



**Mayor's Office of  
Immigrant Affairs**  
Nisha Agarwal  
Commissioner

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Testimony of Commissioner Nisha Agarwal

NYC Mayor's Office of Immigrant Affairs

Before a hearing of the New York City Council Committee on Immigration and the  
New York City Council Committee on Consumer Affairs:

“Preventing the Unauthorized Practice of Immigration Law”

Thank you to Chair Menchaca, Chair Espinal and the members of the Committees on Immigration and Consumer Affairs. My name is Nisha Agarwal and I am the Commissioner of the Mayor's Office of Immigrant Affairs.

My testimony today covers MOIA and the Administration's commitment and efforts to protect immigrant New Yorkers from fraudulent and unscrupulous immigration service providers. This Administration has made an unprecedented commitment to New York City's immigrants and we at MOIA have collaborated with our colleagues at DCA, and others within the City and the immigrant community, to not only raise awareness about immigration services fraud, but to also provide safe, free immigration legal services. We recognize that these services are crucial to ensuring the stability and safety of our immigrant communities.

The uncertainty following the election can create fertile ground for fraudulent providers and fear among immigrant communities.

I want to reference the Mayor's recent statements by reaffirming that New York City always has been and always will be an open and welcoming city for immigrants and refugees. We will fight to protect the safety and health of all New Yorkers, regardless of immigration status, and work to ensure that all residents can access the services they need, including education, health care, emergency food and shelter, and public safety resources. We are committed to working together with our partners in the City Council and the community to confront any action that threatens New Yorkers.

For this reason, we are in support of Intro 0746 and look forward to continuing to work with our community and government partners to address the issue of immigration services fraud.

### **IMPACT OF IMMIGRATION SERVICES FRAUD ON NEW YORK CITY'S IMMIGRANTS**

Immigration services fraud is a serious issue that can result in the loss to a victim of thousands of dollars and may place an individual's immigration status and ability to remain in the U.S. in jeopardy. Immigration services fraud often takes the form of a non-lawyer immigration service provider, or an ISP, who claims to be qualified in completing immigration forms and giving legal advice in exchange for money. In many instances the ISP poses as an attorney. After earning the trust of the immigrant, the ISP may make false promises about the immigrant's eligibility for benefits, file false papers, or simply does nothing after being paid. The result can be disastrous for the individual, as this deception can lead him or her to unknowingly submit a fraudulent immigration application to the federal government, placing their case in jeopardy and potentially even leading to deportation. At the very least, the immigrant will also have lost upwards of thousands of dollars in the process.

We believe that one of the keys to combating immigration fraud is community education that focuses on both prevention and encouraging victims of immigration fraud to come forward and report the crime. It can be difficult for anyone who has been a victim of fraud to come forward to report the fraud. For victims of immigration services fraud, in particular, there are often additional challenges that can discourage them from coming forward. Immigrants may be fearful of government and law enforcement generally and fearful of being reported to immigration officials as a result of their coming forward. In addition, many immigrant community members are reluctant to report immigration fraud when the ISP is someone who is deeply embedded in their community, either through friends or family members. Lastly, many victims of immigration services fraud do not even realize that they have been defrauded for various reasons. This may be because they have no way of knowing that the benefit for which they've applied does not exist. In other instances, the immigrant receives communication from USCIS that leads them to believe that their application is in process, not realizing that their application was fraudulent. Because immigration law rivals the tax code in complexity and because immigration applications can be multi-year long processes, many immigrants do not realize that they've been defrauded until years after the incident occurred.

### **MOIA'S WORK TO COMBAT IMMIGRATION SERVICES FRAUD**

Understanding these challenges, MOIA has dedicated our efforts to:

1. Working with our colleagues inside and outside of government to raise community awareness on the issue;
2. Creating simple, easy pathways to filing complaints; and
3. Providing safe, free immigration legal services so that individuals know they have trustworthy providers to turn to.

I will discuss our efforts in each of these areas.

**First, we work with our partners at DCA, other law enforcement agencies, and community-based organizations to coordinate efforts and raise community awareness on the issue.** Our office is an active member of the Protecting Immigrant New Yorkers task force, which is a taskforce of government and community-based organizations convened by the New York Immigration Coalition, dedicated to strengthening enforcement against the unauthorized practice of immigration law through enhanced coordination between government entities. We meet monthly with members like the district attorneys' offices immigrant affairs units, the New York State Attorney General's office, federal agencies, and community based organizations like Make the Road New York, New York Legal Assistance Group, Catholic Charities, and others to share efforts around combating immigration services fraud and jointly promote the rights of immigrant consumers when receiving immigration services.

MOIA and DCA are also in a task force with the Office of the New York State Attorney General. As part of this partnership, we recently co-hosted a 3-day telethon and media campaign in partnership with the Hispanic Federation and Telemundo. During these 3 days, the Hispanic Federation coordinated a media campaign on Telemundo and Univision radio and television programs that provided viewers with information about their rights when receiving immigration services and encouraged individuals to call the hotline to find out if their rights may have been violated. Callers who may have been victims of immigration fraud were referred to file complaints with the New York State New Americans Hotline and were able to make an appointment for a free, safe immigration screening with qualified providers. We received over 900 calls, referred 292 individuals to file a complaint, and referred 542 individuals to safe immigration legal service providers. We also invited our partners from the Protecting Immigrant New Yorkers task force to participate in media interviews discussing our joint efforts to combat immigration fraud.

We also work regularly with members of the ethnic media to share timely anti-fraud information and resources. For example, in July of this year, shortly after the Supreme Court decision that halted the executive action programs, we quickly organized a community and ethnic media roundtable to disseminate clear information about the Supreme Court decision, emphasize the need for community members to be wary of fraudulent providers, and tell individuals how to get free, reliable immigration help. A representative from DCA spoke on the roundtable and shared tips on how community members can protect themselves against fraud when seeking immigration help.

In addition, MOIA has a robust outreach team that is regularly deployed to community events, town halls, parent meetings, and faith-based organizations within the immigrant community with up-to-date information about changes in immigration law over which there may be confusion in the community. They are given fraud alerts on how to refer community members to the New Americans Hotline to file a complaint and how to refer individuals to safe immigration legal services.

**Second, MOIA also works with our city agency partners to ensure that community members can file complaints against fraudulent providers simply and easily.** We have worked with 311 to make sure that anyone who calls 311 with a question regarding immigration fraud is automatically transferred to the New York State New Americans Hotline where they can file a full complaint against the ISP.

We have also worked with the New York City Police Department to ensure that police officers are trained on the topic and know how to recognize the crime when it occurs. In February of this year, we worked with NYPD to issue an Operations Order that directs all NYPD officers to

provide information to fraud victims about how to file a complaint with the NYS New Americans Hotline. The Operations order also directs officers to accept police complaint reports, if the officer believes it to be required. Additionally, in June, MOIA provided a training at the Police Academy for all members of NYPD's Community Affairs Bureau. The training provided information about common scams and how to help victims who seek assistance from the police. MOIA has also met with the NYPD's New Immigrant Outreach Unit to discuss potential shared outreach opportunities between the NYPD immigrant community liaisons and MOIA's outreach staff.

**Lastly, MOIA and this Administration has invested significantly in providing safe, free immigration legal services at trusted community-based locations like schools, CBOs, and libraries through our ActionNYC and NYCitizenship programs.** We strongly believe that you cannot provide community education to individuals about how to avoid fraudulent providers without also providing a safe alternative for where they can go to access services. ActionNYC provides safe, free immigration legal services in community-based locations citywide. NYCitizenship provides free citizenship services at select libraries throughout the city. In addition, every ActionNYC provider has received training on how to spot immigration services fraud and how to direct their clients to file a complaint. We are working with our partners at the New York Immigration Coalition to continue training ActionNYC providers on spotting and addressing fraud.

## **CONCLUSION**

We at MOIA are very aware that immigrant New Yorkers are particularly vulnerable to scams and fraudulent immigration service providers, especially in light of the current political climate where there may be a lot of confusion about what immigration benefits are and are not available. That is why we continue to encourage anyone who has a question about their immigration case or status to get free, safe immigration legal help through ActionNYC. With over 3 million immigrant New Yorkers, there is a lot of work still left to be done to educate our community members about their rights when receiving immigration services and increasing access to immigration legal services. I want to recognize the work of the Committees on Immigration and Consumer Affairs for paying attention to these issues that impact immigrant New Yorkers. We look forward to continuing to work with you all on Intro. 0746 and on addressing the issue of immigration services fraud together with partners at other government agencies and community organizations in the coming years.

**Testimony of Lorelei Salas, Commissioner  
New York City Department of Consumer Affairs  
before the  
New York City Council Committee on Consumer Affairs  
and the  
New York City Council Committee on Immigration  
Hearing on  
Introduction 746-A, regarding Immigration Assistance Service Providers**

**Introduction**

Good morning to you, Chairs Espinal and Menchaca, as well as all the members of the Committees on Consumer Affairs and Immigration. I am Lorelei Salas, Commissioner of the Department of Consumer Affairs (“DCA”), and I am joined today by Amit S. Bagga, James Hurst, Mary Cooley, and Casey Adams from our staff, as well as our colleagues from the Mayor’s Office of Immigrant Affairs (“MOIA”). I thank the Council for inviting DCA to testify about Introduction 746 (“Intro. 746”), which would strengthen protections for immigrant New Yorkers who turn to Immigration Assistance Service Providers (“ISPs”) for help, but who are unfortunately often offered false promises and cheated out of hundreds, if not thousands, of their hard-earned dollars.

Protecting immigrant communities has always been a top priority for DCA and for this administration. We can all agree that there is now a special urgency for all of us to ensure we are doing all that we can to protect our city’s immigrants and today we re-affirm our longstanding and on-going commitment to do so.

There are many important, proactive steps that the administration is taking to ensure that our City’s immigrants are shielded from any dangerous shifts in federal policies, as our colleagues from MOIA have just outlined. As an agency, DCA has always been and remains deeply committed to serving and protecting all of the City’s immigrants, regardless of status. The bill we are here to discuss today, Intro. 746, will enhance some of the ways in which we do this work. Before we offer specific feedback on this legislation, the goal of which we support, we would like to take this opportunity to present to the Council different ways in which we serve immigrants and the proactive steps we are taking to ensure their rights are protected.

**Serving Immigrants**

I'd like to begin by sharing with you that my personal experience has shaped the work I have chosen to do in my professional life. I arrived from Peru at the age of 19 and like many other immigrants, I struggled with learning English and navigating living in a new country. In every job I have held, whether it was fighting to recover unpaid wages for immigrant workers, or supervising teams of immigration attorneys, I have become deeply familiar with the challenges immigrants face, and the myriad of fraudulent schemes targeting immigrant communities. I joined DCA to work alongside other committed advocates to make New York City a place where every New Yorker can thrive.

