. VISA PROCESS & FEES

- The client can download the end-to-end process chart outlining how our firm first engages the client and how the application process is likely to flow. It is up to the client to download this PDF and if they have any issues or concerns, they must contact us before signing below.
- Our law firm fees are based on a set fee policy meaning, the fees we publish are set fees for the work we are asked to carry out.
- Additional costs the client requires additional services such:
 - Adding a new service such as priority upgrade.
 - Adding family members who needs a visa application.
 - Variation application.
 - Administrative Reviews if the application is refused.
 - Any other support service requested outside of this client care letter.

5.7. UKVI AND COMMERCIAL PARTNER PORTAL REGISTRATIONS

- Our firm will register and manage both the clients' Home Office and commercial partner portals.
- Our firm will assign the client a unique email account to help manage the email traffic to Home Office and their commercial partners.
- Home Office visa portal allows G4I to create the client their visa account and process their application data.
- Our firm will email or provide online evidence of their application data which they must approve as being accurate to the best of their ability.
- Our firm will manage this application payment process, pay any Home Office costs by using the clients' or sponsor payment card.
- Our firm will email the client/sponsor emails confirming payments made and other related emails related to the client and sponsor.

5.8. BIOMETRICS

- Biometrics can be processed in two ways:
- Immigration ID App – if the client is permitted to use the App, their biometrics will be processed via the web enabled device which will speed up the visa process. Note: Home Office does not charge any additional fee using the App.
- Service point – This is where the client attends a service point otherwise known as a visa application centre and personally provide their biometrics. The service point may charge a booking fee to process their biometrics. Note: This fee will only be known once the visa application has been submitted.
- Home Office - certain clients may be asked to attend a Home Office centre.



5.9. APPLICATION PROCESSING TIMES & DELAYS

Timelines

- The client can choose from 3 application types as shown below if the visa application type allows it. If applying within the UK [click here](#) to confirm your options. If the client is applying to enter the UK, the upgrade options are governed by the service points overseas.

Application types	Leave to Enter	Leave to Remain	Settlement	Naturalisation
Standard	3 weeks	8 weeks	6 months	6 months ^{BP}
Priority	5 working days	5 working days	5 working days*	Not permitted
Super Priority**	1 working day	1 working day	1 working day***	Not permitted

*Not available for family applications under Appendix FM.

**Limited to certain service points worldwide.

***Certain visa types under settlement are not permitted if deemed complex application.

BP This processing time does not include the ceremony and British passport processing times.

Note: The above application processing time starts from the client's biometrics appointment date of when submitting the document via the Immigration ID app.

The client needs to be made aware that due to unforeseen global events such as Covid-19, Ukraine conflict and other natural disasters, their application may not be able to be processed within the Home Office processing times ([Applications to enter the UK](#)) or ([Applications to remain in the UK](#)). Whether you are applying to enter or remain in the UK, application processing times could be affected which is beyond our firm or the Home Office control.

Other delay issues could be:

- That our firm is not provided the correct information or documents; or
- data provided by the client may need further investigation; or
- the UK sponsor delays providing our firm the right information; or
- family members of other third parties supporting the application not providing confirmation or data; or
- the Home Office or their commercial partner websites online system being down for maintenance, closed or other unforeseen issues.

5.10. DOCUMENTS

Since the 5 November 2018, the Home Office no longer requires the client to submit their original documents with their visa application unless the client is applying to enter the UK via a service point where the original passport must be provided. If the client does not have a valid passport, they must inform our firm immediately. **Note:** If the client is applying to enter the UK, the commercial partner may provide an option to pay a fee to keep their passport during the visa process. If the client requires this service, please let our firm know prior to the visa submission.

