

SERVICE AGREEMENT 服务协议

Application Representation Service 申请代理服务

Aps-flat-dual-26050

Manager RCIC Membership Number: [RCIC Number]
管理顾问会员编号: [RCIC Number]
Case RCIC Membership Number: [RCIC Number]
案件顾问会员编号: [RCIC Number]
Client File Number: [Client File Number]
客户档案编号: [Client File Number]

This Service Agreement (The "Agreement") is made on this [Date of Agreement], between Regulated Canadian Immigration Consultants (RCICs) [Manager RCIC Name] & [Case RCIC Name], located at KPO Immigration Inc., [KPO Address] and Client [Client Name] (the "Client"), located at [Client Address].

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

AND WHEREAS the RCICs are members of the College of Immigration and Citizenship Consultant (the "College"), the regulator in Canada for immigration consultants;

IN CONSIDERATION of the mutual covenants contained in this Agreement, the parties agree as follows:

本《服务协议》（“本协议”）于[Date of Agreement] 签订，协议双方为：加拿大持牌移民顾问 [Manager RCIC Name] 与 [Case RCIC Name]（下称“RCICs”），地址：KPO Immigration Inc., [KPO Address] 与客户 [Client Name]（下称“客户”），地址：[Client Address]。

鉴于 RCICs 和客户希望签订一份书面协议，其中包含 RCICs 向客户提供服务所依据的条款和条件；

亦鉴于 RCICs 是加拿大移民与公民顾问监管委员会（下称“监管委员会”，即加拿大移民顾问的监管机构）的会员；

考虑到本协议中包含的双方互相承诺，协议各方同意如下：

1. Definitions

1.1 The terms set out in this Service Agreement, have the meaning given to such terms in the Retainer Agreement Regulation and By-law of the College, as amended from time to time.

1.2 The term 'IRCC' means Department of Immigration, Refugees and Citizenship Canada.

1.3 The term 'Client Account' means a trust account maintained by the Manager RCIC in accordance with the Client Account Regulation of the College.

1. 定义 (Definitions)

1.1 本《服务协议》中规定的术语，具有监管委员会《聘用协议条例》和附则（经不时修订）赋予此类术语的含义。

1.2 术语“IRCC”是指加拿大移民、难民及公民部。

1.3 术语“客户账户”一词是指由管理顾问根据监管委员会的《客户账户条例》所设立和管理的信托账户。

2. RCIC Responsibilities and Commitments

2.1 The Client has requested professional immigration services in connection with a [application type] application. To ensure quality and compliance, this Agreement adopts a Dual-RCIC Service Model under which two licensed RCICs jointly provide services to the Client.

2.2 Both RCICs are bound by the Code of Professional Conduct and are jointly accountable to the College for their respective duties. The Client acknowledges that communications regarding this Agreement and financial matters will be coordinated through the Manager RCIC. In consideration of the fees paid and the matter stated above, the RCICs agree to perform the following services when applicable:

(a) Manager RCIC is responsible for:

- Drafting, confirming, and signing this Agreement with the Client;
- Receiving, confirming, and managing payments, issuing receipts, invoices and statements, and maintaining Client Account records;
- Administering this Agreement;
- Overseeing compliance of the entire process with the College's Code of Professional Conduct and relevant regulations.

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

(b) Case RCIC is fully responsible for:

