

# **THE IMMIGRATION LAW FIRM**

## **APPLICABLE RULES AND PROCEDURES FOR DOMESTIC SKYPE/TELEPHONE CONSULTATIONS/ASSESSMENTS WITH THE IMMIGRATION LAW FIRM**

### ***Introduction***

Because we are specialist New Zealand immigration lawyers we receive a very large of number of inquiries from individuals who are already in New Zealand (but not in Christchurch) and are interested in applying for residence or renewing or applying for a temporary visa, etc., or may have a particular narrow question regarding New Zealand Immigration Law or Policy or New Zealand citizenship, etc. (Individuals who are already in Christchurch can book an in-person consultation with us).

We have found over the years that by far the most expedient, practical and economical way for us to explain immigration options that might be available to someone in New Zealand but outside of Christchurch is by way of a Skype or telephone Consultation/Assessment at a mutually agreed upon day and time. The Skype or telephone Consultation/Assessment gives us an opportunity to clearly explain to you the options that might exist for obtaining permanent residence, or applying for or renewing a temporary visa, the rules that apply to any particular realistic option that might be available, the amount of time that will be required, the documents involved, the strategy that we will adopt and of course the cost both in legal fees and Government department fees. It also gives you an opportunity to ask all of the questions that you need to ask to make sure that you fully understand the option that is being discussed and to therefore make a more well-informed and accurate decision.

Our experience is that it can be a time-consuming exercise (and expensive for you, the client) for us to always provide detailed written responses to initial enquiries. In New Zealand, most lawyers charge fees that are based on either the *time* that they have actually spent on a particular case or inquiry or alternatively a *set fee* for a particular type of task or job. Here at The Immigration Law Firm we normally charge set fees for different types of work, (for example) a residence application, a work visa application, etc. For immigration-related initial inquiries however, we normally charge on the basis of *time*. If you later on wish to instruct us to proceed with a residence application (for example) we will then revert to a *set fee* basis, and will quote you a set fee for undertaking the rest of the work required. We believe that taking the foregoing approach enables you to get the best of both worlds i.e., we can keep our fees as low as possible at the initial stage and then when you want to proceed with a full application you will know ahead of time exactly how much we will charge (i.e., a set fee) for that work.

We have also found over the years that we can pack a lot more information and advice into a one hour Skype or telephone Consultation/Assessment than we can into a six page letter. The amount of information that we would set out in a six page letter can most definitely be covered in a one hour telephone call. The difference between the six page letter and the one hour Skype/telephone Consultation/Assessment is the cost to you. If we were to charge you for the time it would take us to prepare the six page letter we would have to charge for the time in dictating that letter (perhaps in itself two hours) and the secretary's time in typing the letter (perhaps 60 minutes). On the other hand, if we charge only for the time spent on the telephone call, covering the same exact information, then the fee is much lower (one hour of our time as opposed to two and a half hours) and you are likely to obtain a *much clearer* understanding of the issues. In addition you also have the opportunity of asking questions along the way and clarifying any points you do not understand, etc. For the foregoing reasons we have therefore concluded that in most instances involving a client who is in New Zealand

but outside of Christchurch and has some preliminary questions to ask, it is much better to handle the initial inquiry by way of a Skype or telephone call than it is by way of letter.

That is not to say however that all our contact with you will from that point forward be by way of telephone calls. Once the preliminary issues have been carefully clarified in the initial Skype or phone Consultation/Assessment we would then move to a more normal situation where further advice is then provided by way of written correspondence (generally email). In short, the initial Skype/Telephone Consultation/Assessment is most useful for the preliminary “clarification” stage and once the job is “on track” and all uncertainties have been clarified then we revert to the “set fee” arrangement and to the more standard means of communication i.e., email, courier services, facsimile, etc.