Since I joined the agency, we have launched a new mission for ourselves, which is to protect and enhance the daily economic lives of New Yorkers to create thriving communities. We do this by licensing and regulating businesses, enforcing key municipal workplace laws, and providing services that enable low-income New Yorkers to create and build assets to achieve financial stability. In addition to this, we conduct research, engage community based-organizations, educate businesses, consumers, and employees, and advocate for the passage of laws that protect New Yorkers from their wallets to their workplaces.

We know that immigrants are the very backbone of New York City's economy, and, as such, the core constituency that we serve. They are the small business owners that come seeking licenses from us, they are the employees who seek us out to ensure that they're getting the sick leave to which they're entitled, they are the New Yorkers who need help getting out of debt and on a path to financial stability, and, of course, they are the consumers that turn to us when they've been defrauded, cheated, or otherwise taken advantage of.

It is for these reasons that DCA has, particularly under Mayor de Blasio's leadership, invested enormous resources in making information and services available to immigrants. First and foremost, we do not ever ask anyone we serve about their immigration status. This, as you know, is a citywide directive and we adhere to it very strictly. It is critical that all New Yorkers know that their City government is a safe, trusted place for them to receive information and services.

Our front-line intake staff speak a multitude of languages, as do our inspectors. Information about key laws that we enforce, such as the Paid Sick Leave Law, is available in as many as 26 different languages, and nearly all of our online business inspection checklists are translated into several languages. Additionally, all of our key public-facing educational materials are available in languages other than English. New Yorkers can, for example, learn about how to protect themselves from predatory loans in Spanish, earn and use sick leave in Korean, or be generally educated about their rights as consumers in Russian.

Our investment in serving immigrants does not end there. A substantial number of the estimated 15,000 employees for whom we've obtained restitution under the Paid Sick Leave Law are likely immigrants, and we work closely with groups such as Make the Road, the Domestic Workers Alliance, and Adhikaar to ensure that we are receiving and pursuing complaints. In the coming months and years, we will continue to proactively enforce several municipal workplace laws that cover the undocumented, such as the Paid Sick Leave and Paid Caregiver Laws, and we will be paying particular attention to vulnerabilities immigrant workers might face. DCA will also continue to send a very strong message to employers that exploitation of a worker's rights because of his or her immigration status will not be tolerated. DCA will also be redoubling its existing efforts to ensure the City's many immigrant communities can access information and services in the many languages spoken across the five boroughs.

In addition to these efforts, DCA has, of course, also played a small role in combatting one of the most pernicious threats to immigrants in our city –immigration fraud. Far too many of our city's residents have found themselves “out of status” and therefore vulnerable; in need of assistance, with no clear direction in which to turn. Lured by false promises of work authorization, green cards, or citizenship, they pay hundreds, if not thousands, of dollars to unscrupulous individuals, many of whom are in fact attorneys, who scam them out of their hard-earned wages and leave them with nothing – or in some cases, in a worse situation they were originally in.

In 2004, when the City Council first passed a law mandating municipal oversight of ISPs, many, if not most, of these businesses were located in storefronts along bustling commercial strips in heavily immigrant neighborhoods. These entities were often co-located with other businesses heavily relied upon by immigrants, such as travel agencies or employment agencies. In Spanish-speaking communities, these businesses often advertised themselves using the term “*Notario Público*,” sending a signal to their neighbors that they were perhaps attorneys and therefore qualified to assist with immigration applications. Such obvious accessibility and advertising, we believe, rendered these providers attractive to many immigrants, who unfortunately fell prey to unscrupulous operators.

Since DCA first began inspecting ISPs, the nature and scope of their practices have changed considerably. We have heard from both advocates and our own inspectors that these ISPs are found far less commonly in storefronts on busy blocks, but instead are increasingly located in upper-floor suites of various types of buildings, far from the reach of our inspectors. We have also heard that these buildings are in neighborhoods such as Midtown, far from where immigrant communities are residentially concentrated. Many ISPs, as we've been told, now even operate out of private residences, to which, again, we would have no access. These changes, in addition to a variety of other constraints we face in being able to collect and assess key information that



would determine whether or not fraud has actually occurred, make enforcing against ISPs a particular challenge for the agency.

Nonetheless, we have tried to do all that we can to combat fraud. For example, DCA has just released a brand new, easy-to-use ISP-specific complaint form that we will be distributing to a large number of legal service providers and the offices of every elected official in the City in the coming days - and, of course, it will be made available in many languages. Additionally, we've recently revamped and updated our inspection protocol for ISPs so that our inspectors are better equipped to identify and issue violations. We have also been proactively responding to complaints received from the New York State Office of New Americans (“ONA”), which began sharing information with us more consistently in the last few weeks. Lastly, in an effort to ensure that we are focused on reminding immigrants to stay away from problematic ISPs and steer them towards safe legal service providers, we will soon be participating in a “Notario Fraud Day of Action” with Make the Road-NY, MOIA, and other key stakeholders.

We are hopeful that such efforts, combined with additional complaint-driven, targeted enforcement will contribute in whatever small way possible to the larger fight against criminal conduct in the provision of immigration services. I will now further clarify DCA's jurisdiction over ISPs, after which I will provide specific comments on Intro. 746.

### **Legal Landscape**

ISPs are a specific subset of businesses or individuals who offer assistance with immigration issues for a fee. Importantly, this category does not include licensed immigration attorneys, non-profits charging nominal fees, child welfare organizations recognized under New York State law, organizations accredited by the federal board of immigration appeals, or elected officials or government employees. ISPs are not qualified to provide legal advice or services or represent their customers in an immigration proceeding.

Current City law expressly prohibits certain acts by ISPs. Providers may not intimate that they can obtain special favors from immigration officials, demand or retain fees in advance of providing services or for services that are not performed, fail to provide copies of filed forms to a client, use terms like “*Notario Publico*” or “Accredited Representative” that may mislead a consumer about their qualifications, give legal advice of any kind, promise an outcome that cannot be guaranteed, charge for forms that are provided free of charge by government agencies, or disclose information to authorities without the customer’s consent.

To promote transparency in transactions, the law also requires ISPs to complete a written agreement disclosing certain information to the consumer before any services may be provided. In addition, ISPs must conspicuously post signs disclosing to consumers that the ISP is not a licensed attorney or a representative accredited by the board of immigration appeals and that all consumers have the right to cancel any contract within three days and get back all documents and any money paid. Finally, all ISPs must maintain a surety bond for the benefit of customers.

In 2014, Governor Cuomo signed the Immigrant Assistance Service Enforcement Act which, among other things, expanded the scope of prohibited conduct, updated the terms required to be included in an ISP contract and the content of required disclosure signs, and increased civil penalties for violation of the law.

Intro. 746 would amend city law to reflect the changes made to state law by the Immigrant Assistance Service Enforcement Act and bring the two laws into conformity. DCA shares the Council's goal of better protecting immigrant New Yorkers who seek help from ISPs and we support this update.

### **DCA Enforcement**

While DCA does inspect ISPs in New York City, our role, as indicated in the committee report attendant to the original 2004 law that granted us our limited regulatory authority, makes clear that our agency is just one small part of a much larger, comprehensive approach that is required to effectively combat immigration fraud. The same committee report makes clear that the ultimate goal of the 2004 law was to channel the demand of immigration services to safe, high-quality legal service providers, which, as our colleagues from MOIA have testified, is accomplished primarily through outreach and education.

Though DCA conducts ISP inspections on patrol, we primarily inspect on the basis of complaints, especially given the changes in the business practices of ISPs. When we receive a complaint or referral, from the New York State Office of New Americans hotline, for example, we will, of course attempt to inspect the address or business about which we've received the complaint, and we will also inspect neighboring blocks to determine whether there are similar businesses operating nearby. When conducting ISP inspections, our inspectors look for the presence of certain signage, contracts, and disclosures. We are not authorized, nor could we be authorized, to collect personally identifying information or copies of USCIS forms.

The complaints we receive do give us a basis for inspection and determining violations under the City's current law regulating immigration service providers, but they do not, in fact, indicate a

recent occurrence of actual immigration services fraud. As advocates, legal service providers, and criminal law enforcement agencies can tell you, victims of ISP fraud generally don't realize they are victims until months, or even years, after the fraud has taken place, and are, generally speaking, not aware that City government might be able to assist. The many challenges any City agency would face in conducting ISP inspections is borne out by the numbers. Of the approximately 50 inspections that have been conducted based on complaints in 2016 to date, nearly 75% found that the business complained about had closed, moved, was inaccessible, was not providing immigration services, or could not be located by an inspector.

Despite these significant challenges, we remain deeply committed to conducting as many inspections as possible and receiving as many complaints as possible. Since January 2014, the agency has conducted 237 ISP inspections and we continue to conduct inspections based on complaints we received and what we observe on patrol. To increase our own access to information about problematic businesses, we actively participate in the Protecting Immigrant New Yorkers ("PINY") Task Force, which is convened by the New York Immigration Coalition, and we have sought complaints directly from several legal service providers, including Legal Aid and Catholic Charities. I have personally spoken to the PINY Task Force to gather feedback from immigration activists and advocates on how we can be better positioned to take complaints and action.

At DCA, we consider our role in the regulation of ISPs, however small it might be, to be important to our mission and we believe that Intro. 746 includes helpful updates to the existing legal framework.

### **Intro. 746**

With respect to Intro. 746, of which we are generally supportive, we would like to respectfully offer to the Council some amendments to consider.

While we agree that additional signage and disclosures are generally helpful, we believe that requiring businesses to post signage in the six most commonly spoken languages in the city as well as the languages in which they conduct their business might lead to situation where the signage is excessive or confusing. I'm sure we can all agree that we want immigrant consumers, who are particularly vulnerable if they are walking into a business of this type to seek assistance, to be able to easily understand the information being disclosed to them. As an administration deeply committed to language access, we commend the expansion of the number of languages in which ISPs are required to post signage, and in particular, the requirement to post signage in the

languages in which business is being conducted by an ISP. We would appreciate the opportunity to discuss with the Council ways in which this particular provision might be clarified.

We also would appreciate the opportunity to further discuss with the Council language in the bill that could inadvertently impede the agency's investigatory processes. Specifically, while we already do not collect any USCIS forms with personally identifying information, we can and do collect copies of contracts between businesses and consumers, and we seek to ensure that this ability is maintained. Additionally, we seek to work with the Council to resolve a discrepancy in the bill, as it simultaneously (and correctly) recognizes that ONA is the primary destination for complaints, while also requiring DCA reporting on these types of complaints.