- To advise Client on the Canadian Immigration Act and Regulations and procedures relating to his/her application;
- To assess and review the Client's background, qualifications, and objectives, based on information provided by the Client, and to advise on potential options offering a reasonable prospect of success;
- To provide client with a checklist of information and documents required in support of application, to advise and to assist the Client with the submission of any supporting documents;
- To assist Client in gathering of relevant supporting documents as required;
- To keep the client updated on any progress on the client's case and respond to all reasonable requests from and/or on behalf of the client;
- To conduct final review of the client's application and related forms, supporting documents and Canadian Government processing fees;
- To submit the client's application package to the appropriate IRCC office or visa post, and to confirm receipt;
- To provide the client with his/her immigration file number (a letter issued by the visa office);
- To communicate with or make submissions to Canadian authorities if issues arise during processing;
- To handle all correspondence with the IRCC Office and/or the other related Canadian Government agencies, as necessary, on the client's behalf in respect to the client's application;
- To make additional written and/or oral representation to the IRCC Office and/or to the other related Canadian Government agencies, as necessary;
- To prepare the client in advance, if an interview with an Officer from the IRCC and/or the other related Canadian Government agencies, as necessary, is requested;
- To act with due diligence in the above applications and to act within the bounds of the Canadian Immigration laws and the CICC rules of conduct to obtain the best result possible for the Client.

2.3 To clarify, the fees paid under this Agreement cover standard application preparation and submission only. They do not include specialized work required to address any grounds of inadmissibility. If any inadmissibility issue arises, all work required to prepare a mitigation response is considered beyond the scope of this Agreement. A separate Service Agreement addendum outlining the specific scope and additional professional fees required for mitigation will be provided to the Client.

2. RCIC 的义务与承诺

2.1 客户已就一项[申请类型]申请寻求委托专业移民服务。为确保服务质量与合规性，本协议采用“双顾问服务模式”，由两位 RCIC 共同为客户提供服务。

2.2 两位 RCIC 均受《专业行为守则》约束，并对各自职责共同向监管委员会承担责任。客户确认，关于本协议及财务事项的沟通将由管理顾问统一协调。鉴于客户已支付费用及上述事项，两位 RCIC 将在适用情况下提供以下服务：

(a) 管理顾问的职责包括：

- 起草、确认并与客户签署本协议；
- 接收、确认并管理付款，出具收据、发票及账单，并维护客户账户记录；
- 管理本协议的执行；
- 监督并确保整个过程符合监管委员会的《专业行为守则》及相关条例。

管理顾问应向客户提供一份最终签署的服务协议副本。

(b) 案件顾问全权负责：

- 向客户提供关于《加拿大移民法》及相关法规与申请程序的咨询；
- 根据客户提供的信息，评估并审查客户的背景、资历及目标，并就具有合理成功可能性的选项提供建议；
- 向客户提供申请所需信息与文件的清单，并就提交支持文件提供建议与协助；
- 协助客户收集相关支持文件；
- 向客户及时通报案件进展，并回应客户或其代表提出的合理请求；
- 对客户的申请、相关表格、支持文件及加拿大政府处理费用进行最终审查；
- 将客户的申请材料提交至相应的 IRCC 办公室或签证处，并确认收件；
- 向客户提供其移民档案编号（由签证处签发的信件）；
- 如在处理过程中出现问题，与加拿大相关部门沟通或提交说明；
- 代表客户处理与 IRCC 办公室及/或其他相关加拿大政府机构的所有往来函件；
- 如有需要，向 IRCC 办公室及/或其他相关加拿大政府机构提交额外书面或口头陈述；
- 如客户被要求接受 IRCC 或其他相关加拿大政府机构的面试，提前为客户做好准备；
- 在上述申请过程中勤勉尽责，并在加拿大移民法律及 CICC 行为规范的范围内行事，以争取客户的最佳结果。

2.3 为明确起见，本协议项下所支付的费用仅涵盖标准的申请准备与提交工作。该费用不包括处理任何 inadmissibility 事项所需的专业工作。如出现任何 inadmissibility 事项，所有为准备应对措施所进行的工作均视为超出本协议范围。届时，将向客户提供一份单独的服务协议附件，明确所涉工作范围及所需额外专业费用。

3. Client Responsibilities and Commitments

3.1 The Client must provide, upon request from the RCICs:

- All necessary documentation
- All documentation in English or French, or with an English or French translation

3.2 The Client understands that he/she must be accurate and honest in the information he/she provides and that any misrepresentations or omissions may void this Agreement, or seriously affect the outcome of the application or the retention of any immigration status he/she may obtain. The RCICs' obligations under the Service Agreement are null and void if the Client knowingly provides any inaccurate, misleading or false material information. The Client's financial obligations remain.

