



General Contract for Immigration Services

LEGAL SOLUTIONS LATAM

Note: Once you have completed the information, you must download it, sign it (with the same signature as on the passport) and proceed to scan the signed document and send it to us via email to the following address: cumplimient-to@legalsolutionspanama.com

particular conditions described in this Service Agreement regulate the relationship between LEGAL SOLUTIONS LATAM, S.A., a corporation registered in Folio 155676641, Entry 1, of the Mercantile Section of the Public Registry and domiciled at World Trade Center, Floor 7, Office 705, Calle 53 E, Marbella, Bella Vista, Panama City, Panama, hereinafter, "LEGAL SOLUTIONS LATAM"), and on the other hand, Mr./Ms. (full name) _____, (female/male) _____, (nationality), _____, of legal age, resident of the City of _____, with passport No. _____, hereinafter referred to as THE CLIENT, together hereinafter referred to as "THE PARTIES", agree to enter into this GENERAL CONTRACT FOR IMMIGRATION SERVICES, hereinafter referred to as the "Contract", under the following particular conditions or clauses:

1. In the case of the presentation of a Residence Permit.

1.1 It is in the power of the agencies and institutions involved in the process of analysis and evaluation of the documentation, as well as the authorization of a Residence Permit in the Republic of Panama, to approve or not the file submitted by the lawyers. The attorneys hired by LEGAL SOLUTIONS LATAM S.A., are not responsible if once the file is submitted to the National Immigration Service and after having received the approval of the institution at the time of submission, it is rejected by the Authorities. However, in case of being rejected or in case of requesting a correction, LEGAL SOLUTIONS LATAM S.A., through its attorneys, will try to ensure that this rejection is not for reasons related to its good offices. LEGAL SOLUTIONS LATAM, will always collaborate in the correction of any defect related to its good offices.

1.2. The CLIENT agrees to provide LEGAL SOLUTIONS LATAM S.A. with the following documents prior to their arrival in Panama, in order to submit the files within the established timeframe and format: Apostilled Criminal Record Certificate issued by the national police authority of the country of origin or of residence during the past two (2) years, for the principal applicant and any dependents over eighteen (18) years of age. The certificate will be valid until the expiration date stated on the document; if no expiration date is specified, it will be considered valid for six (6) months from the date of issuance. Where applicable, the CLIENT must also provide apostilled marriage certificates (when including a spouse in the process), apostilled birth certificates (when including children), a personal bank account statement in Panama bearing the bank's stamp and reflecting at least four (4) middle figures, and an apostilled pensioner status certification, if applicable. Additionally, two cashier's checks must be provided: one for US\$250.00 (addressed to the National Treasury) and another for US\$800.00 (addressed to the National Immigration Service), and any other document requested by the attorneys of LEGAL SOLUTIONS LATAM, S.A. Any delay in the submission of these documents may affect the processing timelines estimated by the attorneys of LEGAL SOLUTIONS LATAM S.A. Should such delay occur, the CLIENT will be responsible for adjusting their stay in the country accordingly and for covering any additional costs resulting from the delay. LEGAL SOLUTIONS LATAM S.A. shall not be held responsible if institutions or authorities fail to meet the timelines provided by LEGAL SOLUTIONS LATAM S.A., as such timelines are merely indicative.

1.3 LEGAL SOLUTIONS LATAM undertakes to deliver to the client, by the means requested by the client, in the case of the Residence Permit, the following documents: Processing Card, Multiple Visa, Resolution of the National Immigration Service where the adjudication of the requested migratory status or its correction is informed; Provisional or Permanent Permanence Card, as the case may be, and in those cases where applicable the Resolution of the Ministry of Labor and Labor Development where the Work Permit



is approved. If the shipment is requested to the client's physical address outside Panama, the Client must pay the cost of this.

