



CLIENT SERVICES AGREEMENT

A. TERMS OF REPRESENTATION

This agreement for legal representation and service is between Immigrant Connection, hereinafter referred to as IC, and _____, hereinafter referred to as the client(s).

I, the undersigned client, hereby authorize Immigrant Connection to represent me in only the following immigration matter before the Department of Homeland Security (DHS) or U.S. Citizenship and Immigration Services (USCIS) in connection with the following services:

B. I UNDERSTAND I HAVE THE FOLLOWING RIGHTS AS A CLIENT:

1. To be kept informed by IC about any important developments in my case.
2. To be consulted by IC legal staff before any significant decision is made or action taken on my behalf.
3. To expect that IC legal staff will pursue my case with all reasonable diligence and will maintain the confidentiality of all information that I share with my legal representative. No documents in my file will be released to anyone other than myself without my consent.
4. To be informed in writing if IC withdraws as my legal representative for any reason, and to be provided with any original documents belonging to me or issued by USCIS regarding my case.
5. I have the right to withdraw my case from Immigrant Connection at any time.

C. I UNDERSTAND I HAVE THE FOLLOWING RESPONSIBILITIES AS A CLIENT:

1. To attend all scheduled appointments with my legal representative, or to call to reschedule an appointment if I cannot attend.
2. To be truthful in all my communications with my legal representative.
3. To inform my legal representative of all changes of address, telephone number and any circumstances within 5 days of any change.
4. To cooperate in assisting my legal representative in obtaining requested documents or information needed for my case.
5. To respond to calls, emails, or letters from my legal representative asking me to call her or him.
6. To attend all USCIS interviews, court hearings or other appointments scheduled in my case with the USCIS or the Immigration Court, or at any other location.
7. To make all payments to IC as agreed upon in Part E, below.
8. If this agreement is terminated by either myself or IC, I agree that any money I have paid to IC will NOT BE REFUNDED TO ME, and that I will remain responsible for paying all money which may still be owed by me for the work IC did on my behalf. I agree to pay any bank charged penalty on returned checks.

D. I FURTHER UNDERSTAND THE FOLLOWING:

1. IC cannot guarantee that I will be granted the benefit that I am seeking from USCIS or NVC, even after IC successfully files all necessary applications and documents.
2. If I am in the United States without legal immigration status, I am always subject to deportation or removal by the Immigration and Customs Enforcement (ICE). If I am not already in deportation or removal proceedings at the time that IC agrees to represent me, IC may not be able to protect me from deportation or removal.
3. That IC may withdraw as my legal representative and close my case at any time, if I fail to provide truthful information or documentation to my legal representative, or fail to comply with my responsibilities in Part C, above, or fail to comply with the agreed upon payment, or if my income improves to the point that I am able to afford a private attorney.
4. That if my case involves several steps, IC is not obligated to represent me in all steps of the process beyond those agreed to in Part A, above. IC may withdraw from representing me in any additional stages, or IC and I may make a new agreement, effective only after put in writing, for continued representation for any additional or new steps not described in Part A, above.
5. That it is my responsibility to gather and return requested documents and/or evidence to IC in a timely manner, within 3 weeks of the request. I understand that if this is not completed as asked, it may jeopardize my case and could possibly require me to begin the process again, including payment to IC.
6. While IC strives to serve our clients as quickly as possible, I understand that IC serves a large number of clients; consequently even after all documents have been submitted and forms have been signed, it may take up to 2 weeks before IC is able to file the case on my behalf. If longer, I will be informed of the amount of time it may take in order to complete the necessary steps.
7. Due to consistent changes within various immigration processes and the fact that different USCIS officers adjudicate cases differently, I understand

that Requests for Evidence (RFEs) are frequently a part of the case process. If an RFE is sent, IC will respond accordingly and will need additional evidence or documents from me in order for my case to proceed in a timely manner. If the RFE is regarding information I did not previously disclose to IC, IC retains the right to charge me for the additional work needed to respond to the RFE, or to withdraw from the case altogether.

