



SERVICE AGREEMENT

CLIENT INFORMATION:

Name: _____

Address: _____

Phone Number: _____

Email: _____

Matter/Service Requested: _____

SERVICE PROVIDER:

NextStep Immigration Form Prep

Contact: 678-824-4419

Email: cwhite@nextstepimmigrationformprep.com

Location: 8206 Durelee Lane, Ste 103A, Douglasville, GA 30134

1. SCOPE OF SERVICES

NextStep Immigration Form Prep agrees to provide the following non-legal support services, which may include but are not limited to:

- Immigration form preparation (family-based)
- Passport application assistance
- Notary Public services

These services are offered solely as administrative support. The Service Provider does not offer legal advice, representation, or legal analysis of immigration or other legal matters.

2. NON-LEGAL STATUS DISCLAIMER

Pursuant to OCGA § 15-19-51(a)(4) & (7), the Service Provider is not an attorney and is not licensed to practice law in the State of Georgia or any other jurisdiction. Accordingly, the Service Provider does not provide legal advice, legal representation, or engage in the unauthorized practice of law.

In accordance with OCGA § 43-20A-5(b), a prominent disclaimer is displayed at our office and on our website stating:

**“I AM NOT AN ATTORNEY LICENSED TO PRACTICE LAW AND MAY NOT GIVE
LEGAL ADVICE OR ACCEPT FEES FOR LEGAL ADVICE.”**

Clients are encouraged to consult a licensed attorney for any legal questions or representation.

3. FEES AND PAYMENTS

A breakdown of fees for each service is provided at the time of consultation or posted online.

Clients agree to submit payment in full within **seven (7) calendar days** of signing this Agreement. If payment is not received within seven (7) days, NextStep Immigration Form Prep reserves the right to If payment is not received within this period, NextStep Immigration Form Prep reserves the right to suspend services and terminate this Agreement without further notice.

Unless otherwise stated in writing, all fees charged by NextStep Immigration Form Prep are for administrative and document preparation services only. These fees do not include, and are entirely separate from, any fees assessed by the United States Citizenship and Immigration Services (USCIS), U.S. consular offices, the U.S. Department of State, medical facilities, translators, or any other third-party agencies involved in the immigration or application process.

It is the sole responsibility of the client to provide accurate and timely payments to such third-party entities, including but not limited to filing fees, biometrics fees, medical examination costs, translation services, or passport issuance fees.

Notary Services: Pursuant to OCGA § 45-17-11(b), fees for notarization services shall not exceed \$2 per act unless mobile notary services are rendered. The Provider complies with all requirements of OCGA § 45-17-8 and § 45-17-8.2, including the posting of the required disclaimer:

**“I AM NOT AN ATTORNEY LICENSED TO PRACTICE LAW AND MAY NOT GIVE
LEGAL ADVICE.”**

4. CLIENT RESPONSIBILITIES

Clients agree to provide accurate and complete information for the completion of documents. Clients understand that all information submitted is at their own discretion and the Service Provider is not responsible for errors due to inaccurate or incomplete disclosures.

5. LIMITATION OF LIABILITY

The Service Provider assumes no responsibility for the outcome of any applications submitted using prepared documents. The client assumes all responsibility for filing, attending interviews, and following up with the relevant government agencies.

6. SCOPE OF SERVICES & SEPARATE FEES

Fees paid to NextStep Immigration Form Prep apply only to the specific service(s) agreed upon and described in the signed service agreement and cover that service through completion.

Any additional services requested that are separate from, outside the scope of, or unrelated to the originally agreed-upon service — including services for additional applicants, new filings, follow-up filings, revisions beyond the original scope, or advisory assistance not previously agreed to — require a separate service agreement and are subject to separate fees.

6. a: DEFINITION OF COMPLETION OF WORK

“Completion of work” means that NextStep Immigration Form Prep has:

1. Prepared the agreed-upon immigration form(s) using the information and documents provided by the client;
2. Reviewed the completed form(s) with the client for accuracy and consistency;
3. Made reasonable revisions requested by the client that fall within the original scope of services; and
4. Delivered the finalized form(s) and packet to the client in the agreed-upon format (digital or mailed).

Additionally, completion of work includes reasonable post-submission monitoring and support, including preparation of responses to Requests for Evidence (RFEs) or Notices of Intent to Deny (NOIDs), when such responses relate directly to the original filing and fall within the scope of the paid service, until a final decision is issued on the case (approval, denial, or rejection).

Once the finalized documents have been delivered and the post-submission support outlined above has been provided, the service is considered complete, regardless of whether the client chooses to file, delays filing, files independently, or uses the documents as reference.

6. b: Monitoring, RFEs, and Post-Submission Assistance

As part of the agreed-upon service, NextStep Immigration Form Prep provides post-submission monitoring and support for the client’s case, including preparation of responses to Requests for Evidence (RFEs) or Notices of Intent to Deny (NOIDs), when such responses relate directly to the original filing and fall within the scope of the paid service.

This may include, but is not limited to:

- Correcting omissions or clerical issues;
- Preparing additional or missing forms;

- Assisting with joint sponsor documentation; or
- Responding to requests that arise as a normal part of adjudicating the original application.

Post-submission assistance is provided **until a decision is issued** on the case (approval, denial, or rejection), provided that the issue does not require a new application, a new petition, or services unrelated to the original filing.

