

Immigration Compliance and Consulting Services (New Zealand)

The following terms apply to any engagement for the provision of Immigration Services.

A. Nature of Services and Regulatory Status.

New Zealand immigration advice, assistance and compliance services ("Immigration Services") are provided solely by one or more Licensed Immigration Advisers ("Advisers") who are employed or engaged by Vialto and are individually regulated by the Immigration Advisers Authority under the Immigration Advisers Licensing Act 2007. Vialto does not provide legal services.

Role of Licensed Immigration Advisers and Vialto: The Advisers are responsible for the provision of Immigration Services in compliance with their professional and ethical obligations under the Immigration Advisers Licensing Act 2007 and the New Zealand Immigration Advisers Authority ("IAA") Code of Conduct. Vialto is responsible for the overall delivery and coordination of the Immigration Services, including administrative support, process management, communications, billing and client relationship management. Under the Code of Conduct, the Advisers are obliged to maintain a relationship of confidence and trust with clients and to provide objective advice.

Exclusion of Legal Services. The Immigration Services do not constitute legal services, and no advice is provided as a lawyer or under any legal professional privilege regime.

Conflicts of Interest. If a potential or actual conflict of interest arises under the Code of Conduct, the Adviser will disclose the conflict and may only continue to provide the relevant Immigration Services with the informed and specific consent of the affected parties, or otherwise as permitted under applicable regulatory requirements.

No Guarantee of Outcome. Immigration outcomes are determined solely by Immigration New Zealand ("INZ") and other relevant government authorities. Neither Vialto nor any Adviser can guarantee the approval, timing or outcome of any application.

B. Scope of Services

Vialto may provide the following scope of Immigration Services to you under this engagement: Immigration Services may include:

Immigration Consultation

- Conduct a discussion with you to understand your personal circumstances and immigration options
- Answer questions about the different visa options.

Visa Services

- Gather initial documentation
- Assess the immigration case and provide you a summary of immigration options (if applicable), the process to obtain the recommended visa type, timing and any potential issues
- Gather any further information or documents required to prepare the application(s)
- Review of medical and police certificates, if required, for lodgement with a specific visa application
- Follow up (not to exceed two (2) written/phone follow ups) with you for any outstanding information and documentation
- Prepare the final application for lodgement with INZ
- Lodge the visa application on your behalf where available, or provide detailed lodgement instructions if on-line lodgement is not available and the application must be lodged offshore
- Represent you in correspondence with INZ with regard filed visa application(s)

- Respond to queries and provide updates on the status of your application

Timing for Visa Applications

The visa application process involves the following stages and process.

- Obtain a signed consent form from you before commencing work
- Gather the necessary information and prepare the final application within three (3) working days of receiving all the required information
- Lodge the visa application on your behalf or provide detailed lodgement instructions where on-line lodgement is not available
- Monitor visa processing by INZ once the application(s) are submitted
- Communicate the visa outcome to you

C. Vialto Responsibilities

Vialto will carry out the foregoing Immigration Services based on the information you provide. The completion of immigrant and non-immigrant applications and forms often involve matters of interpretation and judgment. Vialto will review with you any potentially contentious filing positions that may arise during the preparation process. Vialto will provide views based upon the current immigration legislation at the time the advice is provided, the regulations issued thereunder, and the known administrative practices of the applicable immigration authorities, according to Vialto's experience. Vialto is not responsible for any changes to immigration laws or regulations that may occur after the application has been prepared and cannot be held responsible for any negative impact a regulatory change may have on any application.

In certain circumstances, it may also be recommended to utilize Vialto's consulting or advisory services to ensure the greatest chance of success of any relevant applications. Some immigration applications require the applicant(s) to submit the application directly to immigration authorities at a visa post, application/service centre, or port-of-entry. While Vialto will provide detailed instructions and guidance with respect to the application(s) submission and process in such instances, the responsibility for filing rests with the applicant and Vialto is not responsible for ensuring the submission of immigrant or non-immigrant applications to authorities in such circumstances.

It is acknowledged that Vialto will not be in a position to prepare any immigrant or non-immigrant applications or requests for you, if you do not provide the requested information necessary to complete the application(s). Further, Vialto will not be held liable or responsible for actions you take against Vialto's recommendations, including travel or work where you have not received the appropriate documentation or application paperwork for the same.

D. Client Responsibilities

For the purposes of this engagement, Vialto will write to and accept instructions only from you.

With respect to the Immigration Services, you agree to the following:

- Providing timely responses to any queries raised by us including any requests for information or documentation
- Advising Vialto at the earliest opportunity if applications are urgent
- Providing the billing address and other relevant information at the outset of each case, with clear instructions as to what must be provided in each invoice to ensure this is paid in a timely manner (as set out in Vialto's General Terms and Conditions)
- Providing truthful and accurate information
- Notifying Vialto of any details or changes to information previously provided, which may be material to the application or services to be provided by Vialto. Such examples of information may include, but not be limited to, changes to employment work history; etc.