Lastly, we have found it helpful in other regulatory contexts, such as those concerning employment agencies and tax preparers, for such businesses to be required to post a consumers' "Bill of Rights," which clearly outlines the protections afforded by law to consumers before services are provided. DCA has already been working on a draft Bill of Rights and would be happy to share this with the Council for potential inclusion in Intro. 746.

### **Conclusion**

In conclusion, we would like to reiterate that protecting immigrations, regardless of their status, is among DCA's highest priorities and we are firmly and strongly committed to ensuring that our most vulnerable residents have access to the services they need. We seek to work closely with all of our sister agencies, community partners, and, of course, the Council to bolster existing protections and create and implement any new ones we feel are needed. Specifically, we seek to collaborate with partners to do as much as we can to *solve* the problem of immigration fraud – the answer to which is raising as much awareness as possible and proactive educating immigrants about the dangers of ISPs.

I would like to thank both committees for the opportunity to testify today. My colleagues and I will be happy to answer any questions you might have.



## Using an Immigration Assistance Service Provider Tips for Consumers

Immigration Assistance Service Providers (ISPs) are people or businesses who are not lawyers and who charge fees for any kind of immigration-related services. Because immigration law is complicated, **ISPs are NOT qualified to:**

- Tell you how to file for a particular immigration status
- Advise you on your chances of getting a particular immigration status
- Help you prepare for immigration interviews

Note: A **notario público**, or **notary public**, is not an attorney and cannot offer the services above.

### Before you go to an ISP

Talk to a reputable lawyer about your situation. Or try a reputable nonprofit organization; many have lawyers on staff or are recognized by the Board of Immigration Appeals so they can represent you in immigration proceedings. **Know which forms you need to file when you walk in the ISP's door.**

**For information on free or low-cost immigration advice or help**, call the New York Immigration Hotline at (800) 566-7636 or (212) 419-3737.

**For an attorney referral**, call the New York City Bar Association at (212) 626-7373.

You can find all immigration forms on the U.S. Citizenship and Immigration Services Web site.

### Only use an ISP to:

- Translate and notarize documents
- Help you gather documents (like a birth certificate or school records)
- Type up application forms (but *not* to advise you on your answers)
- Arrange for photographs or medical tests
- Take English language or civics classes

### Protect Yourself

- Only go to ISPs that have physical locations. Never use one you can reach only by phone or e-mail.
- Do not believe any ISP that claims to have special influence with immigration authorities.
- ISPs must sign a written contract with you before providing services. Read the contract before signing it and keep a copy for your records.
- Do not leave your original documents (like a marriage certificate) with an ISP. Give copies instead.
- Avoid paying in advance for service. Pay only after the ISP has finished the work.
- Get a written receipt. Make sure the receipt contains the name and address of the ISP.
- Do not sign any blank or incomplete forms, and insist that the ISP sign any form it prepares for you.
- Make sure the ISP has a bond, contract of indemnity, or letter of credit. Write down the name and contact information of the bond company or bank. If the ISP does not give you a refund it owes you or harms you in another way, you can file a claim. If the ISP does not have a bond or will not give you its bond information, use another business.

**Call 311 to file a complaint about a business providing immigration services.** You do not have to give your name or your immigration status in order to make a complaint. 311 can take calls in many different languages. You can also file a complaint online or download NYC law governing immigration service providers and a sample contract. Visit [www.nyc.gov/consumers](http://www.nyc.gov/consumers)

Call 311 or visit <http://www.courts.state.ny.us/> (Attorney Disciplinary/Grievance Committee) to file a complaint about an attorney.

## 使用移民輔助服務 給消費者的建議

移民輔助服務提供者 (ISP) 並非律師，而是提供付費的移民相關服務的人或企業。由於移民法非常複雜，**ISP 不具備資格**：

- 告訴您如何申請某一類移民身分
- 針對您獲得某一類移民身分的機率提出建議
- 協助您為移民面談做好準備

注意：**公證人**並非律師，不能夠提供上述服務。

### 在您向 ISP 查詢之前

請向聲譽好的律師查詢您的情況。或者，嘗試聯絡聲譽好的非營利組織；很多組織僱有律師或獲得移民上訴委員會 (Board of Immigration Appeals) 認可，因此可在移民訴訟中代表您。當您使用 ISP 服務時，應該知道您需要遞交哪些表格。

關於免費或廉價移民諮詢或輔助服務的資訊，請致電紐約移民熱線 (800) 566-7636 或 (212) 419-3737。

關於律師轉介，請致電(212) 626-7373 與紐約市律師協會 (New York City Bar Association)聯絡。

您可在美國公民與移民服務局 (U.S. Citizenship and Immigration Services) 網站上找到所有移民表格：  
[www.uscis.gov](http://www.uscis.gov)。

### 只在以下情況使用 ISP 服務：

- 翻譯文件並以公證人資格證實
- 協助您收集證明文件（如出生證明或學校記錄）
- 填寫申請表（但不能向您建議答案）
- 安排拍照或接受醫療測試
- 上英語或公民課

### 自我保障

- 只可使用有實際辦公地點的 ISP 服務。絕不可使用僅能透過電話或電子郵件聯繫的 ISP。
- 切勿相信任何聲稱對移民當局有特殊影響力的 ISP。
- 在提供服務之前，ISP 必須與您簽訂書面合約。請務必在簽署之前閱讀合約，並自行保存一份副本作記錄。
- 切勿留下您的文件正本（如結婚證書）給 ISP，改為留下副本。
- 避免事先支付服務費用。只在 ISP 完成工作後才支付。
- 取得書面收據。確保收據包含 ISP 的名稱和地址。
- 切勿在任何空白或未填完的表格上簽名，堅持 ISP 在為您準備的任何表格上簽名。
- 確保 ISP 有債券、賠償合約或信用證。記下債券公司或銀行的名稱和聯絡資訊。如果 ISP 未退還拖欠您的款項或以另一個方式造成傷害，您可以申報索款。如果 ISP 沒有債券或未告知您其債券資訊，請使用另一家企業的服務。

如要投訴提供移民服務的企業，請撥打 311。您無需說明您的姓名或移民身分才能提出投訴。311 可以多種不同的語言接聽電話。您也可在網上提出投訴，規範移民服務提供者的紐約市法律以及合約範例。

要投訴律師，請撥打 311 或瀏覽 [www.courts.state.ny.us](http://www.courts.state.ny.us)（律師紀律／投訴委員會 (Attorney Disciplinary/Grievance Committee)）。



Department of  
Consumer Affairs

## ইমিগ্রেশন অ্যাসিসটেন্স সার্ভিস প্রোভাইডার ব্যবহার করতে হলে গ্রাহকদের জন্য টিপস সমূহ

ইমিগ্রেশন অ্যাসিসটেন্স সার্ভিস প্রোভাইডার (আই-এস-পি গুলি) হল সেইসব ব্যক্তি অথবা ব্যবসাসমূহ যারা উকিল নয় এবং যারা যে কোনো ধরনের অভিবাসন (ইমিগ্রেশন) ও সেই সংক্রান্ত পরিষেবা প্রদানের উপর শুল্ক নেয়। যেহেতু অভিবাসন (ইমিগ্রেশন) -এর আইনগুলি জটিল, আই-এস-পি-রা যা যা করতে যোগ্য নয় তা হল:

- নির্দিষ্ট ইমিগ্রেশন স্টেটাস-এর জন্য আপনি কীভাবে ফাইল করবেন
- নির্দিষ্ট ইমিগ্রেশন স্টেটাস পাওয়ার জন্য আপনার সুযোগ কতটা আছে সেই বিষয়ে আপনাকে পরামর্শ দেওয়া
- ইমিগ্রেশন ইন্টারভিউয়ের জন্য আপনাকে তৈরি করে দেওয়া

লক্ষণীয়: একটি নোটারি পাবলিক, একজন অ্যাটর্নি নন এবং তিনি উপরের পরিষেবা দিতে সক্ষম নন।

### আই-এস-পি-র কাছে যাওয়ার আগে

আপনার অবস্থার বিষয়ে কোনো একজন উকিলের সঙ্গে কথা বলুন। অথবা কোনো প্রখ্যাত অলাভজনক সংস্থা-র সঙ্গে কথা বলুন; এঁদের কাছে উকিলেরা কর্মী হিসাবে থাকেন অথবা তাঁরা বোর্ড অফ ইমিগ্রেশন অ্যাপিলস দ্বারা স্বীকৃত তাই তাঁরা আপনার অভিবাসন প্রক্রিয়া নিয়ে কাজ করতে পারবেন। আপনি আই-এস-পি -র কাছে যাওয়ার আগে জেনে নিন আপনাকে কী কী ফর্ম ফাইল করতে হবে।

অভিবাসন পরামর্শ অথবা সহায়ের বিষয়ে অল্প খরচে অথবা বিনামূল্যে তথ্যের জন্য নিউ ইয়র্ক ইমিগ্রেশন হটলাইন -এ ফোন করুন এই ফোন নম্বর গুলিতে (800) 566-7636 অথবা (212) 419-3737।

অ্যাটর্নির সঙ্গে পরামর্শের জন্য ফোন করুন নিউ ইয়র্ক সিটি বার অ্যাসোসিয়েশন-এ এই নম্বরে (212) 626-7373।

ইউ. এস. সিটিজেনশিপ অ্যান্ড ইমিগ্রেশন সার্ভিসেস ওয়েবসাইটে: [www.uscis.gov](http://www.uscis.gov) আপনার সমস্ত অভিবাসন সংক্রান্ত ফর্ম পেয়ে যাবেন।

### একটি আই-এস-পি -র কাছে যান কেবলমাত্র নিম্নলিখিত কারণগুলির ক্ষেত্রেই

- নথি অনুবাদ ও নোটারাইজ করতে
- বিভিন্ন নথি একত্রিত করার জন্য (যেমন জন্ম নিবন্ধন পত্র অথবা স্কুলের নথিগুলি)
- অ্যাপ্লিকেশন ফর্ম টাইপ করার জন্য (কিন্তু আপনাকে উত্তর কেমন লিখতে হবে তা বলে দিতে নয়)
- ফোটোগ্রাফ অথবা মেডিক্যাল পরীক্ষার ব্যবস্থা করতে
- ইংরেজী ভাষা শিখতে অথবা সিতিক্স ক্লাস করতে