#### ***What is typically covered in a Skype/Telephone Consultation/Assessment***

- A review of the applicant’s completed “Prospective Immigrant Questionnaire” at (click [http://www.migrate.co.nz/international\\_consultations/online\\_questionnaire](http://www.migrate.co.nz/international_consultations/online_questionnaire)), which would be sent to us a few days before the scheduled Consultation/Assessment.
- The identification of all possible routes available to the applicant to obtain either a work visa or a work visa followed by a residence visa, or alternatively a “work to residence” visa.
- Developing a strategy for achieving one of the above visa types in New Zealand based on the applicant securing an offer of skilled employment in New Zealand.
- For applicants who are married and have dependent children, a discussion of the types of visas that would be issued to the spouse and dependent children if the principal applicant is issued with a work visa.
- A discussion of the types of documents that the applicant would need to obtain and present to us for presentation to INZ in support of an application, including medical exams, work experience evidence, educational qualifications evidence, etc.
- Discussion of the timing requirements of any particular application, i.e., how long it may take to gather together the documents required to make the application, how long it would take us to prepare and present an application to INZ once all the documentary evidence is available, how long it would typically take INZ to process a particular application and how long an applicant and accompanying family members would then have to come to New Zealand.
- Discussion on the cost, including our own legal fees and other immigration expenses, of making a particular type of application.
- A “question and answer” section during the Consultation during which the applicant can ask any and all questions that he or she may need to ask to ensure that he or she has a full and clear understanding of the entire process.

#### ***Standard The Immigration Law Firm Terms For Domestic Skype/Telephone Consultation/Assessment Calls***

Here are our standardised terms for the initial domestic Skype/Telephone Consultation/Assessment call:

- We will generally ask you to send us a list of at least three separate days, and times during those days, that you would be available to Skype or telephone us. Remember that we are generally available to receive your Skype or telephone call at any time which is not before 9:00am and not after 4:00pm, Monday to Friday. We are not open on Saturdays and Sundays and we cannot receive any Skype or telephone calls before 9:00am or after 4:00pm (unless you have made

specific prior arrangements with the lawyer at The Immigration Law Firm that you will be contacting). Our Skype addresses for Consultations/Assessments are:

- Paulo Kündig: paulo.kundigassociates
- Rochelle Gorman: rochelle.kundigassociates
- Youngrim Ji Munnings: youngrim.kundigassociates
- Elena Martynova: elena.kundigassociates

Our direct-dial telephone numbers, for Consultations/Assessments, are:

- Paulo Kündig: 03 377 1291
- Rochelle Gorman: 03 371 0506
- Youngrim Ji Munnings: 03 365 2486
- Elena Martynova: 03 377 6796

(You will be told before the consultation the name of the person at The Immigration Law Firm who you should Skype or telephone).

- Once you have sent us a list of three separate days and times that you can Skype or telephone us we will then choose one specific day and time that the person you are communicating with will be available to receive your Skype or telephone call and that will then be the day and time that the Skype or telephone call will take place.
- Once you have made the required payment (see below) and a specific day and time has been set for your Skype or telephone Consultation/Assessment we will leave it to you to Skype or call us, on the correct day and at the correct time. Please do not call on Skype more than one or two minutes before or more than 10 minutes after the correct time. If you are going to use Skype then please send the person at The Immigration Law Firm with whom your consultation will be, a Skype “Contact Request” at least 24 hours before the Consultation and that person will then accept your request.
- It is your responsibility therefore for you to call us instead of us calling you. We can telephone you if that is what you wish but we then have to charge an extra fee for the cost of making the telephone call.
- Once a specific day and time has been agreed upon we will then ask you to arrange for a deposit of NZ\$145.00 to be paid to us at any time up to the days **BEFORE** the Skype or telephone Consultation is to take place. Our fee for domestic Skype/Telephone Consultations/Assessments is NZ\$290.00 per hour provided that the minimum charge that we will make for reserving a “slot” for a domestic Consultation call is NZ\$145.00. In other words, if you reserve the slot with us (i.e., once we agree on a specific day and time) the “reservation” is only guaranteed once we have received payment of the NZ\$145.00 deposit. The NZ\$145.00 deposit is non-refundable but will guarantee the “reservation”. If the consultation lasts for less than 30 minutes then the fee that you pay is only the NZ\$145.00 deposit (but no less). If the consultation lasts for more than 30 minutes then you will only pay for the amount of time actually spent on the Consultation beyond the initial 30 minutes, at the rate of NZ\$290.00 per hour. For example, assume the entire Consultation lasts one hour. You have already paid the NZ\$145.00 deposit so we would only charge your credit card for an additional NZ\$145.00. If the Consultation lasts one and a half hours, you have already paid a NZ\$145.00 deposit and we