3.3 In the event Immigration, Refugees and Citizenship Canada (IRCC) or Employment and Social Development Canada (ESDC) or Provincial Government Administration or processing Visa Office should contact the Client directly, the Client is instructed to notify the Case RCIC immediately.

3.4 The Client must immediately advise the Case RCIC of any material change that may affect the application or eligibility or admissibility, including but not limited to changes in marital, family, employment, educational, financial, medical condition, or civil status, or contact information for any family member and person included in the application.

3.5 In the event of a Joint Service Agreement, the Clients agree that the RCICs must share information among all clients, as required. Furthermore, if a conflict develops that cannot be resolved, the RCICs cannot continue to act for both or all of the Clients and may have to withdraw completely from representation.

3. 客户的义务与承诺

3.1 客户必须应 RCICs 的要求，提供

- 所有必须的文件
- 所有文件必须是英文或法文的，或者提供英文或法文的翻译

3.2 客户理解其必须保证所提供信息的准确性和真实性，任何失实陈述或遗漏均可能导致本协议无效，或严重影响申请结果或保留其可能获得的任何移民身份。如果客户故意提供任何不准确、误导或虚假的实质信息，RCICs 在本服务协议下的义务即告无效。而客户的财务义务仍然存在。

3.3 如果 IRCC、加拿大就业与社会发展部、省级政府行政机构或签证处理办公室直接联系客户，客户应立即通知案件顾问。

3.4 客户必须立即告知案件顾问任何家庭成员及申请中所列人员的任何可能影响申请、资格或可入境性的重大变更，包括但不限于婚姻状况、家庭情况、就业、教育、财务、健康状况、公民身份或联系方式的变更等。

3.5 若为联合服务协议，客户同意 RCICs 在必要时可在所有客户之间共享信息。此外，如发生无法解决的利益冲突，RCIC 无法继续代表双方或所有客户时，可能不得完全终止代理服务。

4. Billing method

The Client will be billed by flat fee for professional services rendered by the RCICs.

4. 计费方式

客户将按固定价格支付 RCICs 所提供的专业服务费用。

5. Payment Terms and Conditions

5.1 The professional fees are billed at: The sum of \$[amount] (CAD) + tax.

5.2 Any additional services will be charged additionally to this retainer and must be mutually agreed by both parties.

5.3 If delays or late actions by the Client cause the RCICs to perform services on an expedited basis in order to meet government or program deadlines, an extra administrative 'rush' fee of \$500 (CAD) + tax may be applied. The Client acknowledges that such a fee may be charged without separate consent at the time it arises, provided that the Manager RCIC notifies the Client of its application as soon as practicable. The RCICs will, however, continue to act diligently to protect the Client's interests regardless of payment timing.

5.4 A one-time File Establishment Fee of **\$300 (CAD) + tax** is payable upon signing this Agreement. This fee covers the administrative work performed immediately upon activation of the Client's file, including:

- opening the Client's account and case record;
- creating secure storage and document management folders;
- establishing billing, compliance, and accounting entries required by the College.

These administrative tasks are completed upon file activation; therefore, this fee is earned upon completion and non-refundable.

5.5 Disbursements:

(a) tax – GST 5%	[exempt/\$(amount) (CAD) on Professional Fees]
	[\$15 (CAD) on File Establishment Fee]
(b) Government Fees*	total \$[total fee] (CAD)
[fee item]	\$(fee amt) (CAD)

* Subject to change by the Canada government.

