

## PROACTIVE CONSULTANTS LIMITED

Company No. 15861592 | 9 Glencoe Avenue, Ilford, IG2 7AJ  
ibhaconsultants@gmail.com | 07429 586341

# MASTER TERMS OF BUSINESS & ENGAGEMENT LETTERS

*For non-regulated document drafting, typing and administrative support services*

This document is for use by Proactive Consultants Limited when onboarding clients for non-regulated administrative, typing, formatting, proofreading and drafting support. It must not be used to suggest that the Company provides legal advice, immigration advice or any reserved legal activity.

## A. Master Terms of Business

- 1. Nature of business** The Company provides non-regulated administrative, clerical, document preparation, drafting, formatting, proofreading, transcription and office support services only.
- 2. Regulatory status** The Company is not a firm of solicitors, is not regulated by the Solicitors Regulation Authority, is not an authorised immigration adviser, and does not provide regulated legal, immigration, tax, financial or other reserved professional services.
- 3. Excluded work** The Company does not provide legal advice, immigration advice, representation before a court, tribunal, public authority or government department, advocacy, conduct of litigation, or any opinion on legal enforceability or immigration eligibility.
- 4. Basis of drafting** All work is carried out strictly on the basis of information, documents and instructions supplied by the client. The Company is entitled to rely on such material without independent verification.
- 5. Client responsibility** The client is solely responsible for the truth, accuracy, completeness and legality of all information provided, and must review every draft carefully before signing, filing, sending or relying upon it.
- 6. Independent advice** Where a matter has legal, immigration, regulatory, tax, employment, financial or dispute-related consequences, the client must obtain advice from a suitably qualified and authorised professional before taking any action.
- 7. No guarantee** The Company gives no warranty or guarantee that any document will be legally valid, enforceable, accepted by a third party, or successful for any application, claim, complaint, transaction, appeal or submission.
- 8. Fees and payment** Fees may be charged at a fixed fee, hourly rate or package basis. Unless otherwise stated in writing, fees are payable in advance and work already carried out is non-refundable.
- 9. Limitation of liability** To the fullest extent permitted by law, the Company's total liability for any claim connected with the service shall be limited to the amount of fees actually paid by the client for the specific work giving rise to the claim.
- 10. Confidentiality and data** Client information may be processed for administration, communication, billing, record keeping and compliance purposes. Information will be handled confidentially subject to legal obligation, safeguarding and fraud prevention.
- 11. Right to refuse or cease work** The Company may refuse instructions or cease acting immediately where a matter appears unlawful, abusive, misleading, outside scope, unpaid, or likely to amount to regulated legal or immigration activity.
- 12. Governing law** These terms and any dispute arising from them shall be governed by the law of England and Wales, with the courts of England and Wales having exclusive jurisdiction.

## B. Engagement Letter Template A — General Typing, Formatting, Proofreading and Document Preparation

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**Purpose of this letter:** This engagement letter confirms the limited, non-regulated basis upon which Proactive Consultants Limited agrees to provide the requested service.

**Scope of service:** The Company may assist with typing handwritten, dictated or electronic material into document form, formatting, pagination, proofreading, spell-checking, layout improvement, transcription, scanning, organising and printing support, and drafting administrative or personal documents strictly from the client's own instructions.

**Regulatory position:** The client acknowledges that the Company is not a law firm, is not regulated by the Solicitors Regulation Authority, is not an immigration adviser, and is not providing legal, immigration, tax or other regulated professional advice.

**Client responsibility:** The client remains solely responsible for checking all factual details, deciding what action to take, obtaining independent professional advice where necessary, and approving the final version before any use.

**Liability and fees:** The Company's total liability shall not exceed the fee paid for the service. Once work has commenced, fees for time spent and work completed are non-refundable unless agreed otherwise in writing.

**Client acknowledgment: I understand that this service is administrative support only and is not legal or immigration advice.**

Name	_____
Signature	_____
Date	_____

### C. Engagement Letter Template B — CV, Cover Letter, Personal Statement and Application Support

**Scope of service:** The Company may assist with preparing or formatting a CV or résumé, cover letter, personal statement, supporting statement or application form using information supplied by the client.

**Important limitation:** The Company does not guarantee any job offer, admission, visa, interview or approval and does not provide career, legal or immigration advice.

**Accuracy:** The client remains responsible for the truth and accuracy of qualifications, dates, employment history, achievements and all representations made in the final document.

**Non-regulated service:** The client confirms understanding that the service is clerical and drafting support only.

Name	_____
Signature	_____
Date	_____

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### D. Engagement Letter Template C — Private Agreements, Contracts and Letters Drafted from Client Instructions

**Nature of service:** The Company may type, structure and format a private agreement, declaration, contract, undertaking or letter strictly from the client's own instructions.

**No legal advice:** The Company does not advise whether the document is legally binding, enforceable, suitable, fair or protective. Independent legal review must be obtained before signature or reliance.

**Client instructions:** All terms, figures, obligations and factual matters are treated as originating from the client, who accepts responsibility for them.

**Indemnity:** The client agrees to indemnify the Company against claims arising from inaccuracies, misuse of the document, or reliance on the document as if it were regulated legal advice.

Name	_____
Signature	_____
Date	_____

### E. Engagement Letter Template D — Immigration-Related Administrative Support Only

**Strict limitation:** The Company is not authorised to provide immigration advice, is not registered with the IAA, and is not acting as an immigration adviser or solicitor.

**Permitted assistance:** The Company may only provide clerical help such as typing information supplied by the client, formatting statements, organising documents, printing, scanning and basic form-filling support on a non-advisory basis.

**Client responsibility:** The client remains solely responsible for the immigration route chosen, the truth of all answers, the supporting documents used, and obtaining advice from an authorised immigration professional where required.

**No representation:** The Company does not act before the Home Office, Tribunal, Embassy or any public authority as the client's representative unless separately agreed on a purely clerical basis and without advice.

**No guarantee:** The Company gives no assurance of visa approval, document acceptance or compliance with immigration rules.

**Client acknowledgment: I understand that Proactive Consultants Limited is not acting as my immigration adviser or solicitor and is providing administrative support only.**

Name	_____
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Signature	_____
Date	_____

### F. Engagement Letter Template E — Business Administrative and Secretarial Support

**Scope of service:** The Company may assist with standard business correspondence, template drafting from client instructions, data entry, document management and general office support.

**Excluded services:** The Company does not provide legal, tax, accounting, financial or immigration advice.

**Review and approval:** The client must review and approve every document before use and obtain specialist advice where required.

Name	_____
Signature	_____
Date	_____