This service does **not** include:

- Legal representation or legal advice;
- Appeals, motions to reopen or reconsider that require legal analysis, or
- New or unrelated filings not contemplated in the original service agreement.

If USCIS or the Department of State requires work that materially exceeds the original scope of services, a separate service agreement and additional fees may be required.

7. CANCELLATION AND REFUNDS

Cancellations must be made at least 24 hours in advance. Refunds will be issued at the discretion of the Service Provider and are not guaranteed once work has begun.

8. CONFIDENTIALITY, RECORD RETENTION AND DOCUMENT DISPOSAL

All client documents and personal information are treated with strict confidentiality. NextStep Immigration Form Prep retains client records, documents, and files for a period of five (5) years from the date of completion of services, in compliance with professional standards.

After the retention period has expired, all client documents will be securely and permanently disposed of, including:

- Shredding of all physical documents prior to disposal, and
- Permanent deletion of all digital files from secure drives and storage systems.

This ensures client information is protected throughout its lifecycle and permanently removed once retention obligations have been met.

9. CLIENT REVIEW & APPROVAL

Clients will be given the opportunity to review and approve all documents prepared by the Service Provider. Once approved, the Service Provider is not liable for any errors, omissions, or consequences arising from the submitted documents.

10. TURNAROUND TIME

Typical turnaround time for document preparation is [insert number] business days. Timeframes may vary depending on the complexity of the matter and the timeliness of client cooperation in providing required information.

11. DOCUMENT DELIVERY & ADDITIONAL COPY POLICY (GEORGIA)

One (1) completed copy of the prepared immigration packet is included with services provided by NextStep Immigration Form Prep and is delivered to the client either digitally or by mailed hard copy, as agreed at the time of service.

Any additional copies requested after the client has received an initial digital or mailed copy — including duplicate copies, format changes (digital ↔ hard copy), re-sent documents, or retrieval of archived files — are considered additional administrative services and are subject to a \$150 administrative fee per request.

This fee compensates for document retrieval, handling, preparation, and administrative time and does not initially restrict the client's access to or ownership of the delivered documents.

All documents provided are for the client's personal use and records only. If documents are used as reference for self-filing or to assist others, NextStep Immigration Form Prep is not responsible or liable for the outcome of such use.

11. a: Official Client Copy and Filing Clause

Delivery Options: The client may choose one method for receiving their official copy of the completed immigration packet:

- **Option A:** NextStep Immigration Form Prep mails the packet directly to USCIS on the client's behalf. In this case, the mailed packet is considered the client's official copy. No additional free digital copy will be provided.
- **Option B:** The client elects to receive the packet directly and mails it themselves. In this case, the mailed packet is considered the client's official copy, and no additional free copy will be provided.

12. USCIS ONLINE ACCOUNT ACCESS AND AUTHORIZATION

The Client understands that certain applications and supporting documents may be submitted through the United States Citizenship and Immigration Services (USCIS) online portal. As part of the services provided, NextStep Immigration Form Prep may assist with uploading documents and managing filings through the Client's USCIS online account only when necessary and only with the Client's prior written consent.

The Client acknowledges that no access to the Client's USCIS online account will be made without explicit written authorization, which may be provided electronically or in writing. The

Client further understands that they may revoke such authorization at any time by providing written notice.

NextStep Immigration Form Prep does not retain independent control over the Client's USCIS account and acts solely at the direction and authorization of the Client for document submission and case-related assistance.

13. DATA PRIVACY

Client information is stored using secure, access-controlled systems. Access is restricted to authorized personnel only. No personal or case-related data is shared, sold, or disclosed to third parties unless required by law or with the client's express written consent.

14. DISPUTE RESOLUTION & GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of Georgia. Any disputes arising under or relating to this Agreement shall be resolved through good-faith negotiation. If unresolved, both parties agree to submit to the jurisdiction of the courts located in Douglas County, Georgia.

15. PROVIDER QUALIFICATIONS

The Service Provider is a qualified paralegal, a licensed Immigration Forms Specialist (IFS), and an appointed Notary Public in the State of Georgia.

16. AMENDMENTS

This Agreement may not be modified or amended except in a written document signed by both the Client and the Service Provider.

17. ELECTRONIC COMMUNICATION CONSENT

By signing this Agreement, the Client consents to receive communications, updates, and document drafts via email and/or text message. The Client understands that while reasonable efforts are made to protect electronic communications, confidentiality cannot be guaranteed over unsecured networks.

18. THIRD-PARTY SERVICES DISCLAIMER

The Service Provider may assist with submitting documents to third-party agencies at the Client's request. However, the Service Provider is not responsible for delays, errors, or decisions made by any third-party organizations.

19. ENTIRE AGREEMENT

This Agreement constitutes the entire understanding between the parties and supersedes all prior discussions, representations, or agreements, whether oral or written.

20. PROPRIETARY RIGHTS

All materials provided by NextStep Immigration Form Prep, including this service agreement, templates, forms, and any accompanying documents, are the exclusive property of NextStep Immigration Form Prep. Clients are granted a limited, personal, non-transferable right to use these materials solely for their own immigration matters. **No portion of these materials may be copied, reproduced, distributed, or used for any other purpose without the express written consent of NextStep Immigration Form Prep.**

21. ACKNOWLEDGEMENT

By signing below, the client affirms understanding of the above terms and that they are receiving non-legal document preparation services.

Client Signature: _____ Date: _____

Provider Signature: _____ Date: _____