

## INITIAL CONSULTATION AGREEMENT

### 初步咨询协议

Ver-ic-26050

RCIC Membership Number: RXXXXXX  
移民顾问执照号码:

This Initial Consultation Agreement is made on this [Date of Agreement], between Regulated Canadian Immigration Consultant (RCIC) [RCIC Name], located at KPO Immigration Inc., [KPO Address] and Client [Client Name] (the "Client"), located at [Client Address].

本初步咨询协议由受监管的加拿大移民顾问 (RCIC) [RCIC Name] 与客户 [Client Name] (以下简称“客户”) 于 [Date of Agreement] 签订。RCIC 的办公地址为 [KPO Address], 隶属于 KPO Immigration Inc.; 客户的地址为 [Client Address]。

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

AND WHEREAS the RCIC is a member 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:

鉴于 RCIC 与客户希望签订一份书面协议, 其中载明 RCIC 向客户提供服务所依据的条款与条件;

且鉴于 RCIC 是加拿大移民顾问监管委员会 (以下简称“委员会”) 的成员, 该委员会是加拿大移民顾问的监管机构;

鉴于本协议中所载的双方共同承诺, 双方达成如下协议:

#### 1. RCIC Responsibilities and Commitments

The Client asked the RCIC, and the RCIC has agreed, to offer consulting on the matter of otherwise negotiated by both parties, on [Date of Consultation] ([RCIC timezone]) [Time of Consultation], or a time mutually agreed to change by both parties.

The RCIC shall provide the Client with a finalized, signed copy of this Initial Consultation Agreement.

#### 1. RCIC 的职责与承诺

客户已向 RCIC 提出咨询请求, RCIC 亦已同意在双方协商确定的事项上提供咨询服务, 时间为 [Date of Consultation] 的 [Time of Consultation] ([RCIC timezone]), 或由双方共同协商后变更的时间。

RCIC 应向客户提供一份最终定稿并签署的《初步咨询协议》副本。

#### 2. Scope of Consultation

2.1 The scope of consultation is [Consultation Scope], and can be changed upon the Client's request. The consultation will consist of a one-time meeting (up to [Consultation Length]mins) to discuss the specific matters identified by the Client.

2.2 The RCIC's obligations are limited to providing verbal or written advice within this consultation. No representation services (such as application preparation, submission, or communication with IRCC/CBSA/tribunals) are included unless a separate Service Agreement is signed.

2.3 The RCIC cannot and does not guarantee that a particular outcome, recommendation, or decision will result from the consultation. The consultation is intended to provide professional advice based on the Client's information. The Client understands that every case is unique, and it is the Client's sole decision whether and how to proceed after the consultation.

## 2. 咨询范围

2.1 咨询的范围为[Consultation Scope]，并可根据客户的要求进行调整。咨询为一次性会议（时长不超过[Consultation Length]mins），内容限于客户提出的具体问题。

2.2 RCIC 的义务仅限于在该咨询中提供口头或书面意见。本协议不包括任何代理服务（例如申请准备、递交或与 IRCC/CBSA/法庭的沟通）；如需代理服务，须另行签署服务协议。

2.3 RCIC 无法，且不保证本次咨询会产生特定结果、建议，或决定。本次咨询旨在基于客户提供的信息提供专业意见。客户理解每个案例均有其独特性，是否以及在咨询后继续推进，完全由客户自行决定。

## 3. Billing method and Payment

3.1 The Client will be billed by time: [RCIC Rate].

3.2 The Client has prepaid the consulting fee of [Amount of Consultation Fee] CAD, which is deemed earned upon booking and is not held in the Client Account.

## 3. 计费方式与付款

3.1 客户将按时间计费： [RCIC Rate]。

3.2 客户已预付咨询费用，共计 [Amount of Consultation Fee] 加元，该费用在支付时即视为 RCIC 已经赚取，而不存入客户账户。

## 4. Refund Policy

The Client acknowledges that the fee paid is refundable only in the following circumstances:

4.1 If the RCIC does not attend the consultation at the scheduled time without providing advance notice, the consultation fee will be refunded fully.

4.2 In the event the Client canceled the consultation in advance for whatever reason, the consulting fee will be refunded 50%, and the rest 50% would be charged as administration and handling fee.

4.3 Refunds are not provided on the basis of disagreement with the RCIC's professional opinion or advice, as immigration outcomes cannot be guaranteed.

4.4 If the Client does not attend the consultation at the scheduled time without providing advance notice, the consultation fee will not be refunded.