### নিজেকে সুরক্ষিত রাখুন

- কেবলমাত্র সেই আই-এস-পি -র কাছে যান যাদের সঠিক ঠিকানা রয়েছে। কখনই এমন এক আই-এস-পি -র কাছে যাবেন না যাঁদের আপনি টেলিফোন অথবা ই-মেল-এর মাধ্যমে যোগাযোগ করেছেন।
- সেইসব আই-এস-পি -দের বিশ্বাস করবেন না যাঁরা বলে যে অভিবাসন (ইমিগ্রেশন) কর্তৃপক্ষের উপর তাদের বিশেষ প্রভাব রয়েছে।
- পরিষেবা প্রদান করার আগে এই-এস-পি -কে আপনার সঙ্গে লিখিত চুক্তি করতে হবে। সেই চুক্তি সই করার আগে অনুগ্রহ করে সেটি ভালোভাবে পড়ে নিন এবং আপনার রেকর্ডের জন্য সেই চুক্তির একটি কপি আপনার কাছে রেখে দিন।
- আই-এস-পি -দের কাছে আপনার কোনো আসল নথি (যেমন ম্যারেজ সার্টিফিকেট) রাখবেন না। তাদের কেবলমাত্র আসল নথির কপি দেবেন।
- কোনো পরিষেবার জন্য আগে থেকে টাকা দিয়ে দেবেন না। কেবলমাত্র তখনই টাকা দেবেন যখন আই-এস-পি তাদের কাজ সম্পূর্ণ করবে।
- লিখিত রসিদ রাখুন। দেখে নিন যাতে রসিদে আই-এস-পি -র নাম ও ঠিকানা থাকে।
- খালি অথবা অসম্পূর্ণ ফর্মে সই করবেন না।
- আই-এস-পি আপনার জন্য যে ফর্ম তৈরি করবে তাতে যেন আই-এস-পি সই করে এই বিষয়ে জোর দিন।
- নিশ্চিত করুন যে আই-এস-পি -র যেন কোনো বন্ড, কন্ট্রাক্ট অফ ইনডেমনিটি অথবা লেটার অফ ক্রেডিট থাকে। বন্ড কোম্পানী অথবা ব্যাংকের নাম ও যোগাযোগের ঠিকানা লিখে রাখুন। যদি কোনো আই-এস-পি আপনার প্রাপ্য ন্যাশ্য টাকা না দেয় অথবা অন্য কোনোভাবে আপনার ক্ষতি করে, তাহলে আপনি ক্রেম ফাইল করতে পারেন। যদি আই-এস-পি -র কাছে বন্ড না থাকে অথবা তারা আপনাকে বন্ডের তথ্য না দেয় তবে অন্য কোনো আই-এস-পি -র কাছে যান।

**ইমিগ্রেশন (অভিবাসন) পরিষেবা প্রদানকারী কোনো ব্যবসায়িক প্রতিষ্ঠানের বিরুদ্ধে অভিযোগ দায়ের করতে হলে 311-এ ফোন করুন।** অভিযোগ জানাতে হলে আপনাকে

আপনার নাম অথবা আপনার ইমিগ্রেশন স্টেটাস জানাতে হবে না। 311 -য় ফোন করলে বিভিন্ন ভাষায়

পরিষেবা দেওয়া হয়ে থাকে। আপনি অনলাইনেও অভিযোগ দায়ের করতে পারেন অথবা অভিবাসন পরিষেবা প্রদানকারী সম্বন্ধে নিয়ন্ত্রণকারী এন-ওয়াই-সি ল (আইন) ও নমুনা কনট্রাক্ট ডাউনলোড করতে পারেন।

**অ্যাটর্নির বিরুদ্ধে অভিযোগ দায়ের করতে হলে 311 -এ ফোন করুন অথবা [www.courts.state.ny.us](http://www.courts.state.ny.us) (অ্যাটর্নি ডিসপ্লিনারি/গ্রিভেন্স কমিটি) -এ যান।**



Consumer  
Affairs

Haitian Creole

## Fason pou Itilize yon Founisè Sèvis Asistans nan zafè Imigrasyon

### Konsèy pou Kliyan yo

Founisè Sèvis Asistans nan Afè Imigrasyon (ISP) se moun oswa biznis ki pa avoka epi ki reklame frè pou nenpòt kalite sèvis ki asosye ak imigrasyon. Paske lwa imigrasyon se lwa ki konplike, **ISP yo PA kalifye pou:**

- Di ou kijan pou ranpli aplikasyon pou yon sitiyasyon imigrasyon patikilye
- Konseye ou sou chans pou vin genyen yon sitiyasyon imigrasyon patikilye
- Ede ou prepare pou antrevi imigrasyon

Nòt: Yon **notè piblik** pa yon avoka epitou li pa kapab ofri sèvis ki endike anwo a.

### Anvan ou ale nan biwo yon ISP

Pale avèk yon avoka oswa yon òganizasyon Konsèy Apèl Imigrasyon rekonèt konsènan sitiyasyon ou. Pale avèk yon avoka ki gen repitasyon konsènan sitiyasyon ou. Oswa eseye yon òganizasyon non-komèsyal ki gen repitasyon; anpil òganizasyon sa yo genyen avoka pami anplwaye yo oswa Board of Immigration Appeals rekonèt yo pou yo kapab reprezante ou nan pwosedi imigrasyon. **Konnen ki fòm ou dwe ranpli lè w ap antre nan biwo ISP la.**

**Pou jwenn enfòmasyon sou konsèy oswa èd gratis oswa ki pa koute chè nan zafè imigrasyon, rele Liy Èd Imigrasyon Nouyòk nan nimewo (800) 566-7636 oswa (212) 419-3737.**

**Pou jwenn yon rekòmandasyon avoka, rele Asosyasyon Bawo Avoka vil Nouyòk nan nimewo (212) 626-7373.**

Ou kapab jwenn tout fòm imigrasyon yo nan sit wèb Sèvis Imigrasyon ak Sitwayènte Etazini: <http://www.uscis.gov/>

### Pran Sèvis yon ISP sèlman pou:

- Tradui ak notarye dokiman
- Ede ou rasanble dokiman (tankou batistè oswa dosye lekòl)
- Tape fòm aplikasyon (men pa pou ba ou konsèy nan repons ou yo)
- Ranje foto oswa tès medikal
- Pran klas lang Angle oswa sivism

### Pwoteje Tèt Ou

- Ale nan biwo ISP sèlman ki genyen adrès fizik. Pa janm itilize yon ISP ou kapab jwenn nan telefòn oswa nan imèl sèlman.
- Pa kwè okenn ISP ki fè w konnen li genyen enfluyans espesyal avèk otorite imigrasyon yo.
- ISP yo dwe siyen yon kontra ekri avèk ou anvan yo ba ou sèvis yo. Asire ou li kontra a anvan ou siyen li epitou sere yon kopi pou dosye ou.
- Pa kite dokiman orijinal ou yo (tankou sètifika maryaj) nan biwo yon ISP. Bay kopi alapas orijinal yo.
- Pa peye davans pou sèvis la. Peye sèlman apre ISP a fin fè travay la.
- Mande yon resi ki ekri. Asire resi a genyen ladan non ak adrès ISP a.
- Pa siyen okenn fòm vid oswa fòm ki pa konplè, epitou ensiste pou ISP a siyen nenpòt fòm ISP a prepare pou ou.
- Asire ISP a genyen yon garanti, angajman pou peye domaj-enterè, oswa lèt kredi. Note non ak enfòmasyon kontak konpayi garanti a oswa labank. Si ISP a pa ba ou yon ranbousman li dwe ou oswa li deranje ou nan yon lòt fason, ou kapab fè yon reklamasyon. Si ISP pa genyen yon garanti oswa si li p ap ba ou enfòmasyon sou garanti li, itilize yon lòt biznis.

**Rele 311 pou pote plent sou yon biznis ki ofri sèvis imigrasyon.** Ou pa oblije fè konnen non ou oswa sitiyasyon imigrasyon ou pou kapab fè plent. 311 kapab resevwa apèl nan plizyè lang diferan. Ou kapab pote plent tou sou entènèt oswa ou kapab transfere lwa vil Nouyòk ki gouvènè founisè sèvis imigrasyon avèk yon modèl kontra.

**Rele 311 oswa ale sou sit wèb <http://www.courts.state.ny.us/> (Komite Disiplin Avoka/Komite Dolemans) pou pote plent konsènan yon avoka.**



## 이민 지원 서비스 제공자 이용하기 고객을 위한 정보

이민 지원 서비스 제공자(ISP)란 변호사가 아닌 신분으로서 이민 관련 서비스를 유료로 제공하는 사람 또는 사업체를 의미합니다. 이민법은 복잡하기 때문에 **ISP는 다음과 같은 제한을 가집니다.**

- 이민을 신청하는 방법이나 특정 이민 상태에 대해 알려드릴 수 없습니다.
- 특정 이민 상태를 변경하거나 취득하는 방법에 대해 조언할 수 없습니다.
- 이민 인터뷰를 준비하도록 도와드릴 수 없습니다.

참고: **Notario publico**, 즉 공증인은 변호사가 아니며 상기의 서비스를 제공할 수 없습니다.

### ISP로 가시기 전에 하실 일

ISP를 방문하실 때는 이민 서류를 접수하시기 위해 필요한 양식에 대해 아셔야 합니다.

무료 또는 저비용 이민 상담 또는 지원에 대한 정보가 필요하시면, 뉴욕 이민국 문의 전화(New York Immigration Hotline) (800) 566-7636 또는 (212) 419-3737 번으로 문의하십시오.

변호사를 소개 받고 싶으시면, 뉴욕시 변호사 협회(New York City Bar Association) 전화 (212) 626-7373 번으로 문의하십시오.

모든 이민 양식은 미국 이민국(U.S. Citizenship and Immigration Services) 웹 사이트 [www.uscis.gov](http://www.uscis.gov)에 있습니다.

### 다음 경우에만 ISP를 이용하십시오.

- 문서를 번역하거나 공증해야 하는 경우
- 서류(예를 들어, 출생 증명서 또는 학적부)를 준비하기 위해 도움이 필요한 경우
- 신청서를 작성해야 하는 경우(귀하의 답변에 대한 조언은 **금지됩니다**)
- 사진 촬영 또는 신체 검사를 예약해야 하는 경우
- 영어 또는 사회 과목을 들어야 하는 경우

### 자신을 보호하십시오.

- 직접 방문할 수 있는 ISP를 이용하십시오. 전화 또는 이메일로만 연락할 수 있는 ISP는 이용하지 마십시오.
- 이용하시는 ISP가 관계 당국에 대한 특별한 영향력이 있다고 생각하지 마십시오.
- ISP는 귀하께 서비스를 제공하기 전에 서면 계약서에 서명해야 합니다. 서명하시기 전에 내용을 읽어 보시고 사본은 향후 기록을 위해 보관해 두십시오.
- 서류 원본(예를 들어, 혼인 증명서)을 ISP에 주지 마십시오. 대신 사본을 주십시오.
- 서비스를 받으시기 전에 선불로 지급하지 마십시오. ISP가 일을 마친 후에만 수수료를 지급하십시오.
- 서면 영수증을 받으십시오. 영수증에는 ISP의 이름과 주소가 명시되어 있어야 합니다.
- 비어 있거나 완전히 작성되지 않은 양식에 서명하지 마십시오. ISP에게 ISP가 준비한 모든 서류에는 서명해야 한다는 입장을 굽히지 마십시오.
- ISP가 보증서, 보상 계약서 또는 신용장을 가지고 있는지 확인하십시오. 보증 회사 또는 은행의 이름과 연락처 정보를 기록해 두십시오. ISP가 귀하께 지급해야 하는 환불금을 주지 않거나 다른 방법으로 귀하께 해를 끼치는 경우에는 손해 배상을 청구하실 수 있습니다.