5. 付款条款与条件

5.1 专业服务费用为：[金额]加元 + 税。

5.2 任何额外服务将另行收费，并须经双方同意。

5.3 若因客户延误或迟缓行为导致 RCICs 需加急处理，以赶上政府或项目截止日期，则可能收取额外的行政“加急”费用，金额为 500 加元 + 税。客户确认，在此类费用发生时，无需另行取得客户同意即可收取，但管理顾问应在合理可行的时间内通知客户该费用的适用情况。无论付款时间如何，RCICs 仍将勤勉行事，以保障客户利益。

5.4 客户在签署本协议时需支付一次性建档费 300 加元 + 税。该费用用于客户档案激活后立即进行的管理工作，包括：

- 开设客户账户及案件记录；
- 创建安全存储及文件管理文件夹；
- 建立监管委员会要求的账务、合规及财务记录。

上述管理工作在档案激活时即完成，因此该费用在完成后即视为已赚取，且不可退还。

5.5 代付费用：

(a) 税项 – GST 5%	[免税 / 专业服务费： <u>[税额]</u> 加元]
	[档案建立费： <u>15</u> 加元]
(b) 政府费用*	总计： <u>[总金额]</u> 加元
	<u>[费用项目]</u> [费用金额]加元

* 费用可能由加拿大政府调整。

6. Payment & Billing Schedule

6.1 Any funds paid in advance shall remain in the Client Account in accordance with the Client Account Regulation of the College until earned. The Client agrees to make payments according to the following schedule:

[Deposit amt] (CAD) (Paid when signing the Agreement)

6.2 The Client acknowledges and agrees that the Manager RCIC will issue invoices and recognize professional fees, file establishment fees, and rush fee as earned according to the following billing schedule:

Stage	Billing Milestone	Amount or portion	Service Description
(a) File Establishment	Upon signing this Agreement and receipt on first payment	\$300 (CAD) + tax	Covers file opening, client account setup, compliance and administrative work.
(b) Eligibility Review	Upon document checklist delivery	20% of the sum under s5.1 + tax	Includes review of background, and produce customized document checklist.
(c) Application Preparation & Submission	Upon application submission	Total 90% of the sum under s5.1 + tax + Disbursements of Government fee under s5.5 (b)	Covers document preparation, review, and application submission
(d) Post-application & Finalization	Upon the decision is received	Last 10% of the sum under s5.1 + tax	Covers post-application follow-up, and case finalization.
Total		\$ xxx (CAD) + tax	

6. 付款与收费安排

6.1 任何客户预付的款项将根据监管委员会的《客户账户管理条例》保留在客户账户中，直至该款项被视为已赚取。客户同意按照以下安排付款：

[定金金额] 加元 (CAD) (于签署本协议时支付)

6.2 客户确认并同意，管理顾问将根据以下收费安排开具发票，并在各阶段将专业服务费、建档费、加急费等视为已赚取：

阶段	收费节点	金额或比例	服务描述
(a) 建档	签署协议并支付款项时	300 加元 + 税	包括档案开启、客户账户设立、合规及管理工作
(b) 资格审查	向客户提供申请文件清单时	第 5.1 条所列总额的 20% + 税	包括背景审查及定制文件清单的制作
(c) 申请准备与提交	提交申请时	累计支付第 5.1 条所列总额的 90% + 税 + 第 5.5 (b) 条所列政府费用	包括文件准备、审查及申请提交
(d) 申请后续处理与结案	申请有结果时	第 5.1 条所列总额的最后 10%	包括申请后续跟进及案件结案工作
总计		\$ xxx 加元 + tax	

7. Invoicing

7.1 The Manager RCIC will provide detailed invoices for all services rendered periodically. Each invoice shall include:

- The name and address of the Client;
- The dates on which services were performed;
- A description of services rendered;
- The total professional fees, file establishment fee, and rush fees; and
- Applicable taxes and disbursements.

7.2 Invoices must be provided to the Client in accordance with the payment terms and conditions, found in section 5 and billing schedule, found in section 6 of this Service Agreement. Additionally, upon the RCICs' withdrawing or being discharged from the Agreement, the Manager RCIC must provide the Client with Statement of Account detailing all services that have been rendered and any outstanding or refundable balance.