#### 4. 退款政策

客户确认，所支付的费用仅在以下情况下可予退款：

- 4.1 若 RCIC 未提前通知而在预约时间未参加咨询，已支付的咨询费用将全额退还。
- 4.2 无论原因为何，若客户提前取消咨询，已支付的咨询费用将退还 50%，其余 50% 将作为管理及处理费用收取。
- 4.3 由于移民申请结果无法保证，RCIC 不对任何结果作出担保。若客户不满意 RCIC 的专业意见或建议的，费用不予退还。
- 4.4 若客户未提前通知而在预约时间未参加咨询，已支付的咨询费用将不予退还。

#### 5. Confidentiality

5.1 All information and documentation reviewed by the RCIC will not be divulged to any third party, other than employees of the RCIC, without prior consent, except as demanded by the College or required under law.

5.2 The RCIC, and all employees of the RCIC, are also bound by the confidentiality requirements of Article 28 of the Code of Professional Conduct. The Client agrees to the use of electronic communication and storage of confidential information. The RCIC will use his/her best efforts to maintain a high degree of security for electronic communication and information storage.

5.3 If the consultation session is recorded to assist with organizing and summarizing its content, any video or audio recordings will be permanently deleted one month after the finalized consultation record has been delivered to the Client.

5.4 When applicable, the Client authorizes the RCIC to discuss the matter with the spouse, partner, parent, or adult child. This consent can be withdrawn in written.

#### 5. 保密条款

- 5.1 所有由 RCIC 审阅的信息和文件，除非事先获得客户同意，或根据委员会要求或法律规定，均不得向除 RCIC 的员工以外的任何第三方披露。
- 5.2 RCIC 及其所有员工亦受《职业行为规范》第 28 条的保密要求约束。客户同意使用电子通信方式并存储保密信息。RCIC 将尽最大努力确保电子通信与信息存储的高度安全性。
- 5.3 若为整理和归纳咨询内容而对咨询过程进行录音或录像，则在最终咨询记录发送给客户后一个月内，所有音频或视频资料将被永久删除。
- 5.4 当适用时，客户授权 RCIC 与其配偶、伴侣、父母，或成年子女讨论该事宜。该授权可以书面形式撤回。

#### 6. Electronic Communication

The Client agrees that communication may occur via WeChat (including private and group chats), email, or other electronic means. The Client's any participation through their ID in designated WeChat groups shall be deemed official communication.

Messages exchanged through these channels may be relied upon as proof of communication or consent if required by the College or legal authorities.

## 6. 电子通信

客户同意通过微信（包括私聊和群聊）、电子邮件，或其他电子方式进行沟通。客户使用其账号在指定的微信群中进行的交流，应视为正式沟通内容。双方通过上述渠道交换的消息可在监管或法律程序中作为交流或同意的证明。

## 7. Dispute Resolution Related to the Code of Professional Conduct

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. In the event a resolution cannot be reached, the Client is to present the complaint in writing to the RCIC and allow the RCIC 15 days to respond to the Client. In the event the dispute is still unresolved, the Client may follow the complaint and discipline procedure outlined by the College on their website: [college-ic.ca](http://college-ic.ca)

CICC Contact Information:

College of Immigration and Citizenship Consultant (CICC)

5500 North Service Rd., Suite 1002

Burlington, ON, L7L 6W6

Toll-free: 1-877-836-7543

## 7. 与《职业道德规范》相关的争议解决

若因 RCIC 所提供的专业服务产生争议，客户与 RCIC 应尽一切合理努力在双方之间解决该问题。若无法达成解决方案，客户应以书面形式向 RCIC 提出投诉，并给予 RCIC 15 天时间作出回应。若争议仍未解决，客户可按照委员会网站（[college-ic.ca](http://college-ic.ca)）上所列的投诉与纪律程序进行处理。

CICC 联系方式：

加拿大移民与公民顾问监管委员会（CICC）

地址：5500 North Service Rd., Suite 1002, Burlington,  
ON, L7L 6W6

免费电话：1-877-836-7543

## 8. Language of Agreement

This Agreement is drafted in English. For the Client's convenience, a Chinese translation is provided. In the event of any discrepancy or conflict between the English and Chinese versions, the English version shall prevail.

## 8. 协议语言

本协议以英文拟定，并附有中文翻译以方便客户理解。若英文版本与中文版本之间存在任何差异或冲突，应以英文版本为准。

9. Contact Information 联系信息

Client

Name: [Name of Client]

Wechat ID: [Wechat ID of Client]

Address: [Address of Client]

Cellphone Number: [Phone of Client]

E-mail Address: [Email of Client]

RCIC

Name: [Name of RCIC]

Wechat ID: [Wechat ID of RCIC]

Company: KPO Immigration Inc.

Company E-mail Address: info@kpocanada.ca

Address: [KPO Address]

Cellphone Number: [Phone Number of RCIC]

RCIC E-mail Address: [xxxx]@kpocanada.ca

Signature of Client: \_\_\_\_\_

Signature of RCIC: \_\_\_\_\_