will only charge your credit card for an additional NZ\$290.00. If the Consultation lasts 45 minutes, you have already paid NZ\$145.00 as a deposit then we will only charge your credit card for an additional NZ\$72.50, etc. If the Consultation only lasts for a period of time which is less than 30 minutes then you will only pay the initial NZ\$145.00 deposit regardless of the amount of time (less than 30 minutes) actually spent on the phone call and there is no refund of any part of the NZ\$145.00 already paid.

- The NZ\$145.00 deposit can be paid to us in any of the ways shown on the enclosed document entitled “Schedule of Payment Options” (Appendix 1 hereto) but we generally find that the most convenient way is if you pay by way of credit card. That enables the reservation to be made quickly and to be guaranteed quickly. **Please note however** that payment for any portion of the Consultation which exceeds the first 30 minutes (which have been pre-paid) can only be made by credit card. This means that if you have paid for the first 30 minutes in a manner other than by credit card we would typically ask you for your credit card details either at the beginning of the Consultation or, if you prefer, once the 30 minute point has been reached. If you have paid the initial 30 minute “reservation fee” by credit card then we will already have your credit card details and the cost of any portion of the Consultation which exceeds the first 30 minutes would then be charged to the same credit card.
- If you are going to have a Skype/Telephone Consultation/Assessment with us then it is a very good idea for you to send us, by email and ideally at least three days before the consultation, the completed “Prospective Immigrant Questionnaire”. If you wish us to review documents other than the Prospective Immigrant Questionnaire before a Consultation we reserve the right to quote you a separate fee for doing so, especially if those documents are voluminous.
- If during the Consultation with you we mention a document that we will be able to send to you by email which will help further clarify the issue which we may be discussing, then we will send you that document by email, at no extra charge, as part of the Conference call.
- If due to unforeseen circumstances we are forced to reschedule a Skype/Telephone Consultation/Assessment from a “booked” day and/or time, we will give you as much advance notice as possible and we will offer, in compensation, a choice of either cancelling the booking and receiving a full refund of the initial payment you have already made, or booking another day/time for a Consultation/Assessment at a reduced overall fee of NZ\$145 per hour, instead of NZ\$290 per hour. If for whatever reason you do not Skype or telephone us on the day and time that your Consultation/Assessment has been booked for then no part of the initial payment of NZ\$145 will be refunded, but we will allow you to reschedule the Consultation/Assessment for another day and time, for an additional “rescheduling fee” of NZ\$50.00. In that case, once the rescheduling fee has been paid, you would have your Consultation on the rescheduled day and time and the first 30 minutes would already be paid for.
- If you are late in calling us on the day/time of your scheduled Consultation, we will still receive your call if it is made within the first 30 minutes that have been paid for but once we arrive at the point where it is 30 minutes after the scheduled commencement time, you would either need to stop the Consultation (if you did not want to spend any more than the NZ\$145 that you would already have pre-paid) or we could continue with the Consultation beyond the 30 minutes point but you would be charged for that “extra time” the same way as if the Consultation had started on time.

***Direct Dial Telephone Numbers of The Immigration Law Firm Lawyers and Immigration Law Advocates***

Once again, here are the Skype addresses and the direct dial telephone numbers of each The Immigration Law Firm lawyer and Immigration Law Advocate. Please remember that the national telephone city code for the city of Christchurch is (03) so all of the numbers listed below will need to

be preceded by the digits as shown and then followed by the number, below, if you are calling from an area outside of Christchurch:

- Paulo Kündig: Skype: paulo.kundigassociates Telephone: 03 377 1291
- Elena Martynova: Skype: elena.kundigassociates Telephone: 03 377 6796
- Rochelle Gorman: Skype: rochelle.kundigassociates Telephone: 03 371 0506
- Youngrim Ji Munnings: Skype: youngrim.kundigassociates Telephone: 03 365 2486

***Summary***

If there is any part of this form set of instructions which is unclear please feel free to contact us directly, by email, at [pwk@kundigassociates.co.nz](mailto:pwk@kundigassociates.co.nz). Otherwise, we look forward to a useful and productive Skype/Telephone Consultation/Assessment call with you in the near future!