7. 发票

7.1 管理顾问将阶段性向客户提供详细的服务发票。每份发票应包括以下内容：

- 客户的姓名和地址；
- 服务完成的日期；
- 所提供服务的描述；
- 所计费的专业服务总费用、建档费及加急费用；以及
- 适用的税费及其他代付费用。

7.2 发票的提供应符合本服务协议第 5 条所载的付款条款与条件与第 6 条所载的收费安排。此外，若 RCICs 撤回代理或被解除本协议时，管理顾问必须向客户提供一份对账单，列明已提供的所有服务及任何未结清或可退还的余额。

8. Refund Policy

8.1 The Client acknowledges that the granting of a visa or status and the time required for processing this application is at the sole discretion of the government of Canada (or Government Authorities) and not the RCICs. Furthermore, the Client acknowledges that fees are not refundable in the event of an application refusal.

8.2 The Client agrees that the professional fees paid are for services indicated above, and any refund is strictly limited to the amount of professional fees paid.

8.3 Unused and/or unearned fees will be refunded in accordance with the Code of Professional Conduct, the Client File Management Regulation, the Client Account Regulation, and the Retainer Agreement Regulation and in the manner mutually agreed by both parties within 15 days.

8. 退款政策

8.1 客户确认，签证或身份的批准及申请处理所需时间完全由加拿大政府（或相关政府机构）自行决定，RCIC 无权干预。此外，客户确认，若申请被拒，所支付费用将不予退还。

8.2 客户同意，其所支付的专业服务费用仅用于上述所列服务，任何退款仅限于已支付的专业服务费用金额。

8.3 未使用和/或尚未赚取的费用将根据《专业行为守则》、《客户档案管理条例》、《客户账户条例》及《聘用协议条例》予以退还，并在 15 日内按照双方协商一致的方式进行。

9. Dispute Resolution Related to the Code of Professional Conduct

In the event of a dispute related to the Professional Services provided by any 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 Manager RCIC and allow the Manager 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

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

9. 与《职业行为准则》相关的争议解决

如果发生与 RCIC 提供的专业服务相关的争议，客户和 RCIC 应尽一切合理努力在双方之间解决。如果无法达成解决方案，客户应以书面形式向管理顾问提出投诉，并允许管理顾问在 15 天内回复客户。如果争议仍未解决，客户可以根据监管委员会网站上介绍的投诉和纪律程序进行投诉：college-ic.ca

CICC 联系信息：

College of Immigration and Citizenship Consultant (CICC)

5500 North Service Rd., Suite 1002

Burlington, ON, L7L 6W6

免费电话：1-877-836-7543

10. Confidentiality

10.1 All information and documentation reviewed by the RCICs, required by IRCC and all other governing bodies, and used for the preparation of the application will not be divulged to any third party, other than agents and employees of the RCICs, without prior consent, except as demanded by the College or required under law.

10.2 The RCICs, and all agents and employees of the RCICs, 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 RCICs will use their best efforts to maintain a high degree of security for electronic communication and information storage.

10.3 All information and documentation released and prepared by the RCICs to the Client, and the matter within this Agreement will not be divulged to any third party without the Manager RCIC's prior written consent.

10.4 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.

10. 保密

10.1 RCICs 所审查的、IRCC 及所有其他政府机构要求的，以及用于准备申请的所有信息和文件，除非监管委员会要求或法律规定，否则未经事先同意，不得泄露给任何第三方（RCICs 的代理人和员工除外）。

10.2 RCICs 及其所有代理人 and 员工，亦受《职业行为准则》第 28 条的保密要求约束。客户同意使用电子通信和存储机密信息。RCICs 将尽最大努力为电子通信和信息存储保持高度的安全保障。

10.3 RCIC 向客户发布和准备的所有信息和文件，以及本协议中涉及的事项，未经管理顾问事先书面同意，不得泄露给任何第三方。

10.4 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。

11. 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.