**이민 서비스를 제공하는 사업체에 대해 고소장을 접수하시려면 311 번으로 문의하십시오.** 고소장을 접수하시기 위해 귀하의 이름이나 이민 상태를 알려주실 필요는 없습니다. 311 전화는 다양한 언어로 전화를 받을 수 있습니다. 또한, 귀하께서는 온라인으로 고소장을 접수하시거나 이민 서비스 제공자 관리를 위한 NYC 법률의 사본과 견본 계약서를 무료로 다운로드하실 수 있습니다.

**311 번으로 전화하시거나 뉴욕시 통합 법원 시스템(New York State Unified Court System) 웹 사이트를 방문해서 변호사에 대한 고소장을 접수하십시오.**

## Использование поставщиков услуг по вопросам иммиграции Советы для потребителей

Поставщики услуг по вопросам иммиграции (ISP) — это частные лица или фирмы, не являющиеся юристами, которые взимают плату за услуги, связанные с вопросами иммиграции. Ввиду сложности иммиграционного законодательства ISP **НЕ КОМПЕТЕНТНЫ** предлагать консультации по следующим вопросам:

- порядок подачи заявления на получение того или иного иммиграционного статуса;
- вероятность получения конкретного иммиграционного статуса;
- помогать готовиться к иммиграционным собеседованиям.

Примечание: государственный нотариус не является юристом и не может предлагать перечисленные услуги.

### Прежде чем обращаться к ISP

Обсудите свою ситуацию с заслуживающим доверия адвокатом. Вы также можете обратиться в некоммерческую организацию; во многих из них работают адвокаты, а многие организации признаются Апелляционной комиссии по делам иммигрантов и могут представлять вас в иммиграционном суде. **Выясните, какие документы необходимо подавать, прежде чем вы решите обратиться к ISP.**

Для получения информации о бесплатной или недорогостоящей консультации или помощи по вопросам иммиграции звоните по телефону горячей линии в Нью-Йорке по вопросам иммиграции: (800) 566-7636 или (212) 419-3737.

Для направления к адвокату обращайтесь в Коллегию адвокатов г. Нью-Йорка по телефону (212) 626-7373.

Вы можете найти бланки всех иммиграционных документов на сайте Службы гражданства и иммиграции США: [www.uscis.gov](http://www.uscis.gov)

### Пользуйтесь услугами ISP только в следующих целях:

- перевод и нотариальное заверение документов
- помощь в получении документов (например, свидетельства о рождении или табеля успеваемости)
- заполнение бланков заявлений (но не консультирование относительно ответов на вопросы)
- подготовка фотографий или медицинских анализов
- проведение уроков по английскому языку или основам гражданского права

### Защитите себя

- Обращайтесь только к ISP, имеющим физический адрес. Никогда не пользуйтесь услугами ISP, с которыми можно связаться только по телефону или по электронной почте.
- Не верьте, когда ISP утверждает, что может повлиять на исход дела в иммиграционных органах.
- До оказания услуг ISP должны заключить с вами договор в письменном виде. Обязательно прочтите договор, прежде чем подписывать его и сохраните один экземпляр у себя.
- Не оставляйте у ISP оригиналы своих документов (например, свидетельства о браке). Принесите копии.
- Не платите до получения услуг. Производите оплату только после того, как ISP закончит работу.
- Получите расписку. Убедитесь, что в ней указано наименование и адрес ISP.
- Не подписывайте незаполненные или частично заполненные бланки. Требуйте, чтобы на бланке любого документа, который ISP подготовил для вас, стояла подпись ISP.
- Убедитесь, что ISP имеет гарантийные обязательства, договор гарантии или аккредитив. Запишите название и контактную информацию компании по страхованию гарантийных обязательств или банка. Если ISP не вернет Вам причитающуюся Вам сумму или нанесет иной ущерб, Вы можете обратиться в суд. Если ISP не имеет гарантийных обязательств или не может предоставить соответствующую информацию, обратитесь в другую фирму.

**Для подачи жалобы о фирме, оказывающей иммиграционные услуги, звоните по телефону 311.** Вы не обязаны указывать свое имя или иммиграционный статус. По телефону 311 принимаются обращения на разных языках. Вы также можете подать жалобу в режиме онлайн или скачать информацию о нормативных актах г. Нью-Йорка, регулирующих деятельность поставщиков иммиграционных услуг а также образец договора.

**Звоните по телефону 311 или посетите сайт <http://www.courts.state.ny.us/> (Адвокатский дисциплинарный комитет/комитет по рассмотрению жалоб) для подачи жалобы на адвоката.**

## Utilizando un Proveedor de Servicios de Asistencia de Inmigración

### Consejos para los consumidores

Los proveedores de servicios de asistencia de Inmigración (ISP) son personas o empresas que no son abogados y que cobran una tarifa por cualquier tipo de servicio relacionado con inmigración. Puesto que la ley de inmigración es complicada, los **ISP NO** están calificados para:

- Decirle como preparar documentos para obtener un estatus inmigratorio en particular
- Informarle sobre sus posibilidades de obtener un estatus inmigratorio en particular
- Ayudarle con la preparación para entrevistas inmigratorias

Nota: Un **notario público** no es un abogado y no puede ofrecer los servicios anteriores.

#### Antes de ir a un Proveedor de Servicios de Asistencia de Inmigración

Hable con un abogado de buena reputación sobre su situación, o visite una organización comunitaria sin fines de lucro. Muchas de estas emplean a abogados, o están reconocidos por la Junta de Apelaciones de Inmigración. Por eso, pueden representarle en un tribunal de inmigración. **Sepa cuáles formularios necesita presentar antes de ver a un proveedor de servicios de asistencia de inmigración.**

**Para información sobre asesoría o ayuda de inmigración gratuita o a bajo costo**, llame a la línea directa de Inmigración de Nueva York al (800) 566-7636 o al (212) 419-3737.

Para ser referido a un abogado, llame a la New York City Bar Association al (212) 626-7373.

Usted puede encontrar todos los formularios de inmigración en el sitio Web de U.S. Citizenship and Immigration Services. <http://www.uscis.gov/>

#### Solamente use un ISP para:

- Traducir y notarizar documentos
- Ayudarle a reunir los documentos (como certificado de nacimiento o registros escolares)
- Escribir a máquina los formularios de solicitud (pero *no* aconsejarlo en sus respuestas)
- Hacer arreglos para fotografías o exámenes médicos
- Tomar clases de inglés o clases cívicas

#### Protéjase.

- Solamente vaya a proveedores de servicios de asistencia de inmigración que tengan ubicaciones físicas. Nunca use un ISP que solamente puede ser ubicado por teléfono o por correo electrónico.
- No le crea a ningún ISP que le diga que tiene influencia especial con las autoridades de inmigración.
- Los ISP deben firmar un contrato por escrito con usted antes de prestarle servicios. Asegúrese de leer el contrato antes de firmarlo y guarde una copia para sus registros.
- No deje sus documentos originales (como el certificado de matrimonio) con un ISP. En cambio, dele copias.
- Evite pagar por adelantado por el servicio. Pague solamente después de que el ISP haya terminado el trabajo.
- Obtenga un recibo escrito. Asegúrese que el recibo tenga el nombre y la dirección del ISP.
- No firme ningún formulario en blanco o incompleto.
- Insista que el ISP firme cualquier formulario que prepare para usted.
- Asegúrese que el ISP tenga un bono, un contrato de indemnización, o una carta de crédito. Escriba el nombre y la información de contacto de la compañía de bono o del banco. Si el ISP no le reembolsa un monto o si lo perjudica de alguna otra forma, puede presentar un reclamo. Si el ISP no tiene un bono, o si se niega a darle información sobre el bono, debe usar otro negocio.

**Llame al 311 para presentar una queja sobre el negocio que provee servicios de inmigración.** No es necesario dar su nombre ni su estatus inmigratorio para presentar una queja. El 311 puede contestar llamadas en muchos idiomas distintos. También puede presentar una queja por internet, o descargar la ley de la Ciudad de Nueva York que regula los proveedores de servicios de inmigración y una muestra de contrato. Visite [www.nyc.gov/consumers](http://www.nyc.gov/consumers)

**Llame al 311 o visite la página <http://www.courts.state.ny.us/> (Attorney Disciplinary/Grievance Committee) para presentar una queja sobre un abogado.**

# Notario Público

**In some Spanish-speaking countries, a Notario Público is a trained legal advisor. But in the United States, a Notary Public is not a trained legal advisor.**

In the United States, a Notary Public is a public officer and is **authorized to perform** only the following **two** services for you:

- 1** certify that you are the person named in a document after verifying your identity and witnessing you sign the document, called “notarizing” a document
- 2** administer and certify an oath in which you swear to the truth of the statements you make on a document

In the State of New York, a Notary Public **may not give legal advice, draft legal papers, or review documents for legality.**

*For more information, contact the New York State Department of State, Division of Licensing Services at (212) 417-5747 or visit [www.dos.state.ny.us](http://www.dos.state.ny.us)*

**NYC**

Bill de Blasio  
Mayor

**Consumer  
Affairs**

Lorelei Salas  
Commissioner

**DIAL  
311**



Printed on 30% post consumer recycled paper

# Notario Público

**En algunos países de habla hispana, un Notario Público es un asesor legal profesional. Pero en los Estados Unidos, un Notario Público no cumple con la misma función legal.**

En los Estados Unidos, un Notario Público es un funcionario público que **está autorizado para brindarle** a usted únicamente los **dos** siguientes servicios:

- 1** certifica que Usted es la persona designada en el documento después de verificar su identidad y ve que Usted firma el documento, o “notarizar” el documento
- 2** administrar y certificar un juramento en el cual usted jure que las declaraciones que usted ha hecho en un documento son verdaderas

En el Estado de Nueva York, un Notario Público **no puede dar consejos legales, preparar documentos legales, ni evaluar documentos para determinar legalidad.**

*Para más información, llame al Departamento del Estado de Nueva York (Division of Licensing Services) a (212) 417-5747 o visite a [www.dos.state.ny.us](http://www.dos.state.ny.us)*

**NYC**

Bill de Blasio  
Mayor

**Consumer  
Affairs**

Lorelei Salas  
Commissioner

**DIAL  
311**

**IMMIGRATION ASSISTANCE SERVICE CONTRACT**

[Provider name] ("Provider")

[Provider address]

[Provider telephone number and e-mail address]

Contract completed for Provider by: [Name and title]

**CUSTOMER INFORMATION**

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**SERVICES PROVIDER WILL PERFORM**

(Give detailed descriptions, such as "Complete I-90 form" or "Translate marriage certificate for I-130 form")

Provider may attach more pages as necessary, numbered and initialed by Provider and Customer.