1.4 Unilateral Cancellation of the Immigration Permit Process by THE CLIENT. In the event that THE CLIENT decides to unilaterally suspend or cancel the process of obtaining a Residence Permit in Panama after it has already been initiated—meaning the powers of attorney have been drafted and signed, forms have been completed, and the file has been submitted to the National Immigration Service by the lawyers of LEGAL SOLUTIONS LATAM, THE CLIENT must fulfill the payment of the agreed-upon schedule, as the process, once initiated, cannot be halted. If the file has not yet been submitted, the process may be stopped, and a refund will be issued for the expenses that LEGAL SOLUTIONS LATAM or its lawyers have not incurred in the execution of the requested service, as well as 50% of the fees paid. This refund will be processed within a period not exceeding 60 calendar days.

1.5 Procedure for Cancellation of the Immigration Permit Process by THE CLIENT. THE CLIENT must notify LEGAL SOLUTIONS LATAM in writing of their intention to withdraw from the process within ten (10) business days from the date of signing the contract or receiving the payment, whichever occurs first. To initiate the refund process, THE CLIENT must send a formal withdrawal request to the email address (migracion@legalsolutionspanama.com). The request must include: full name, identification number, description of the contracted service, date of contract, service and reason for withdrawal. Upon receipt of the request, LEGAL SOLUTIONS LATAM will evaluate the status of the process and the services provided up to the date of receipt of the request. LEGAL SOLUTIONS LATAM reserves the right to deduct from the refund amount the administrative costs and proportional fees for services effectively rendered up to the date of withdrawal.

1.6 Refund. The refund will be processed within sixty (60) business days following the confirmation by LEGAL SOLUTIONS LATAM of the amount to be refunded. The refund will be issued using the agreed-upon payment method unless otherwise agreed. Refunds will not be issued in the following cases:

- If the withdrawal occurs after the contracted service has been completed.
- If a non-refundable payment has been made by the firm.
- If the withdrawal occurs after the ten (10) calendar days mentioned in clause 1.5 of this contract.

By contracting the services of LEGAL SOLUTIONS LATAM, the client declares that they have read, understood, and accepted this payment refund clause in the event of withdrawal.

1.7 Cancellation of the Residence Permit Application Process Due to Inactivity of THE CLIENT. If the client fails to respond to requests for information, submission of forms, signing of contracts, and/or sending the required documentation and information to initiate and continue the process by the lawyers of LEGAL SOLUTIONS PANAMA within a period of no more than thirty (30) calendar days from the last contact with the client where they expressed interest in continuing the process, as outlined below:

- After the first fifteen (15) days, a notice of imminent service cancellation will be sent, granting THE CLIENT an additional fifteen (15) days to respond to the request for information and documentation. If no response is received within those fifteen (15) days, the process will be considered canceled, and no refunds will be issued for the monetary contributions made in connection with the services.

1.8 Reactivation of the Residence Permit Application Process After Its Cancellation Due to Inactivity of THE CLIENT. After the process has been canceled due to client inactivity, and the thirty (30) days mentioned in the previous clause have passed, the client will be granted an additional fifteen (15) days to reactivate the process by fulfilling the requirement to make the final 50% payment of the costs and fees, along with a penalty of 10% of the total value of the contracted service. If, once the process is reactivated, the client delays more than fifteen (15) days in delivering the requested documentation and information, the process



will be considered canceled, and no refunds will be issued for the monetary amounts paid as a deposit for the service by the client.

1.9 The client agrees to pay for the services related to the Residence Permit the amounts mentioned and within the timeframes established in the proposal and pro forma attached to this contract.

2. Other conditions

2.1 The management deadlines contained in this offer should be considered as indicative, since the banking institutions, authorities and governmental institutions involved in the contracted processes reserve the right to vary them without prior notice and adapt them to the specific work levels to which they may be subjected. Therefore, the client is solely responsible for the loss of commitment or contracts that are executed in accordance with the initial terms shared.