11. 电子通讯

客户同意可以通过微信（包括私人聊天和群聊）、电子邮件或其他电子方式进行通信。客户通过其 ID 在指定微信群组中的通信将被视为正式沟通。如果监管委员会或法律机构要求，那么通过这些渠道交换的消息可作为通信或同意的证明。

12. Force Majeure

12.1 The RCICs' failure to perform any term of this Service Agreement, as a result of conditions beyond their control such as, but not limited to, governmental restrictions or subsequent legislation, war, strikes, or acts of God, shall not be deemed a breach of this Agreement.

12.2 In the event of Force Majeure referred to in section 12.1 so that the Agreement loses the ground to continue, any unused Disbursements and Professional fees will be refunded to the Client, and the Agreement is considered terminated.

12. 不可抗力

12.1 RCICs 因其无法控制的原因（例如但不限于政府限制或后续立法、战争、罢工或不可抗力等）而未能履行本协议的任何条款，不应被视为违反本协议。

12.2 如果发生第 12.1 条所述的不可抗力导致本协议失去继续履行的基础，任何未动用的代付费用和专业服务费将退还给客户，且本协议视为终止。

13. Unplanned RCIC Absence

13.1 In the event that the Case RCIC becomes deceased, incapacitated, or otherwise unable to fulfill their duties, the Manager RCIC may assign another licensed RCIC to continue the services under this Agreement as Case RCIC. Such assignment will be communicated to the Client in writing, and unless the Client objects within 10 days, the new Case RCIC will be deemed accepted without the need for a new agreement. If the Client does not consent to continue with the new Case RCIC, this Agreement will be deemed terminated, and any unearned professional fees and unused disbursements will be refunded to the Client in accordance with Section 8.

13.2 In the event the Client is unable to contact the Manager RCIC, and has reason to believe the Manager RCIC may be dead, incapacitated, or otherwise unable to fulfill his duties, the Client should contact the College.

13. RCIC 意外缺席

13.1 若案件顾问因去世、丧失能力或其他原因无法履行其职责，管理顾问可指派另一位 RCIC 继续作为案件顾问履行本协议项下的服务。该指派将以书面形式通知客户，除非客户在 10 日内提出异议，否则视为客户已接受新任案件顾问，无需重新签署协议。

若客户不同意由新任案件顾问继续提供服务，则本协议视为终止，任何尚未赚取的专业费用及未使用的代付费用将根据第 8 条规定退还给客户。

13.2 若客户无法联系到管理顾问，并有合理理由相信管理顾问可能已去世、丧失能力或无法履行职责，客户应联系监管委员会。

14. Change Policy

14.1 The Client acknowledges that if the RCICs are asked to act on matters other than those outlined above in the scope of this Agreement, or because of a material change in the Client's circumstances, or because of material facts not disclosed at the outset of the application, or because of a change in government legislation regarding the processing of immigration or citizenship-related applications, the Agreement can be modified accordingly.

14.2 This Agreement may only be altered or amended when such changes are made in writing and executed by the parties hereto. All changes and/or edits must be initialled and dated by both the RCICs and the Client. Any substantial changes to this Agreement may require that the parties enter into a new Service Agreement.

14. 变更政策

14.1 客户确认并同意，若 RCICs 被要求处理本协议所列服务范围以外的事项，或因客户情况发生重大变化，或因客户在申请初期未披露的重要事实，或因政府在移民或公民申请处理方面的法律发生变更，本协议可据此进行相应修改。

14.2 本协议仅可通过书面形式由双方签署后进行修改或修订。所有变更和/或编辑的内容必须由 RCICs 与客户双方草签并注明日期。任何重大变更可能要求双方签署新的服务协议。

15. Termination

15.1 This Agreement is considered terminated upon completion of services identified under section 2 of this Agreement.

15.2 In the event that the Client fails to pay according to section 6.1 and upon request of the Manager RCIC, the Client fails to pay within 5 days, this Agreement is considered terminated pursuant to section 16.2.