1. Service: \_\_\_\_\_

Labor fee: \_\_\_\_\_ Government form filing fee (if any): \_\_\_\_\_

Provider will complete by [date]: \_\_\_\_\_

2. Service: \_\_\_\_\_

Labor fee: \_\_\_\_\_ Government form filing fee (if any): \_\_\_\_\_

Provider will complete by [date]: \_\_\_\_\_

3. Service: \_\_\_\_\_

Labor fee: \_\_\_\_\_ Government form filing fee (if any): \_\_\_\_\_

Provider will complete by [date]: \_\_\_\_\_

*Other fees or costs, if any:*

Description: \_\_\_\_\_ Amount: \_\_\_\_\_

Description: \_\_\_\_\_ Amount: \_\_\_\_\_

**Total:** \_\_\_\_\_

Amount due: \_\_\_\_\_ Date due: \_\_\_\_\_

Amount due: \_\_\_\_\_ Date due: \_\_\_\_\_

Amount due: \_\_\_\_\_ Date due: \_\_\_\_\_

Provider **may not** charge you for any services Provider does not perform or costs Provider does not pay on your behalf. **You may cancel this contract at any time.** Unless you have requested fast service because you are about to lose eligibility or another right or privilege, if you cancel this contract within 3 business days of signing it, Provider may not charge you any fee and must return any money you have paid within 15 days of cancellation.

**ADDITIONAL TERMS – IMPORTANT**

1. The individual providing assistance to you under this contract is not an attorney licensed to practice law or accredited by the Board of Immigration Appeals to provide representation to you before the Bureau of Citizenship and Immigration Services [U.S. Citizenship and Immigration Services], the Department of Labor, the Department of State, or any immigration authorities and may not give legal advice or accept fees for legal advice.
2. Provider may not keep original documents that you must submit with your application to any government agency, even if you owe Provider money or Provider claims you owe money.
3. Provider must give you a copy of each document Provider files with any government agency for you.
4. If you need to get any supporting documents for any application, you may get these documents yourself. You do not need to get them through Provider.
5. Provider has posted a bond with: [name, address, and telephone number of bond company]. If Provider owes you a refund and does not provide it, or harms you by its actions, you may file a claim against this bond.
6. The individual providing assistance to you under this contract is prohibited from disclosing any information or filing any forms or documents with immigration or other authorities without your knowledge and consent.
7. A copy of all forms completed and documents accompanying the forms shall be kept by the service provider for three years. A copy of the customer's file shall be provided to the client on demand and without fee.

**NOTICE OF RIGHT TO CANCEL**

You have three (3) business days to cancel this Contract. Notice of cancellation must be in writing, signed by you, and mailed by registered or certified United States mail to [Provider address]. If you cancel this contract within 3 days, you will get back your documents and any fees that you paid.

**NOTICE TO CUSTOMER – READ BEFORE SIGNING**

Do not sign this contract before you have read it or if any spaces are left blank. Provider must give you a signed copy of this contract, free of charge, when you sign it.

**ACCEPTANCE OF CONTRACT**

I approve of the services, fees, and costs stated in this contract. I authorize Provider to do the work as specified.

\_\_\_\_\_  
Customer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Representative

\_\_\_\_\_  
Date

**IMPORTANT:**

**IF YOU ARE ENTITLED TO A REFUND AND PROVIDER DOES NOT GIVE YOU A REFUND WITHIN 15 DAYS OR IF YOU HAVE A COMPLAINT OR NEED MORE INFORMATION, CALL 3-1-1.**

PUBLIC TESTIMONY

ON

**PREVENTING THE UNAUTHORIZED PRACTICE  
OF IMMIGRATION LAW**

PRESENTED BEFORE:

THE NEW YORK CITY COUNCIL  
COMMITTEE ON CONSUMER AFFAIRS  
JOINTLY WITH THE COMMITTEE ON IMMIGRATION

PRESENTED BY:

Melissa Brennan  
Urban Justice Center

November 17, 2016



Hello, my name is Melissa Brennan. I am the Supervising Attorney for the Immigrants' Rights Practice at the Urban Justice Center's Community Development Project, also known as CDP. CDP's mission is to strengthen the impact of grassroots organizations in New York City's low-income, immigrant and other excluded communities. We partner with community organizations to win legal cases, publish community-driven research reports, assist with the formation of new organizations and cooperatives, and provide technical and transactional assistance in support of their work towards social justice. Through our immigration practice, we provide immigration legal services to foreign-born New Yorkers on a wide range of immigration matters. In our work with community-based partners across the five boroughs, we routinely meet immigrants who have been taken advantage of by unscrupulous immigration legal service providers. CDP also operates a Consumer Justice Practice, which has been working with community groups on issues of consumer fraud, especially as it impacts low-income immigrant communities in New York. In 2012, CDP along with our community partner, New Immigrant Community Empowerment (NICE), published the policy report, *Dreams and Schemes in Queens, New York: Immigrant Struggles to Find Work and Get Status in the Face of Consumer Fraud* (hereinafter "*Dreams and Schemes*").<sup>1</sup> The report's findings are still relevant today as we discuss Int. 0746-2015.

I am pleased to testify today on behalf of CDP's Immigration and Consumer practices, to offer support for Int. 0746-2015, which will strengthen the City's ability to hold accountable those who seek to prey on vulnerable immigrants. To bring to life the problem of immigration fraud, I'd like to share a real world example from our previously-mentioned policy report, *Dreams and Schemes*, highlighting the experience of a man named "Miguel":

*"Hoping to achieve financial stability and reconnect with his family, Miguel (a pseudonym to protect his identity) went to an immigration agency he had heard about on TV and through word of mouth in the local Ecuadorian community. A woman at the agency represented herself as a lawyer and told him that obtaining his "papers" would be simple. She took his documents and charged thousands of dollars in fees. Two years later, Miguel still had heard nothing and went to the office to check in. He was told to be patient, that everything would be fine, but that the process would speed up if he paid more money. So he did, paying a total of \$7,000—most of his savings. And then, in summer 2010, he heard on the news that the agency was being investigated for fraud."*

Immigration scams not only rob victims like Miguel of their hard-earned savings, they can destroy one's future immigration relief prospects and set an unwitting immigrant down the path towards deportation. Sadly, such scams continue to flourish in immigrant-heavy neighborhoods across the city. Looking ahead to 2017, we expect to see increased immigration enforcement efforts and growing numbers of immigrants placed in removal proceedings, desperately seeking relief. In this environment, it is all but certain that untrustworthy immigration legal service

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<sup>1</sup> From June to August 2011, 10 members of NICE visited 51 businesses, including 21 employment agencies, 13 ISPs, and 17 immigration attorneys along Roosevelt Avenue and adjacent streets in Jackson Heights, Corona, and Elmhurst, Queens.<sup>3</sup> The mystery shoppers, predominantly immigrants from Mexico and Ecuador, used assigned scenarios to pose as customers seeking services. Each was paired with an observer who looked for signage and credentials and collected literature and business cards. Upon completion of the visit, each shopper-observer pair documented their interactions on a standardized form designed to evaluate providers' compliance with relevant laws and regulations.

providers will proliferate in immigrant enclaves, seeking to capitalize on the desperation of immigrant New Yorkers.

We are pleased that Int. 0746-2015 adds greater government oversight over the immigration service provider industry, rather than simply allowing opportunistic individuals and business to offer immigrant consumers so-called “solutions” to their immigration problems. In particular, we support the provisions in this bill that further restrict and clarify the activities that non-lawyers providing immigration assistance services can offer. We are especially pleased to see that this bill would prohibit the use of the terms “Notario Public,” “Notario Publico,” “Notario,” and “Immigration Specialist.” Individuals engaging in unauthorized practice of law frequently cloak themselves in these titles in an effort to defraud hardworking immigrants who are eager to formalize their status.

We also support the provisions in this bill mandating that required signage (*e.g.* warning that the provider is not an attorney) be posted in the languages in which a provider offers services. But the bill doesn’t seem to go far enough. As noted in our *Dreams and Schemes* report, immigration service providers often do not offer written contracts and fail to disclose costs and fee structures to consumers. In fact, 69% of survey respondents who accessed services at an immigration service provider were not given a contract; 59% of immigration service providers did not tell mystery shoppers the total cost for all their services; and 77% of immigration service providers visited by mystery shoppers did not have a list of prices and fees posted. We urge the Council to require that signage and legal services contracts include a schedule of fees for all available services and not just the services being offered to the individual consumer. At a minimum, such information should be published in English as well as in the languages in which a provider offers services. How else can a consumer know what charges they might incur? The signage should also specifically note that consumers are entitled to reimbursement under certain circumstances and what those circumstances are.

In addition to these legislative reforms, it will be crucial for the Department of Consumer Affairs to be proactive in exercising oversight and enforcement of immigration service providers. It is unrealistic to rely on complaints filed by immigrants as a primary enforcement tool. In our experience, many immigrants, particularly those who are undocumented, are nervous about reporting fraud to the government, particularly when it means acknowledging that they have signed and submitted immigration applications that contain misinformation.

In closing, we applaud the City Council for its efforts to prevent the unauthorized practice of immigration law, but we are also mindful that this bill alone will not prevent vulnerable immigrant New Yorkers from falling prey to deceptive and fraudulent providers of immigration legal services. The City must proactively disseminate information to warn unsuspecting immigrants about the prevalence and hallmarks of such scams. In undertaking such efforts, we urge the City to partner with community-based organizations who can advise on messaging and outreach strategies within the communities they know and serve.

The City must also increase investments in free, high-quality immigration legal services with an emphasis on funding for complex casework. There simply are not enough free immigration legal service providers to meet the needs of low-income immigrant New Yorkers, and it is this lack of

free legal assistance that drives many immigrants to seek the services of untrustworthy immigration service providers.