E. Other Terms:

Vialto's following Advisers will provide advice based on the information provided by you:

Adviser Name	IAA license no.
Jaq Chong	201200301
Kim Gibbs	201100148
Ravi Teja	202300715 (Provisional)

A copy of the Licensed Immigration Advisers Professional Responsibilities summary document ("Professional Responsibilities summary") which is a summary of the IAA's Code of Conduct may be requested by the Client. A full copy of the IAA's Code of Conduct can be found at <https://www.iaa.govt.nz/for-advisers/code-of-conduct/>. The Advisers will reply to any questions related to the Code or Professional Responsibilities that you may have.

In case of any complaints related to the Immigration Services, please contact Vialto's engagement lead directly. If you would like to make a formal complaint, it should be done in writing and directed to Jonathan Dunlea, Vialto Partners at jonathan.dunlea@vialto.com. An acknowledgement of the complaint will be sent in writing within two (2) working days of receipt and Vialto will seek to respond within seven (7) working days.

Concerns may also be raised to the Registrar of Immigration Advisers. For details on how to lodge a complaint and how the Registrar will investigate and deal with a complaint, please refer to <https://www.iaa.govt.nz/about-us/make-a-complaint/>

F. Fees, Additional Fees, Invoicing Terms

Unless otherwise agreed in our fee schedule or in writing by the parties, Vialto will invoice you at various stages in the preparation of an application, at the time work is performed or completed. Payment of each invoice is due on presentation and within thirty (30) days of the invoice date. Interest may be charged on overdue accounts. This engagement may be terminated by either party by giving notice. In case of termination and subject to below, Vialto will consider all reasonable requests for refund, where applicable.

Out-of-pocket expenses, disbursements and administration fees

You are solely responsible for payment of third party costs, expenses and disbursements, including, but not limited to government lodgement fees (payable to INZ), required medical tests, police clearance certificates, notary fees and translations of required documents to English. Any out-of-pocket expenses that Vialto incurs from outside product or service providers, including other Vialto entities, will be charged to you at cost and listed separately on the invoice. In some cases, you may be asked to pay for these expenses directly. Where Vialto pays the expenses on your behalf or upfront, you will be required to reimburse at the time they are incurred or as otherwise agreed in writing. At your request, Vialto can provide an estimate of the applicable costs, expenses and disbursements associated with the application(s).

Vialto will invoice you for the following specific services (including any related costs, expenses or disbursements) in the following manner:

- Skilled Migrant Category residence applications – 50% of the fee and any disbursements due upon lodgement of the EOI with INZ. Vialto will issue a further invoice for the balance fee (including any disbursements) upon lodgement of the residence application with INZ
- All other visa applications– upon lodgement of the application with INZ.

Fees for complex and additional immigration services

The fees for all Immigration Services reflect not only time spent but also factors such as complexity, urgency, inherent risks, use of techniques, know-how and research, together with the skills and expertise required of the personnel needed to perform and review such services. Fees are quoted on the basis of the most common temporary work and residence authorization categories utilized, which enable foreign nationals to legally reside and engage in work-related activities in each destination country. Vialto retains sole discretion to determine the eligibility of each applicant for such categories based upon the facts

and circumstances of the individual case. Material changes or updates to application materials after the application preparation process has commenced will result in additional fees and charges, up to the full cost of the application.

Where factors of variance or complexity arise during the Immigration Services delivery, which require deviation from the standard visa and immigration application process, additional services and fees will apply. Factors of variance and/or complexity may include: Requests for company name change on status documents; prior visa refusal/adverse immigration history; criminal record, medical, or other admissibility issues; custody issues; immigration status documents for accompanying family members; and requests for additional evidence, reconsideration, or other subsequent submissions. If additional time is required to complete the agreed scope of work (owing to the aforementioned factors or similar), or there are additional services requested, Vialto will obtain your approval in writing for the additional time and/or scope and fees, prior to undertaking any additional work.

Examples of services which will incur additional fees include:

- Change in application type due to change in circumstances
- Coordination of translation or authentication services
- Attending local consulates to facilitate visa or other applications
- Additional work related to complex immigration matters such as health or character matters or visa history
- Extensive interaction or follow up for information or evidence
- The addition of a family member to an application after lodgement of the primary applicant's application
- The inclusion of a dependent child in a temporary application who is over the age of 17
- Additional work required if our lodgement instructions have not been followed.

Cancellation fees

Please also note that if at any time after Vialto has been engaged to prepare an application, Vialto is directed by you to terminate part or all of the Immigration Services, Vialto will be entitled to charge a cancellation fee either based on the actual time spent or the full fee to prepare the application, whichever is less. Vialto exercising its sole discretion, consider any fair and reasonable request for a refund of fees you have already paid.

Scope of fees based on current immigration policy

The scope of Immigration Services and fees are based on current immigration policy as at the date of this Agreement. Some immigration policy and instructions have recently undergone significant changes, the details of which will emerge from now until the end of 2026. These changes may impact this Schedule from time to time. Vialto will consult with you on additional scope or fees that may be required to achieve the same or similar immigration outcome under any new instructions.