15. 终止

15.1 本协议在第 2 条所列服务完成后即视为终止。

15.2 若客户未依第 6.1 条规定付款，并在管理顾问提出付款要求后 5 日内仍未付款，则本协议将依第 16.2 条之规定视为终止。

16. Discharge or Withdrawal of Service

16.1 The Client may discharge representation and terminate this Agreement, upon writing.

16.2 Pursuant to the Code of Professional Conduct and Regulations, the RCICs may withdraw representation and terminate this Agreement, upon writing, provided withdrawal does not cause prejudice to the Client, at which time any unused Professional fees and/or Disbursements will be refunded by the Manager RCIC to the Client unless it is otherwise stated in this Agreement and/or any outstanding fees or Disbursements will be paid by the Client.

16.3 At the time of withdrawal or discharge, the Manager RCIC must provide the Client with an invoice detailing all services that have been rendered or accounting for the time that has been spent on the Client's file since last invoice issued.

16. 解除或终止服务

16.1 客户可以书面形式解除服务并终止本协议。

16.2 根据《职业行为准则》和各项条例，RCICs 可以在不给客户造成损害的情况下，以书面形式结束服务并终止本协议，届时任何未动用的代付费用和专业服务费将由管理顾问退还给客户，除非本协议中另有规定，和/或客户将支付任何未付的费用或代付费用。

16.3 在结束或解除服务时，管理顾问必须向客户提供一份发票，详细列出自上次发票开具以来，已提供的所有服务，或说明在客户档案上花费的时间。

17. Governing Law

This Agreement shall be governed by the laws in effect in the Province of British Columbia, and the federal laws of Canada applicable therein and except for disputes pursuant to Section 9 hereof, any dispute with respect to the terms of this Agreement shall be decided by a court of competent jurisdiction within the Province of British Columbia.

17. 适用法律

本协议受不列颠哥伦比亚省现行法律和适用的加拿大联邦法律的管辖，除非涉及本协议第 9 条规定的争议，任何与本协议条款有关的争议应由不列颠哥伦比亚省内具有管辖权的法院裁决。

18. Miscellaneous

18.1 This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements, understandings, warranties, representations, negotiations and discussions, whether oral or written, of the parties except as specifically set forth herein.

18.2 This Agreement shall be binding upon the parties hereto and their respective heirs, administrators, successors and permitted assigns.

18.3 All costs and fees specified in this Agreement are to be paid by the Client.

18.4 The Client expressly authorizes the Case RCIC to act on his/her behalf to the extent of the specific functions which the Case RCIC was retained to perform, as per Section 2 hereof.

18.5 The Client may, after a Service Agreement is signed, appoint a Designate to act on their behalf when dealing with the RCICs. A Designate must not be compensated by the Client or the RCICs for acting in the capacity of a Designate.

18.6 The provisions of this Agreement shall be deemed severable. If any provision of this Agreement shall be held unenforceable by any court of competent jurisdiction, such provision shall be severed from this Agreement, and the remaining provisions shall remain in full force and effect.

18.7 The headings utilized in this Agreement are for convenience only and are not to be construed in any way as additions to or limitations of the covenants and agreements contained in this Agreement.

18.8 Each of the parties hereto must do and execute or cause to be done or executed all such further and other things, acts, deeds, documents and assurances as may be necessary or reasonably required to carry out the intent and purpose of this Agreement fully and effectively.

18.9 The Client acknowledges that he/she has had sufficient time to review this Agreement and has been given an opportunity to obtain independent legal advice and translation prior to the execution and delivery of this Agreement. In the event the Client did not seek independent legal advice and translation prior to signing this Agreement, he/she did so voluntarily without any undue pressure and agrees that the failure to obtain independent legal advice and/or translation will not be used as a defence to the enforcement of obligations created by this Agreement.