Finally, we wish to note that the proposed bill does not address the conduct of lawyers in good standing who nevertheless engage in fraudulent practices. We frequently encounter immigrants who have been defrauded by attorneys operating in a predatory manner. There are many avenues through which one can report such fraud but it is often very difficult for defrauded immigrant clients to get justice. Attorneys frequently use tactics such as moving offices abruptly, changing business names or completely disappearing to avoid culpability. As one client said "One day I went to bring a payment and the doors [to the law firm] were closed. I sent my wife also after a couple of days, and they were still closed. Another woman came by with the same problem... they stole our money." Regulation of these activities maybe beyond the scope of the City Council be we believe this issue merits your attention.

Thank you for the opportunity to testify this morning.

November 17, 2016

**Testimony by the New York Legal Assistance Group (NYLAG)**

**Re: Int. No. 746-in relation to preventing the unauthorized practice of immigration law submitted by Council Members Dromm, Chin, Ferreras, Koo, Palma, Rodriguez, Rosenthal, Mendez and Menchaca**

Before the New York City Council, the Committee on Consumer Affairs and Committee on Immigration.

Dear Members of City Council Committees,

My name is Helen Drook. I am a Senior Staff Attorney with the Immigrant Protection Unit of the New York Legal Assistance Group, NYLAG. I want to thank the members of the Immigration Committee for holding this important hearing and I want to thank the Immigration Committee for inviting the NYLAG to present testimony today on the Resolution

IPU is one of the largest immigration service providers in New York City. IPU provides free and comprehensive representation before the U.S. Citizenship and Immigration Services and in immigration court, as well as legal advice on the spectrum of immigration matters. NYLAG has been always at the forefront of fighting immigration fraud, working closely with immigrant communities throughout New York City, and e On behalf of NYLAG and the clients we serve, I would like to express my deep appreciation to the City Council, and, specifically to the sponsors of the proposed legislation for their

continued and vigorous support of New York's immigrants. We are fortunate to have a legislative body so committed to the rights of our immigrant communities, especially at this challenging time.

Preventing the unauthorized practice of law has always been a priority for those concerned about protecting immigrants' rights. Legislation ensuring this protection is even more crucial in the wake of the recent election, which has caused great uncertainty, particularly for undocumented immigrants. It will be especially important to use this mechanism to protect desperate and vulnerable immigrants who, because of "assistance" by people who are not authorized to practice law, can suffer harsh consequences.

We welcome these efforts to address present abuses by non-legal practitioners, commonly referred to as "notarios," who often provide incorrect legal advice and engage in unethical behavior in their efforts to attract business. Because "notario" refers to an attorney in many Spanish-speaking countries, fraudulent providers who are only notary publics often use the term to confuse non-English speaking immigrants, taking money from them and not providing promised immigration relief.

NYLAG strongly supports the intention of Intro 746, but we do have some concern about inconsistencies in the bill that could lead to confusion about the work immigration assistance service providers can do on behalf of immigrants with legal needs.

Section 7(f) in particular, states that immigration assistance service providers are not allowed to advise on the determination of a person's immigration status, including

advising him or her as to the answers on a government form regarding such determination.

We welcome this amendment because it suggests that a non-legal provider is not only not allowed to give advice of how to answer questions on an immigration form but also is not authorized to advise on which form to fill out.

Indeed, we believe that assisting with immigration forms constitutes the provision of legal advice. The signing of a contract with a client to assist him/her in the completion of immigration forms is tantamount to providing constructive legal advice that it is appropriate for that client to be submitting such forms. If this advice is unsound, it can have severe legal consequences for the client; for instance, if an applicant for naturalization has a criminal record, an immigration assistance service provider who blindly fills out the form runs a high risk of getting the client deported.

While section 7(f) addresses this problem, other existing sections, as well as proposed amendments, are inconsistent with this provision, and may create confusion as to what services the immigration assistance service providers are allowed to provide. Section 7(k) states that an immigration assistance service provider cannot “knowingly provide misleading or false information to any person about his or her family member’s eligibility for a particular immigration benefits or status, or other benefits with the intent to induce such person to employ the services of the service provider.”

This provision indirectly implies that the provider is allowed to provide information about immigration benefits if he/she believes this information to be true. The same applies to section 7(l), which states that, “a provider shall notify the customer in writing when such

provider has disclosed any information or filed any form or document with immigration or other authorities when such disclosure or filing was required by law and done without the knowledge and consent of the customer.” These provisions contradict section 7(f), which clearly states that non-legal providers cannot advise on determination of status, and thus cannot file any forms for immigration relief

We believe that this problems may be addressed by amending section 7 and defining all authorized activities. This will provide safeguards and will allow the implementation of an enforcement mechanism to accomplish the goal of the bill, which is to protect immigrants from becoming victims of immigration fraud.

We truly appreciate the opportunity to testify before these committees, and we look forward to continuing to collaborate with the New York City Council.

Respectfully submitted,

New York Legal Assistance Group

**NEW YORK CITY COUNCIL  
COMMITTEE ON CONSUMER AFFAIRS  
AND COMMITTEE ON IMMIGRATION**

**HEARING ON INT. NO. 746 - IN RELATION TO PREVENTING THE  
UNAUTHORIZED PRACTICE OF IMMIGRATION LAW**

**TESTIMONY BY RALUCA ONCIOIU  
DIRECTOR OF THE NEW YORK STATE NEW AMERICANS HOTLINE  
DIVISION OF IMMIGRANT AND REFUGEE SERVICES,  
CATHOLIC CHARITIES COMMUNITY SERVICES,  
ARCHDIOCESE OF NEW YORK**

**NOVEMBER 17, 2016**

Good morning, Honorable Chairperson and committee members. My name is Raluca Oncioiu and I am the Director of Immigration Legal Services and the New York State New Americans Hotline (the "Hotline") at Catholic Charities Community Services, Archdiocese of New York. I am here today on behalf of the Hotline to speak in favor of Int. No. 746.

Catholic Charities Community Services serves all individuals in need, Catholic or non-Catholic, who reside in all five New York City boroughs and seven counties of the Lower Hudson Valley. Catholic Charities Community Services' Division of Immigrant and Refugee Services responds to the needs of thousands of immigrants and refugees each year, through services in five principal areas: immigration legal services, unaccompanied minors programming, English as a Second Language (ESL/ESOL) and cultural learning at our International Center, refugee resettlement services, and general informational and referral services through the New York State New Americans Hotline and the national Children's Call Center, which, together, responded to over 43,000 phone requests for assistance last year.

Since 2001, Catholic Charities Community Services has operated the New York State New Americans Hotline – formerly known as the New York State Immigration Hotline, which can be reached at 800-566-7636 - to provide accurate information and referrals on programs and services for new Americans in New York State. Currently, with funding through the New York State Office for New Americans, CCCS operates the New Americans Hotline 11 hours a day, from 9am to 8 pm, Monday through Friday, responding to close to 30,000 calls and providing close to 58,000 referrals to service providers in fiscal year 2016. Our Hotline covers calls in up to 200 languages through its multi-lingual staff and an interpreter line, and is ready to expand to include texting features in multiple languages that will enable the program to reach even more new Americans throughout New York State. In the summer of 2014, as provided by the Immigrant Assistance Service Enforcement Act (IASEA), which the New York City bill we are supporting today closely mirrors, the Hotline took on the responsibility to facilitate complaints about schemes to defraud immigrants, building a bridge between immigrant victims and local law enforcement. This is an important role, as immigrant victims are notoriously afraid to speak



directly to government authorities about the crimes perpetrated against them. If anything, this fear may be amplified by the results of the presidential election, as will the need to protect desperate immigrants from unscrupulous providers who undoubtedly will seek to capitalize on the growing sense of insecurity.

Synergies with the other Catholic Charities Community Services departments - Immigration Legal Services, Unaccompanied Minors, and Refugee Resettlement - contribute to keeping the New Americans Hotline staff up-to-date with all legal and policy developments that affect immigrants. CCCS has over one hundred attorneys, paralegals, case managers, and other administrative staff providing services to immigrants, and one of the biggest and more sophisticated programs in the region which also supports the Hotline. This critical expertise on staff enables the Hotline to provide services beyond just information and referrals: Hotline staff – supported by attorneys from the other departments -- conduct outreach; facilitate complaints against *notario* fraud; provide presentations to immigrant communities; collaborate with partner agencies, ethnic media and community-based organizations to organize telethons on legal developments; and participate in local, state and national immigration- and naturalization-related initiatives.

Over the years, the New Americans Hotline has become a critical resource for non-citizens throughout New York State, not only providing free, multilingual, confidential, and reliable information on immigration benefits and available services; but also dynamically responding to the community's emerging needs. From undocumented workers seeking information on their rights to claim stolen wages from unscrupulous employers, to immigrant victims of domestic violence or other crimes who are unsure of where to turn for help, to mixed-status households frightened by rumors of immigration raids, to individuals confused by conflicting announcements and rumors about changes to our immigration laws, the New Americans Hotline has provided an essential, safe, reliable, confidential, and up-to-date resource for New Yorkers to ask questions, get answers and find appropriate services. In this spirit, the Hotline is one of the original members of the Protecting Immigrant New Yorkers (PINY) task force convened three years ago to fight against *notario* fraud alongside partners including the New York Immigration Coalition, the New York State Office for New Americans, District Attorney's Offices in Manhattan, Queens, Brooklyn and the Bronx, Make the Road, the New York Legal Assistance Group, the American Immigration Lawyers Association, etc. The taskforce meets every month to discuss pervasive scams, share updates, produce materials, and coordinate community outreach events.

In 2014, CCCS worked closely with the New York Immigration Coalition and colleagues from many legal services agencies, as part of the PINY taskforce, to provide input and feedback on the drafting of the Immigrant Assistance Service Enforcement Act (IASEA), a New York State law that created new protections for immigrants seeking legal assistance in immigration matters and new penalties and restrictions against those who seek to defraud them. On behalf of the Hotline, I am here to support Int. No. 746, which contains similar provisions to those of the Immigrant Assistance Service Enforcement Act to protect New Yorkers against the unauthorized practice of law. Both pieces of legislation prohibit individuals who are not lawyers or authorized by federal law to provide immigration legal services (BIA accredited representatives) from giving legal advice and requires them to comply with certain provisions, including using contracts and signs

that contain statements regarding the customer's right to cancel the contract at any time and the advisal to call the New American Hotline for free legal referrals or to file a complaint. Both the state law and the bill pending before New York City Council also prohibit using or advertising the title of lawyer, attorney, notary public, notario, immigration specialist; threatening to report the customers to the authorities or to undermine their status; demanding or retaining fees for services to be provided in the future; refusing to return original documents; giving advice on the determination of a person's immigration status, including advising on how to answer questions on government application forms; knowingly providing misleading/false information about eligibility for immigration or other government benefits with the intent to be hired to help obtain such a benefit; etc. Under the proposed bill, initial violations carry civil penalties of five hundred to five thousand dollars, while subsequent violations go from one thousand to ten thousand dollars.

