



Great Start Canada

— **IMMIGRATION** —

FRAMEWORK

GREAT START CANADA

Dear Client,

Congratulations on taking the first step towards achieving your goals of living, studying, working and immigrating to Canada!

On behalf of our team, I personally thank you for choosing our firm to represent your case.

At Great Start Canada, we work hard to provide our clients with the best possible experience.

You can rest assured that your case will be handled in a personalized manner and with the utmost care and professionalism.

I invite you to follow us on our social media channels where you will find videos, lives and valuable information about education and migration to Canada.

It will be a pleasure to work together.

Best regards,



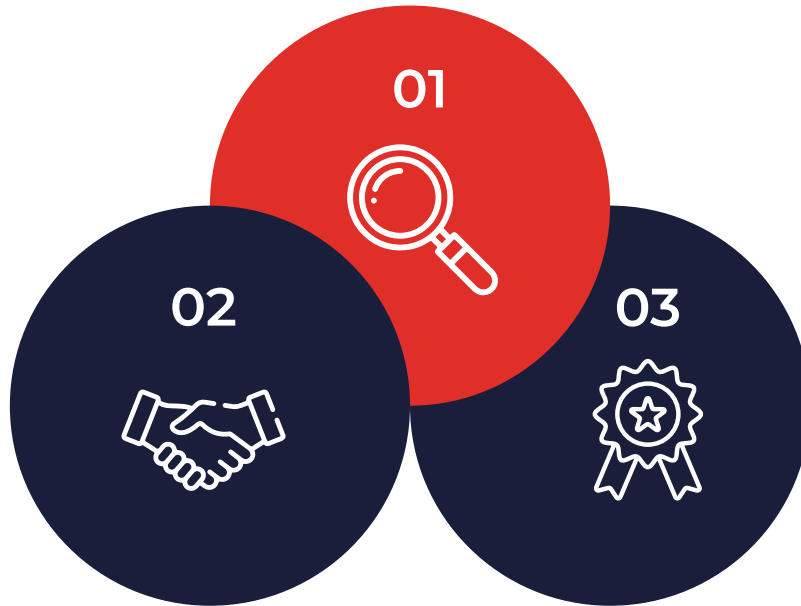
Daniel Peimbert, RCIC

Founder & CEO | Principal Consultant

Regulated Canadian Immigration Consultant

Certified Education Agent

Our values



1

Transparency

We are committed to operating openly, clearly and honestly in all our interactions.

We value the importance of mutual trust, both internally among team members and externally with our clients.

2

Integrity

Integrity is the foundation of everything we do.

We are committed to providing you with comprehensive, honest and transparent advice.

We know that each of our clients requires personalized attention to meet the expectations of good service to obtain a positive result.

3

Professionalism

We pride ourselves on maintaining high standards of integrity, ethics and competence in all aspects of our work.

Our commitment to professionalism is reflected in our dedication to providing quality services, maintaining clear and respectful communication, and continually seeking growth and improvement both individually and collectively.

Privacy

- ✓ At GSC we are committed to protecting your personal information which is only used for the purposes of your process.

We are proud to follow the 10 principles outlined in:

The Personal Information Protection and Electronic Documents Act (PIPEDA).

- ✓ At GSC we strive to provide you with professional, honest and reliable service.

To ensure you have a positive experience, it is important that you are familiar with our working model. Please read the following information carefully.

✓ **Responsibility**

✓ **Accuracy**

✓ **Identify purposes**

✓ **Safeguards**

✓ **Consent**

✓ **Opening**

✓ **Collection limitation**

✓ **Individual access**

✓ **Limitation on use, disclosure, and retention**

✓ **Challenging compliance**

Communication

1

E-mail

The standard method of communication is via email. By default, the primary contact is the applicant or the person who will be studying. All communication, information and emails will be sent only to this person.

2

Video call

If during a certain stage of the process we deem it necessary to schedule a video call, we will let you know via email.

3

Hours of operation

Our office hours are Monday through Friday from 10:00 am to 6:00 pm (Central Time).

4

Response Time

At GSC, we strive to address your concerns, doubts or questions as soon as possible and within a reasonable period of time. Our commitment is to respond to your inquiries/concerns/questions or requests within 72 hours (excluding weekends and holidays).

5

Excessive mailing

To make the process more efficient, it is best to send us one email with your questions per step. We understand that you may have questions about the process, however, excessive mailing will affect the response time and an extra charge of CAD \$50.00 per email will apply.

6

Urgent request

If an urgent situation arises, please send an email to your assigned Case Worker and write "URGENT" in the subject line. Rest assured that we will do our best to get back to you as soon as possible.

7

Status inquiries

Rest assured that we will be in direct communication throughout the entire process. Once we receive any relevant information about your application, you will be informed immediately. Every process takes time and we appreciate your patience.



✓ **What is Clio?**

It is a portal for clients to communicate and collaborate with their immigration consultant.

*Learn how to use it in the following link:

www.clio.com/clients-es/

How to create your account?

Step 1

- ✓ When your consultant emails you an invitation to the portal, click on the "Open secure portal" button. If you are using a cell phone, click on Download Clio for Clients to open the App Store on your cell phone.

Step 2

- ✓ Once in the portal, enter the email address you provided to your immigration consultant.

Step 3

- ✓ You will receive a new email from Clio to confirm your email address.

Step 4

- ✓ After confirming your email, you can log in to the portal and review the documents, messages, invoices and calendar events that your consultant has shared with you.

Translation services



Our document translation service provides accurate and efficient translations.

We ensure that the translated document retains its original meaning and intent, while being culturally appropriate for the target audience.

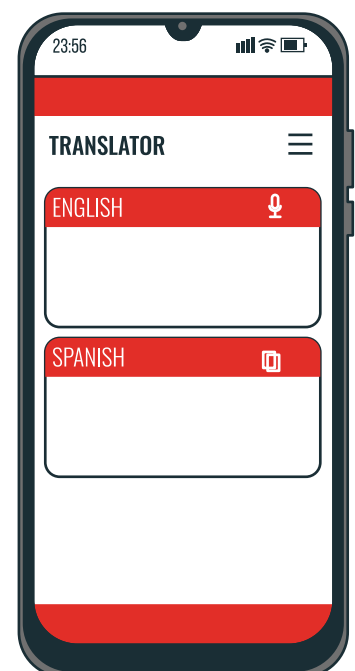
Our team of experienced translators is fluent in several languages, including English and French.

We prioritize confidentiality and security to ensure that your confidential information remains safe during translation.

www.totaltranslations.com/contact/

NOTE: When requesting your quote, be sure to include "**Top Rank Student**" as the referring agency for special pricing.

***If you decide to have your translations done by another translator, make sure he/she is certified.**



We appreciate your trust and preference

We are committed to providing you
with the best personalized advice.



@greatstartcanada