8. I understand that at my final appointment when I am asked to sign completed forms, it is my responsibility to check for accuracy and validate the correct spelling and responses have been given.
9. A digital copy of my filing can be emailed to me at my request for no additional cost (there is an additional cost if a printed copy is requested).
10. Due to the volume of cases being handled and number of clients served, I understand that IC and its staff cannot always be immediately reached by phone. It is best practice to leave a message so that IC can respond within 2 days of receiving the message.
11. I understand that my IC legal representative may seek advice about my matter from their technical legal support provider or other accredited legal representatives within the IC Legal Network. Client confidentiality will be maintained.
12. I understand that while I am a client of a local Immigrant Connection site, this site operates as part of the larger Immigrant Connection Legal Network, overseen by Immigrant Connection National. I acknowledge that general demographic data, case-related information, and program metrics may be shared with the national organization for reporting, oversight, and program improvement purposes. I further understand that all information will be managed in accordance with applicable confidentiality standards, ensuring that my privacy is protected at all times.

E. LEGAL FEE & PAYMENT PLAN:

I understand that the fee for the services IC will provide, as described in Part A, above, will be \$_____. I understand that this fee does not include any of the following:

- USCIS, DOS, or NVC filing fee;
- Cost of translating documents (this cost is an additional \$_____ per page);
- Fingerprints and photos which may be required with my application, if any;
- Any extraordinary charges incurred by IC in its efforts to pursue my case, such as costs of experts, long distance telephone calls, messenger or Express delivery services; color or extraordinary photocopy costs, if any;
- Costs of preparing any additional USCIS applications, which are not mentioned in Part A, such as work authorization renewal applications, etc; or
- Appeals of any decisions by USCIS made in my case.

I understand I will be informed of these additional charges before they are incurred.

F. SUMMARY OF CASE PROCESS WITH IMMIGRANT CONNECTION

1. Step 1 - Initial consultation (appointment necessary)
2. Step 2 - Retain IC as your legal representation (sign Client Services agreement) .
3. Step 3 - Fill out questionnaires and gather supporting documentation requested from the checklist.
4. Step 4 – Drop off completed questionnaires and supporting documentation by the due date (no appointment necessary).
5. Step 5 – IC will use questionnaires and supporting documentation to complete USCIS forms .
6. Step 6 – When forms are completed, a final appointment will be scheduled for the client to come into the office and sign forms and review any additional information.
7. Step 7 – Client comes to final appointment, reviews and signs forms.
8. Step 8 – IC finalizes the case filing and submits the case to USCIS (within 2 weeks of final appointment).
9. Step 9 – USCIS will send notices to both client and IC; IC will call client with any important notices (biometrics, interviews, RFEs).

Summary:

Questionnaires and Supporting Documentation Due By: _____

What Client Needs to Drop Off: _____

Cost to USCIS (Government): _____

Cost to Immigrant Connection: _____

Client

Signature: _____ Date: _____

Print Name: _____

Immigrant Connection

Signature: _____ Date: _____

Print Name: _____



Interpreter Statement

I affirm that I was read and had an opportunity to discuss this agreement in the _____ language with the use of an interpreter.

Client

Signature: _____ Date: _____

Print Name: _____

Interpreter

Signature: _____ Date: _____

Print Name: _____

Release of Information to Trusted Friend or Family Member

I give consent for _____ to receive information about my case. I understand that this consent can be revoked at any time for any reason.

Client

Signature: _____ Date: _____

Print Name: _____



I, _____, acknowledge there are increased risks associated with filing my immigration application with any legal services provider, including Immigrant Connection, during the period of increased immigration enforcement starting on January 20, 2025. I understand that, by filing any immigration application to the U.S. government, I am exposing myself to potential immigration enforcement if my application is denied, or if U.S. law, policy, or regulation changes while my application is pending.

My Legal Representative and local Immigrant Connection office have discussed these risks with me, and I have chosen to proceed with filing my immigration application in spite of these risks, based on my eligibility at this time. I have provided truthful and complete information to my Legal Representative and local Immigrant Connection office on all aspects of my immigration history, including all entries into the United States and any previous contact with law enforcement. Accordingly, I release my Legal Representative, local Immigrant Connection office, and Immigrant Connection of any and all liability resulting from filing my immigration application.

I have read this release and agree to the conditions stated above.

Signature

Date

Print Name

Signature

Date

Print Name