# Attention!

## A Notary Public license does NOT authorize a person to advise you on immigration matters.

In the United States, a Notary Public is **NOT** an attorney and **is NOT authorized** to give legal advice.

## Tips to Protect Yourself

- **Don't** let anyone convince you that lying on an immigration form is a good idea. It's not. Lying can cause you to be permanently banned from getting any immigration benefit—or can lead to you being deported.

- **Be careful!** If a provider is doing anything they shouldn't be, stop using them.

- **Never** sign blank immigration forms. An immigration application is under your name. Know what it says—signing a blank form puts you at risk.

- **Never** pay someone for an immigration form—they are all free online at United States Citizenship and Immigration Service's website: **www.uscis.gov**

## Only Two Types of People Can Give You Legal Advice:

- Attorneys
- Accredited representatives approved by the Board of Immigration Appeals at the U.S. Department of Justice

## How Are Immigration Assistance Providers Regulated?

The Department of Licensing and Inspections requires all immigration services providers to register their businesses.
Go to: **www.phila.gov/li**

All registered businesses must post fee schedules.

All registered businesses must post a visible sign stating that they are not attorneys.

All registered businesses must have a $50,000 insurance bond.

## Complaints

If you have a complaint about an immigration assistance provider, call **Philly 311.**

**Dial 3-1-1 from any phone.**

## Resources

**For more information about the ordinance, visit the website for the Mayor's Office for Immigrant and Multicultural Affairs:**

**www.phila.gov/ima**

City of **Philadelphia**
LIFE · LIBERTY · AND YOU™

Philadelphia Mayor's Office of Immigrant and Multicultural Affairs

# Immigration Assistance Providers

## Know Your Rights, Protect Yourself!

# The Do's and Don'ts of Providers in Philadelphia

## AS A CUSTOMER, YOU HAVE ☑ THE RIGHT TO: ☑

☑ **Get a written contract**
- That is in a language you can understand.
- That explains the specific services and how much you will pay.

☑ **Cancel the contract**
- You can cancel the contract at any time.
- If you cancel within three (3) business days of signing, you can get all your money back.

☑ **Get receipts for every payment**
- Get a receipt every time you pay.
- Receipts must include date, amount paid, and list of provided services.

☑ **Get back your original documents**

☑ **Get copies of any paperwork prepared in your name or on your behalf**
- You are paying for a service and should be given copies of any paperwork the provider helps you with.

☑ **Get proof from the provider**
- Request the provider's credentials and proof of a minimum of $50,000 in bond insurance.

## DO NOT USE A 🚫 PROVIDER IF: 🚫

🚫 **They try to give you legal advice. Legal advice includes telling you:**
- What immigration form you should use.
- How you should answer a question on an immigration form.
- Whether you qualify for a particular immigration benefit.

🚫 **They say they can help you because they have special connections.**

Example: Someone tells you they can get you an immigration benefit faster because they know someone at U.S. Department of Homeland Security or "Immigration."

🚫 **They make guarantees or promises, like:**
- Guaranteeing that you will win your case.

🚫 **They do something without your permission, like:**
- Send anything to Immigration.

🚫 **They charge you money for immigration forms or for referring you to an attorney.**

🚫 **They threaten you, try to intimidate you, or tell you to lie.**

## WHAT A PROVIDER 👍 CAN DO: 👍

👍 **Write your responses on immigration forms but cannot advise you how to answer.**
- Telling you how to answer a question on the immigration form is legal advice. Providers cannot give legal advice.

👍 **Help you gather supporting documents.**
- Examples: birth certificates, marriage certificates, foreign passports, tax forms, police clearances, educational credentials, etc.

👍 **Provide translation or interpretation services.**

👍 **Provide notary services ONLY if the person is a notary public licensed in Pennsylvania.**

👍 **Coordinate medical tests and help you get the results of the tests.**

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