



## IMMIGRATION SERVICES

### YOU HAVE THE LEGAL RIGHT TO BE PROVIDED THE FOLLOWING

- A full explanation of the services to be performed, that includes an identification of ALL costs.
- A statement assuring you that all your documents will be returned to you upon completion.
- A statement that you may rescind the contract within 72 hours.
- A statement declaring that the notario is not an attorney and is not able to preform legal services or provide legal advice.
- You have the right to request these documents in a language other than English.
- A formal contract that includes all services to be performed and all costs.

### SERVICES IMMIGRATION ASSISTANCE PROVIDERS MAY OFFER

- Provide appropriate government forms as long as legal advice is not given.
- Transcribe responses to a government agency.
- Translate instruction, questions and answers on forms.
- Assist in obtaining documents, such as birth and marriage certificates.
- Translate documents from another language into English.
- If licensed as a Notary Public, notarize signatures on government forms.
- Refer clients, without fee, to attorneys.
- Arrange for medical testing and the collection of results.
- Conduct English language and civics courses
- Prepare or arrange for the preparation of photographs and fingerprints.

### IMMIGRATION SERVICE TIPS

- Before working with a licensed immigration service provider, ask to see their City license.
- “Notarios” are not allowed to provide legal services nor provide legal advice.
- Please note that Chicago law sets the maximum fees for services and the notario should not charge prices above those maximum fees set. For example, the maximum fee for the completion of one document is set at \$75. You should not be charged more than \$75 for the service of having one form filled out.

### RESOURCES

- Consumers are urged to use the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit [311.chicago.gov](http://311.chicago.gov)) to report fraud or other possible illegal practices by businesses or contractors located in Chicago.