

## **8. Dispute Resolution**

Please be advised that Siavash Shahres (RCIC) is a member in good standing of the Immigration Consultant of Canada Regulatory Council (ICCRC) and as such, is bound by its By-laws, Code of Professional Ethics, and associated Regulations.

In the event of a dispute, the Client and RCIC are to make every 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 60 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 ICCRC on their website: <http://www.iccrc-crcic.ca/public/complaintsDiscipline.cfm> Note: All complaint forms must be signed.

### **ICCRC Contact Information:**

Immigration Consultant of Canada Regulatory Council (ICCRC)  
5500 North Service Rd., Suite 1002  
Burlington, ON, L7L 6W6  
Toll free: 1-877-836-7543

## **9. Confidentiality**

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

The Client agrees to the use of electronic communication and storage of confidential information. Siavash Shahres will use his best efforts to maintain a high degree of security for electronic communication and information storage.

## **10. Force Majeure**

The RCIC's failure to perform any term of this Retainer Agreement, as a result of conditions beyond his 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.

## **11. Change Policy**

The Client acknowledges that if the RCIC is asked to act on the Client behalf on matters than those outlined above in this Agreement, or because of a material change in the Client 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-related applications, the Agreement can be modified accordingly upon mutual agreement.

## **12. Other**

1. The English version of this retainer's agreement has authoritative power.
2. This Agreement is subject to the laws in effect in the province of British Colombia, Canada.
3. The preferred channel of communication shall be via email.

### **13. Termination**

You shall at all times have the right to terminate my services **based on reasonable grounds** upon written notice according to applicable laws governing contractual agreements in British Columbia. You are also responsible to contact Citizenship and Immigration Canada in order to revoke my appointment as your representative before them. Similarly, I too shall have the right to terminate my services upon written notice if you fail to honor the Retainer Agreement to that effect.

In the events this agreement is terminated, the amount of CND \$ 3000 from the Professional Fee will be non-refundable as an administrative fee. You also will be responsible for all fees and disbursement incurred on your behalf to the date of termination. It is also understood that this Agreement is considered terminated upon completion of tasks identified under section 2 of this Agreement and/or if material changes occur to the Client application or eligibility, which make it impossible to proceed with services detailed in section 2 of this Agreement.

### **14. Validation**

The Client acknowledges that they have read this Agreement, understand it, have obtained such independent legal advice as they deem appropriate, have sought translation and agree to be bound by its terms. The Client acknowledges that they have requested that the Agreement be writing in the English language.

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Mr. Sajad Zolfaghari

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Mr. Siavash Shahres (RCIC)