5.11. FIXED COSTS, INVOICES & PAYMENTS

- Our firm charges the client a fixed rate per application and support services required. Other law firms may charge by the hour, but our invoicing policy is, what we quote is what you will pay. **Note:** The client can view and download our rate card online once they approved their client care letter. The only time our firm fees could change are:
 - If the application is refused and we are asked to process a fresh application, then a new fixed fee applies or
 - if the application is refused and we are asked to challenge the Home Office decision, then a new fixed fee will apply or
 - adding a new service such as priority or super priority upgrade or adding family members who also require a visa application to enter or remain in the UK or variation application or
 - requesting services such as scanning documents, courier services, face to face meetings etc.
- Our firm will email the client their client care letter and set fee invoice to pay, payment and payment must be fully made before any work can be carried out. The client's invoice payment will be held in an HSBC business client account until the application is submitted to Home Office. If the clients work is completed in stages, our firm will only utilise funds where applications are submitted to the Home Office or work completed. Until our firm



has submitted the application or completed the work, the monies paid to our firm still belongs to the client but held securely in HSBC business account.

- The client will be alerted once their payment has landed in the HSBC client account.

5.12. SPONSORS, WITHDRAWING THE CLIENT'S APPLICATION/DOCUMENTS & REFUNDS

- If the client visa application is dependent on a UK sponsor (family member, UK employer, UK training institute or UK endorsing body), if that sponsor decides to withdraw sponsorship, our firm cannot be made accountable and any work carried for the client, our firm fees are non-refundable.
 - Based on our firm refund policy, our firm will inform the client on work partly or fully completed and, if any refund is due.
 - If the sponsor cancels the client's sponsorship before our firm has started any works, our firm will charge £250.00 per person requiring a visa. This cancellation fee will cover our internal administration costs.
 - If the client wishes to withdraw their application at any time once the client care letter has been signed-off, our firm will assess the work carried out and inform the client of any pending refund.
- Once our firm has submitted the client application to Home Office, the client is not entitled to any refund.
- Refunds can only be associated to visa or immigration services that our firm charges the client for.
- Our firm's policy is not to invoice or charge the client these third parties fees. When our firm processes the client's application, they are expected to pay all associated fees to Home Office, the Home Office or other third-party using a valid payment card. Our firm will advise the client on how to pay these fees and costs. The client must refer to Home Office or any third-party refund policy if a refund is required.
- Our firm cannot be accountable for costs which are related to Home Office, commercial partners, training institutes, couriers, or other third-party fees which the client pays directly unless otherwise agreed by both parties in writing.
- Approved refunds from our firm to the client are paid to their bank account within 7 days (allowing additional time for bank holidays) upon the client confirming by email or other online confirmation such as WhatsApp that the refund amount is accepted, and no future refunds requests can be claimed.
- Our firm fees are non-refundable regardless of the Home Office decision.
- If the client paid Home Office priority or super priority services and Home Office fails to process their applications within the published times, our firm cannot be liable, and the client must make a claim against Home Office.
- Any refunds to an overseas bank account, our firm will deduct from the refund amount any bank charges from the UK and overseas banks.
- If the client pays any fees directly to the Home Office or any other third party, and a refund is agreed by these parties, the client is responsible for making sure their refund is paid to them. Note: If the visa application is made within the UK, the Home Office may refund by cheque or by payment card. If the Home Office refunds by cheque and the refund is addressed to our firm, our firm will pay the cheque into their account and once cleared, will refund the client.

5.13. TRANSLATION SERVICES

- If the client is unable to read/understand G4I care letter or these terms of business, the client should notify G4I who will recommend a company that provides translation services or, the client can obtain such services from an approved translation company.
- For clients that need a translation service, G4I will provide the client their care letter and these business terms in PDF format allowing them to send these documents to the Translation firm.

5.14. WORK COMPLETION

- Once our firm completes the client application, we will provide a 'Closed Letter'. This letter outlines the services provided.

5.15. COMPLAINTS PROCEDURE

- If the client wishes to make a complaint about our firm, they are required to email their complaint to complaint@global4immigration.com. Our firm will respond within 7 days of receipt of the email complaint explaining how they will investigate. Our firm may ask for further information to allow them to investigate further. If this is the case, our firm will inform the client they will need additional time to investigate, and time may depend on actions required. Our firm will ensure to keep the client is always updated.
- If the client is not satisfied with our firm complaint response or happy in the way it was handled, they can make a complaint to our firm regulating body the IAA by completing the IAA complaint form.



These business terms, conditions and process falls under version 06/2025.

CONFIDENTIAL