Yours faithfully



**Paulo W Kündig**  
Solicitor/Immigration Lawyer

## APPENDIX 1

### THE IMMIGRATION LAW FIRM SCHEDULE OF PAYMENT OPTIONS

The Immigration Law Firm  
 14 (Unit 15) Acheron Drive  
 Riccarton, Christchurch  
 New Zealand  
 PO Box 2684  
 Email: [pwk@kundigassociates.co.nz](mailto:pwk@kundigassociates.co.nz)  
 Telephone: + 64 3 377-1922  
 Facsimile: + 64 3 377-1309

#### Option 1

You may make payment to us by way of *bank draft*, payable to The Immigration Law Firm, either in New Zealand dollars or in the US dollar equivalent.

#### Option 2

You may make payment to us by way of *direct credit* (also known as telegraphic transfer of funds) to our bank account here in New Zealand, details of which are as follows:

ASB Bank Limited  
 South Island Commercial Banking  
 PO Box 13650, Christchurch 8031  
 NEW ZEALAND  
 Account Name: The Immigration Law Firm Trust Account  
 Account Number: 12 3191 0006416 02

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Swift Code: ASBBNA2A

If you are using this method of payment you must ask your Bank to ensure that your surname appears on the transfer records as the transferor.

#### Option 3

You may pay by way of *credit card*. We accept the credit cards listed on the Authorisation to Debit Credit Card form (Appendix 2). You should fill in details about your credit card name, credit card number, expiry date and you should sign the "Authorisation to Debit Credit Card" form and send it back to us either by facsimile or by email or you may call us and give us your credit card details over the phone.

**NB: If you choose to pay by credit card, payment may only be made in New Zealand dollars.**

#### Option 4

You may pay our fee *in cash* by having someone in New Zealand bring the cash payment to us at our office here in Christchurch at 14 (Unit 15) Acheron Drive, Christchurch, New Zealand.

#### Option 5

You may pay our fee *by Eftpos* by bringing your credit or bankcard to us at our office here in Christchurch at 14 (Unit 15) Acheron Drive, Christchurch, New Zealand.

**APPENDIX 2****THE IMMIGRATION LAW FIRM**  
**AUTHORISATION TO DEBIT CREDIT CARD**

**TO:** P W Kündig  
C/- The Immigration Law Firm  
Christchurch  
NEW ZEALAND

The Immigration Law Firm	
14 (Unit 15) Acheron Drive	
Riccarton, Christchurch	
New Zealand	
PO Box 2684	
Email: <a href="mailto:pwk@kundigassociates.co.nz">pwk@kundigassociates.co.nz</a>	
Telephone:	+ 64 3 377-1922
Facsimile:	+ 64 3 377-1309

**E-MAIL:** [pwk@kundigassociates.co.nz](mailto:pwk@kundigassociates.co.nz)  
**FAX:** + 64 3 377 1309  
**PHONE:** +64 377 1922

I hereby authorise you to debit the credit card which I have indicated below for the sum which I have indicated below. This payment is being made as payment to reserve a domestic Consultation/Assessment with The Immigration Law Firm and represents payment for the first 30 minutes of that Consultation. In the event my initial Consultation/Assessment with The Immigration Law Firm exceeds 30 minutes in duration then I hereby authorize you to charge my credit card for the cost of the portion of the Consultation which exceeds the initial 30 minutes, at the rate of NZ\$4.83 per minute.

Please charge my (tick one)

**Visa**

**MasterCard**

**Diners Club**

**American Express**

Credit Card Number:	
Name of Cardholder:	
Expiry Date:	
For the amount of:	NZ\$ (I understand that if the consultation lasts less than 30 minutes or I do not make the Skype or telephone call at all or within 30 minutes of the agreed upon time then no part of this payment will be refunded).

Signature:	
Date:	