CLIENT SERVICE AGREEMENT

This agreement is a client-services template for M.S. Deal & Associates LLC. It should be completed with the specific scope, fee, and service selected. It does not create an attorney-client relationship unless a licensed attorney is separately retained in writing.

CLIENT AND SERVICE DETAILS

Client Full Name	
Service Selected	
Matter / Reference No.	
Date Opened	
Professional Fee (BSD/USD)	
Initial Deposit / Retainer	
Payment Schedule	
Government / Third-Party Fees	

1. SCOPE OF SERVICES

Describe the exact consulting, administrative, document-preparation, filing-support, liaison, or JP service to be provided:

_____
_____
_____
_____

2. WHAT IS NOT INCLUDED

- ☐ Legal representation in court or before a tribunal unless a licensed attorney is separately retained.
- ☐ A guarantee of approval, filing acceptance, court outcome, visa issuance, loan approval, or processing time.
- ☐ Government, court, lender, consular, courier, translation, medical, police, advertising, or other third-party fees unless expressly stated.
- ☐ Work outside the written scope without a further written agreement or approved additional fee.

3. CLIENT RESPONSIBILITIES

- ☐ Provide complete, accurate, and truthful information and genuine supporting documents.
- ☐ Review drafts and instructions promptly and advise the office of corrections before submission.
- ☐ Keep contact information current and monitor email/approved communication channels.
- ☐ Meet payment, document, appointment, and government/court deadlines communicated to the client.
- ☐ Immediately disclose material changes that may affect the matter.

4. FEES, PAYMENTS AND REFUNDS

Professional fees and payment milestones are shown above or on the invoice. Fees for work already performed, time reserved, or non-recoverable commitments made for the client are not refundable. Government and third-party fees are not refundable by M.S. Deal & Associates LLC once remitted. Any refund otherwise due will be determined by the written scope, work completed, expenses incurred, and applicable law.

5. COMMUNICATION AND AUTHORITY

The client authorizes routine communication by email, telephone, WhatsApp, website portal, or other agreed electronic means. The client may separately authorize the office to communicate with government departments, courts, lenders, employers, sponsors, translators, couriers, or other service providers as reasonably necessary for the selected service.

6. PRIVACY AND RECORDS

Personal information will be collected and used for the identified service, administration, billing, compliance, and related communications. Information should be limited to what is reasonably required and protected with appropriate safeguards. See the separate Client Authorization, Consent & Privacy Form.

7. ENDING THE ENGAGEMENT

Either party may end the engagement by written notice. The client remains responsible for fees and expenses properly incurred up to the effective date of termination. Original documents belonging to the client will be returned or made available subject to reasonable identification and any lawful retention requirements.

ACCEPTANCE

I have read and understood this agreement, had an opportunity to ask questions, and agree to the scope and payment terms stated above.

_____ _____

Client Signature **Date**

_____ _____

M.S. Deal & Associates Representative **Date**