18.10 Furthermore, the Client acknowledges that he/she has received a copy of this Agreement and agrees to be bound by its terms.

18.11 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.

18.12 In the event the Client is not physically present to sign the Agreement, an electronic signature is recognized and sufficient to be mutually agreed to this function.

18.13 This Agreement constitutes an offer by the RCICs to provide services under the terms stated herein. If the Client does not sign and make the initial payment or deposit required under this Agreement within thirty (30) calendar days from the date indicated on page one, this Agreement shall automatically become null and void.

18.14 This Agreement creates a joint professional engagement between the Client and both RCICs, each acting within their defined scope in accordance with the College's regulatory framework.

18. 杂项

18.1 本协议构成双方就协议所述事项达成的完整协议，并取代双方先前所有口头或书面的协议、谅解、保证、陈述、谈判和讨论，除非本协议中另有明确规定。

18.2 本协议对协议各方及其各自的继承人、管理人、继任者和允许的受让人均具有约束力。

18.3 本协议中规定的所有成本和费用均由客户支付。

18.4 客户明确授权案件顾问在其所受委托执行的具体职能范围内，代表客户行事，具体职能详见本协议第 2 条。

18.5 客户可以在《服务协议》签署后，指定一名代表在与 RCICs 接洽时代表其行事。指定代表不得因其作为指定代表的身份而从客户或 RCICs 处获得报酬。

18.6 本协议的条款应被视为可分割的。如果本协议的任何条款被任何具有管辖权的法院裁定为不可执行，则该条款应从本协议中分割出去，其余条款应保持完全有效。

18.7 本协议中使用的标题仅为方便查阅，不应以任何方式被解释为对本协议所包含的承诺和协议的增加或限制。

18.8 本协议各方必须进行和签署或推进进行和签署所有其他事项、行为、契约、文件和保证，这些事项是为全面有效地履行本协议的意图和目的所必需或合理要求的。

18.9 客户知悉其有充足的时间审查本协议，并在本协议签署和交付之前获得了寻求独立法律意见和翻译的机会。如果客户在签署本协议前未寻求独立法律意见和翻译，这是其自愿行为，未受任何不当压力，并同意未获得独立法律意见和/或翻译不得作为其对履行本协议所产生的义务的抗辩理由。

18.10 此外，客户知悉其已收到本协议的副本并同意受其条款约束。

18.11 本协议以英文起草。为方便客户，特提供中文翻译。如果英文版和中文版之间存在任何差异或冲突，应以英文版为准。

18.12 如果客户不能亲身到场签署本协议，电子签名被认可并足以视为双方同意该功能。

18.13 本协议构成 RCICs 根据本文所载条款提供服务的要约。如果客户未在本协议第一页所示日期起 三十 (30) 天 内签署本协议并完成本协议规定的首次付款或押金支付，则本协议将自动失效。

18.14 本协议确立了客户与两位 RCIC 之间的联合专业委托关系，双方均在监管委员会的规章框架下，按照各自的职责范围履行服务。

19. Contact Information 联系信息

Client

Name [Client Name] Phone Number [Client Phone] WeChat ID: [Client WeChat]

Address [Client Address]

E-mail Address [Client Email]

Manager RCIC

Name [RCIC Name] Phone Number [RCIC Phone] WeChat ID: [RCIC WeChat]

E-mail Address [RCIC Email]

Case RCIC

Name [RCIC Name] Phone Number [RCIC Phone] WeChat ID: [RCIC WeChat]

E-mail Address [RCIC Email]

Company KPO Immigration Inc.

Company E-mail Address: info@kpocanada.ca

Address [KPO Address]

IN WITNESS THEREOF this Agreement has been duly executed by the parties hereto on the date first above written.

Signature of Client _____

Signature of Manager RCIC

Signature of Case RCIC