

## FINANCIAL PROCEDURES

Pride Immigration Ltd t/a No Going Back holds a business account with Starling. We work on fixed fees, so you always know what you are paying before we start work. It is our policy not to take money from clients until our work has been completed. However, we may ask for part payments when we have completed specific stages of the work. We do not hold your funds on account at any point.

No Going Back carries out online banking and has access to bank statements. All monies coming in and out of No Going Back's account will be supported by the relevant documentation, which includes receipts and invoices. These are generated automatically by our accountancy system.

Disbursements and payment of fees to the Home Office and similar bodies will be made by the client direct to those authorities.

If you as a client withdraws their instructions, you will be expected to pay for any work undertaken up to that date. We will provide you with details of the work carried out.

### Refunds

If a refund is due to you as a client, No Going Back will ensure the refund is paid from our business current account.

No Going Back will keep a record of all refunds. This includes any credit note issued which will be produced whenever a client receives a refund.

If No Going Back makes a refund to a client, a copy of the credit note issued to the client will be retained on the client's case file in order for there to be a clear financial audit trail.

No Going Back will provide you as a client with details of your financial transactions on request.

No Going Back will ensure that it keeps written details and records of all transfers into and out of the business account. This will be done using our accountancy package.



These records will be available for inspection by the Commissioner.

No Going Back will reconcile the business bank account with its ledger account for all clients on a monthly basis. Evidence of this reconciliation is via our accountancy package.

No Going Back will ensure that records of the business accounts are included in its annual accounts and prepared for submission to the OISC if requested.

