



Using an immigration representative – Do it right

Canada welcomes thousands of newcomers each year. Many choose to use paid representatives to help with their immigration or citizenship applications.

People who provide paid immigration or citizenship advice or representation **must** be authorized to do so. This means that providing paid representation or immigration advice can only be done by members in good standing of one of the following:

- a Canadian provincial or territorial law society
- the Chambre des notaires du Québec
- the College of Immigration and Citizenship Consultants

If you decide to hire an immigration or citizenship **consultant**, **they must be licensed**. As of November 23, 2021, the College of Immigration and Citizenship Consultants is the official regulator of immigration and citizenship consultants. Immigration, Refugees and Citizenship Canada (IRCC) will **not accept applications submitted by unlicensed consultants**.

Choose a representative carefully

- Ask people you trust to recommend someone. Get advice from several people before you choose.
- Find a licensed representative at Canada.ca/immigration-representative.
- Ask about the representative's training and experience. For example, ask for references and find out how long they have been in business. Be careful of someone who will not answer your questions.
- Check that the [representative is authorized](#).

Once you've chosen a representative

- Get a **written contract (or service agreement)** and read it carefully before you sign it. Make sure the contract lists the services the representative will give you (such as providing immigration advice or dealing with IRCC on your behalf). The contract should clearly indicate their fee.

- Beware of a representative who suggests you give false information or withhold information in your application. It is against the law. You could have your application refused, be denied entry into Canada, or be deported after you arrive.
- Don't sign blank application forms, or any forms or documents you cannot read. If you don't understand them, ask someone for help.
- Get copies of any documents your representative makes for you.
- Ask for a signed receipt when you pay your representative.
- Protect your money and remember that IRCC:
 - ~ Will **never** ask you to deposit money into a personal bank account or transfer money through a private money transfer company.
 - ~ [Processes fees](#) in Canadian dollars, and they're the same around the world. Fees in local currencies are based on official exchange rates.

If you have a problem with your representative, you can file a complaint.

- **For an immigration or citizenship consultant**, contact the [College of Immigration and Citizenship Consultants](#).
- **For a lawyer or notary**, contact the [Canadian provincial or territorial law society](#) or the [Chambre des notaires du Québec](#) (in French only).
- **For a paralegal (Ontario only)**, contact the [Law Society of Ontario](#).

For other useful tips, a list of authorized consultants, and general information to help you choose a representative, visit Canada.ca/immigration-representative.

