

## The Immigration Law Firm

### **Payment terms and conditions for International or Domestic Zoom/Skype/Telephone consultations**

Thank you for your interest in arranging for a day/time to have a Zoom/Skype/Telephone immigration consultation. A Zoom/Skype/Telephone immigration consultation is generally the most practical, efficient, economic and useful first step that you can take to obtain either a good, detailed and clear understanding of whether you may be eligible to apply under any of the current New Zealand immigration policies (if that is what your enquiry relates to) or clear advice and answers relating to any particular immigration-related question or problem you may want to discuss. We will explain in clear detail to you what residence visa or temporary visa categories (if any) are best for you, what the rules are, documentation requirements, what criteria you will need to fulfil, how much it will cost, etc.

We charge a fee of NZ\$250 (zero-rated for GST for international consultations or plus GST for domestic consultations; “zero rated” means you **don’t** pay the Goods and Services Tax of 15%) per hour for Zoom/Skype/Telephone consultations. The approach that we take is to send you an invoice for the first 30 minutes of the consultation (NZ\$125 (zero-rated for GST for international consultations or plus GST for domestic consultations) and ask that you pay that amount before the consultation, in order to “hold” the day/time arranged for the consultation. Payment can be made by direct credit to our bank account or via credit card. If payment is received **at least 48 hours before the scheduled consultation** then the consultation is confirmed. You would then call us via Zoom/Skype/Telephone at the agreed time on the agreed day, on the Skype address for the person at the Immigration Law Firm with whom you will be having the Skype consultation (if the consultation will be via Skype) or you would telephone our office number here in Christchurch, New Zealand (+64 3 377 1922) and ask to speak to the person at The Immigration Law Firm with whom your telephone consultation is to take place. If you have chosen Zoom as your preferred option the person at The Immigration Law Firm with whom you will be having your Zoom consultation will email you the Zoom meeting details. Usually that person at The Immigration Law Firm who does many of our Zoom/Skype/Telephone consultations is Paulo Kundig, and his Skype address is **paulo.kundigassociates**.

(A note about Zoom and Skype consultations: We usually find that it is simpler and easier to **use only the audio** function on Zoom or Skype, and not the video function, as using the video function can sometimes cause technical problems).

When we reach the 30 minute point during the Zoom/Skype/Telephone consultation, if you have previously paid by credit card we would then ask you (during the consultation) whether any time over and above the first 30 minutes can be charged to the same credit card, at the pro-rata rate of NZ\$125 (zero-rated for GST for international consultations or plus GST for domestic consultations) per hour. If you consent then we continue with the consultation. If you have previously paid via direct credit to our bank account however, then we would ask you at the 30 minute mark for the details of a credit card that we can charge the extra time to, once again at the pro-rata rate of NZ\$250 (zero-rated for GST for international consultations or plus GST for domestic consultations) per hour. If you provide those details to us over the phone, at the 30 minute mark, then we continue with the consultation. You will only however be charged for the actual amount of time we spend in the consultation, unless the consultation lasts less than 30 minutes, in which case there is no refund of any part of the initial NZ\$125 (zero-rated for GST for international consultations or plus GST for domestic consultations) payment already made.

If you accept the above terms, then the easiest way to start the process of agreeing on a day/time that would be suitable to have the Zoom/Skype/Telephone consultation will be for you to please print the second page of this form, sign and date it, and email it back to us. We will then send you an invoice for NZ\$125 (zero-rated for GST for international consultations or plus GST for

domestic consultations). As soon as we have received payment of the initial 30 minute payment (NZ\$125 (zero-rated for GST for international consultations or plus GST for domestic consultations)) we will then email you a receipt and check the diary of the person with whom you will be having the Zoom/Skype/Telephone consultation and let you know which of the dates/times you have suggested “fits into” that person’s diary. **Very important: when you send us your four suggested days/times within which you are available to have the Zoom/Skype/Telephone consultation please ensure that you are using New Zealand days/times, and not your local day/time.** We are generally available to have Zoom/Skype/Telephone consultations that begin not earlier than 8:30am and not later than 4pm, Monday to Friday, **New Zealand time.**

Thank you very much. We look forward to assisting you to the maximum extent possible with your New Zealand immigration plans.

The Immigration Law Firm

To: The Immigration Law Firm

Re: Request to have a Zoom/Skype/Telephone immigration consultation

Current date: \_\_\_\_\_

Your name: \_\_\_\_\_

Your email address: \_\_\_\_\_

Preferred consultation method (circle one): ZOOM / SKYPE / TELEPHONE

New Zealand days/times that you are available to have the Zoom/Skype/Telephone consultation (feel free to give us a time “range” if you are flexible, e.g., “any time between 9am to 12 noon on ‘X’ day”):

First preference (day/time)\_\_\_\_\_

Second preference (day/time)\_\_\_\_\_

Third preference (day/time)\_\_\_\_\_

Fourth preference (day/time)\_\_\_\_\_

(please remember that we must receive payment of the initial NZ\$125 (zero-rated for GST for international consultations or plus GST for domestic consultations) at least 48 hours prior to your earliest preferred day/time, in the event we are available to have the Zoom/Skype/Telephone consultation on your earliest preferred day/time)

I confirm that I have read and understood, and accept, the above terms and conditions for a Zoom/Skype/Telephone consultation. After you send me an invoice, payment for the first 30 minutes of the consultation (NZ\$125 (zero-rated for GST for international consultations or plus GST for domestic consultations)) will be made in advance via (please put a mark next to ONE of the choices below):

1. \_\_\_\_\_ **Credit Card** (you have a choice of either giving us your credit card details here

(Name on card:\_\_\_\_\_

Card type (we only accept Master Card or Visa):\_\_\_\_\_

Card Number:\_\_\_\_\_ Expiry date:\_\_\_\_\_

or telephoning us to provide the credit card details over the phone (+64 3 3771922), or faxing your credit card details to us on our fax number, +64 3 3771309). **(NB: credit card payments will attract a 1.5% additional surcharge);**

**OR**

2. \_\_\_\_\_ **Direct Credit via Internet Banking** to the following bank account

The Immigration Law Firm Trust Account

ASB Bank Limited

Account number: 12 3191 000641602 (if you need a “Swift Code”, it is ASBBNZ2A)

Your signature:\_\_\_\_\_

**(When you have completed this page, please scan it and email it to [pwk@kundigassociates.co.nz](mailto:pwk@kundigassociates.co.nz))**