2.2 In compliance with current legislation on Data Protection and in accordance with the provisions of Law 81 of March 26, 2019, on Data Protection, THE CLIENT declares to have been informed that the personal data, which may be contained in this document, are incorporated into a file whose manager is LEGAL SOLUTIONS LATAM S.A., in order to manage the business relationship and inform you about our products and services. Notwithstanding the foregoing, THE CLIENT may exercise the rights of access, rectification, cancellation, and portability of its data, as well as the right to oppose to its processing, by sending an email to the following email address: info@legalsolutionspanama.com, which must be accompanied by a copy of his/her personal identity document or in person at the following address: World Trade Center, 7th Floor, Office 705, Calle 53E, Marbella, Township of Bella Vista, Panama City, Panama. If THE CLIENT considers that the handling does not comply with the regulations in force, he/she may file a complaint before the National Authority of Transparency and Access to Information (Panama).

2.3 It is the client's responsibility to deliver the necessary documentation to LEGAL SOLUTIONS LATAM S.A., in the manner they deem best, in due time and form. Likewise, it is the client's responsibility to pick up the final documentation once it is ready for collection. In cases in which the client requests documentation pick-up and/or delivery services, LEGAL SOLUTIONS LATAM will subcontract such services to a courier company and shall not be liable for any incidents that such courier company may generate in the development of its activity. Particularly, LEGAL SOLUTIONS LATAM is not responsible for the possible loss of any document or for delayed deliveries with respect to the scheduled deadlines, as long as the courier company is responsible for them. The delivery of such documents is in accordance with the provisions of article 1.5 of this contract, applicable to all documents resulting from the services offered by LEGAL SOLUTIONS LATAM.

2.4 The Client acknowledges and agrees that if, after six (6) months from the contracting of the service, they have not traveled to Panama—along with their dependents, if applicable—to proceed with the residency application process, they will be responsible for covering any increase or modification in the administrative fees established by the competent authorities or service providers. Such adjustments must have occurred between the date of contract signing and the final payment for the contracted services, and they must be paid by the Client at the time of submitting the application to the competent authorities.

2.5 THE CLIENT agrees to pay the remaining 50% of the agreed fees for the services provided in obtaining the Residency Permit once their file has been submitted to the immigration authority in Panama. If payment is not made within this period, LEGAL SOLUTIONS LATAM S.A. may suspend the follow-up of the process until the terms of this clause are fulfilled. LEGAL SOLUTIONS LATAM S.A. commits to monitoring the Client's Residency Permit process until a Resolution is issued by the National Immigration Service. This includes communication with the entity and handling the submission of any additional documents requi-



red by the Authority, if necessary.

2.6 LEGAL SOLUTIONS LATAM, S.A. commits to following up on the Client's Residence Permit application until a Resolution is issued by the National Immigration Service. This includes communication with the entity and the submission of any required documents to the Authority if necessary.

2.7 LEGAL SOLUTIONS LATAM, S.A. agrees to inform the Client once their file has reached the "NOTIFICATIONS" stage, which marks the completion of the evaluation process by the relevant authority. Additionally, it will confirm the latest possible date by which the Client must travel to Panama to finalize the process. The Client agrees to be present in Panama before the deadline previously established by LEGAL SOLUTIONS LATAM, S.A., ensuring that they do not enter an irregular immigration status. If the Client fails to appear by the stipulated date, they must cover the applicable penalties for irregular stay, amounting to fifty dollars (\$50.00) per month. This amount must be paid at the time of the resolution notification. The validity of the resident card begins upon the issuance of the Resolution granting residency.

To date _____, I accept the Terms and Conditions presented by the seller LEGAL SOLUTIONS LATAM S.A.

Services contracted by me:

- Provisional Resident Permit as Foreigner National of Friendly Countries.
- Permanent Resident Permit by the Panama Italy Treaty
- Permanent Resident Permit as a Pensioned Retiree
- Provisional Resident Permit for Investors
- Provisional Resident Permit for Professionals
- Provisional Resident Permit for Family Regrouping
- Other

Signed

Name

Passport (foreigners)/Personal ID Number (Panamanians)