The bill increases enforcement against immigration service providers who are neither lawyers nor authorized under the Immigration and Nationality Act to assist with applications for immigration benefits by requiring the Department of Consumer Affairs to investigate violations of its provisions, issue civil penalties, and periodically report to City Council about the number of complaints received, violations issued, and length of the investigations. We commend the authors of the bill for requiring providers to post signs stating that they are not attorneys and advising customers to call the Hotline for free legal referrals and to file complaints, and we pledge to work closely with the Department of Consumer Affairs to combat immigration services fraud.

The Hotline has a track record for bringing immigration services fraud complaints to local authorities. In 2014, we worked with the Manhattan District Attorney's Office and the local district of the United States Citizenship and Immigration Services (USCIS) to develop a complaint form that a) elicits the information law enforcement would need to determine jurisdiction and the nature of the offense, b) explains to victims that the complaints will be forwarded to law enforcement and that if they do not want to be contacted, they have the option to file complaints anonymously, and c) tracks the provisions of IASEA – and thus the current bill - to determine if the law has been violated by unauthorized practitioners. In addition to helping people make a complaint if they think they have been the victim of fraud, the Hotline also provides referrals to trustworthy non-profits who can give callers a second opinion about their cases.

The process is simple: callers who want to report immigration services scams or attempted scams – including callers who initially contact the Hotline for information, but describd situations that lead our staff to suspect that they have been scammed – are assisted to file the complaint form over the phone and are informed that their complaints will be forwarded to law enforcement. The complaint forms are then reviewed by the Hotline Attorney or the Department Director, who contact the caller with any follow-up questions. Once the complaint is finalized, it is forwarded to a list serve of law enforcement representatives, who are all members of the PINY task force. The complaint is subsequently uploaded to the FTC database, via a link specific to the New Americans Hotline, after the caller's identifying information has been redacted because the FTC database is accessible to all law enforcement, including US Immigration and Customs Enforcement.

Here is a sample of the type of complaints we have been receiving:

Four years ago, a Latina who lives in Queens was victimized by Sonia, who owned an *Income Tax Agency* and advertised that she specialized in immigration matters. Sonia dispensed legal advice and promised to obtain permanent residency for her, her husband and her son, who were all undocumented, by filing petitions with USCIS. The mother paid Sonia \$3,000 in cash, but never received correspondence in connection with any USCIS application nor received a work authorization document. Sonia never furnished her with copies of documents purportedly submitted to USCIS.

A few months later, the son was arrested and bond was set at \$10,000.00. Sonia promised that she would handle her son's release for a total sum of \$6,000.00, without necessitating payment of the bond. The mother gave Sonia the \$6,000.00. However, the son was not released from jail. Sonia refused to return any of the \$9,000.00 she had been paid, even when the mother's newly retained attorney demanded it. The new attorney confirmed that no filings were submitted with USCIS, which was lucky because the woman, her spouse and their son did not have any qualifying relative to petition for them, and would have probably been denied and placed in removal proceedings.

Another Latina woman was referred to Carmen by an acquaintance, Federico. The woman now believes that Federico was Carmen's accomplice. Carmen assured the woman that she could obtain a green card through her husband's employment as a painter. She claimed that she had special connections with USCIS. However, the woman's spouse did not qualify for an employment-based petition, nor had his employer agreed to sponsor him for a green card. Subsequent meetings with Carmen were always held in public places and Federico was always escorting the woman to these meetings. Carmen demanded \$15,000.00 in cash, which the woman paid. No receipt was provided. Several days later, Carmen demanded an additional \$7,500.00 in cash to pay the "people she worked with" in connection with the same application. She did not provide the woman with copies of any applications. Approximately one month later, Carmen requested another \$5,000.00. At this point, the woman, who had already paid over \$22,000, refused to pay any additional money, whereupon Carmen stopped returning her calls, stating that she would be changing her telephone number so that the woman wouldn't "bother her" any longer. Upon visiting the physical address where she had first met with Carmen, the woman discovered that Carmen had disappeared. A neighbor informed her that many other people had been looking for Carmen, but that her business had been closed by the IRS.

We thank the New York City Council for their vision and leadership in this continued work to protect our city's immigrants from fraudulent schemes, particularly during these uncertain times, when many will be swayed to entrust their savings and indeed their fates by promises of legal immigration status.

Thank you for your time and attention.



**Testimony of Immigrant Justice Corps on  
A Local Law to Amend the Administrative Code of the City of New York, in Relation to  
Preventing the Unauthorized Practice of Immigration Law [Intr. 746]**

**November 17, 2016**

Immigrant Justice Corps (IJC) is delighted for the opportunity to submit testimony in favor of Intr. 746. We are very grateful to the New York City Council for its unwavering support for New York City immigrants and for providing funding for high quality legal counsel and other critical services. We applaud the City Council for taking steps to combat those who engage in unauthorized practice of law and prey on the most vulnerable immigrants. This amendment could not have come at a more opportune time. Today, immigrants across our city are gripped with fear and anxiety, and are more vulnerable than ever before, because of the President-elect's stated intention to increase immigration enforcement.

**Organizational Information**

Immigrant Justice Corps (IJC) is the country's first fellowship program dedicated to meeting the critical need for high-quality legal assistance for immigrants seeking citizenship and fighting deportation. IJC's goal is to use legal assistance to lift immigrant families out of poverty – helping them access secure jobs, quality health care and life-changing educational opportunities. Inspired by the Katzmann Study Group on Immigrant Representation, IJC brings together the country's most talented and promising law school and college graduates, connects them to New York City's best legal and community institutions, leverages the latest technologies, and fosters a culture of creative thinking that produces new strategies to reduce the justice gap for immigrant families, ensuring that immigration status is no longer a barrier to social and economic opportunity. Now in our third year, IJC has trained and placed over 100 fellows in support of our mission to increase both the quantity and quality of immigration legal services. All of our fellows are lawyers, law school graduates or Board of Immigration Appeals accredited representatives<sup>1</sup>.

**General Comments**

IJC has fellows placed with over 30 non-profit organizations throughout New York City and surrounding counties. These organizations include: Arab American Association of New York;

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<sup>1</sup> We have applied for BIA accreditation for our fellows who were hired in September but have not yet received accreditation on their behalf.

Atlas; DIY; Bronx Defenders; Brooklyn Defender Services; CALA -- Central American Legal Assistance; Catholic Charities Community Services; Catholic Migration Services; City Bar Justice Center; The Door; Human Rights First; Immigration Equality; KIND; Legal Aid Society; Legal Services of NY; Lutheran Social Services; Make the Road New York; Minkwon Community Action Center; Neighborhood Defender Service; New York Legal Assistance Group (NYLAG); Safe Horizon; Safe Passage Project; Sanctuary for Families; Sauti Yetu; and Urban Justice Center.

With fellows in so many different locations, IJC has unique insights into what is happening in different neighborhoods and communities throughout New York City. One common thread that runs through the stories we hear from our fellows is trying to repair the damage done to clients by those who engage in the unauthorized practice of law.

For example, one of our fellows, paired with the New York Legal Assistance Group (NYLAG), represented a client who was placed in removal proceedings after a “notario” filed an asylum application on her behalf without explaining to her what asylum was or what the legal requirements were for that form of relief. Her client paid the “notario” \$15,000 before the “notario” disappeared and the client was left with nothing to show for her payment except a Notice to Appear in immigration court. With no representation and no money left to pay a lawyer, the client accepted “voluntary departure” in Court which converted into a deportation order when she did not depart from the U.S. This client was fortunate to finally receive high quality legal services through the IJC Fellow. The fellow determined, after a thorough screening that a family-based petition filed on behalf of the client a decade ago, was still viable and assisted the client to reopen her deportation order. The client now has a pending application for permanent residence.

This story has a happy ending but most immigrants who receive services from non-lawyers are not so fortunate. Immigration law is one of the most complex areas of law and the consequences of filing a benefit application for which a client is not eligible or answering questions falsely on an application can lead to deportation and life-long separation from family members in the United States.

### **Only Attorneys and Board of Immigration Appeals Accredited Representatives Should Provide Legal Services**

We applaud the New York City Council for defining “immigration assistance services providers” so narrowly. It is very important that anyone seeking to provide “immigration assistance,” and agencies tasked with regulating such providers, understand what activities constitute the practice of law. Intr. 746 would prohibit “immigration assistance services providers” from giving any legal advice, including advising a client as to his immigration status. Perhaps most significantly, Intr. 746 recognizes that in immigration law, selecting which form to file and advising the client on how to fill out the form, is engaging in the practice of law and thus prohibited activity for “immigration assistance services providers.”

This definition parallels the language of federal regulations which limit “practice” and “preparation” of immigration forms to attorneys, Board of Immigration Appeals (BIA)

accredited representatives and a very limited range of others who receive no financial remuneration for their services. 8 C.F.R. §1001.1(i)-(k); 8 C.F.R. §291.2.

Indeed, with the prohibition on giving legal advice, selecting forms, or advising on how to complete forms, it is difficult to see any activity that “immigration assistance services providers” could engage in which would not violate Intr. 746 or federal law. Our only concern with this bill is that by regulating “immigration assistance services providers,” there may be some perception that there is a legitimate service these providers can provide, when, in fact, it is hard to imagine what that service might be.

### **Stopping “Notario” Fraud**

There are many aspects of Intr. 746 to commend. By delineating specific requirements for signage, contracts, and holding a surety, we hope that the passage of Intr. 746 will provide real ammunition for the Department of Consumer Affairs and other City agencies to crack down on “notario” fraud. Specifically, we are happy to see that the law would require “immigration assistance services providers” to conspicuously post signs that explicitly state that they are not attorneys or BIA accredited representatives. We also believe that the flip side of this provision -- the prohibition on posting any signs in which “immigration assistance services providers” hold themselves out to be attorneys or “Notarios,” “Notarios Publico,” “Immigration Specialists,” “Immigration Consultant” “or any other term that would lead a consumer to believe they could provide legal advice – will be a significant enforcement tool. We hope that this provision will allow enforcement agencies to aggressively issue violations based simply on a visual inspection of an agency that unlawfully posts one of the above signs.

Similarly, we support the City Council's efforts to provide recourse for those who have been taken advantage of by unscrupulous “immigration assistance services providers.” The requirement that they each hold a surety of \$50,000 would provide some safety net for those who have a cause of action against “immigration assistance services providers” but are never able to recover their financial losses. Further, as with the prohibitions on misleading signage, this black and white requirement would easily allow City inspectors to issue violations to any “immigration assistance services providers” who do not hold such sureties with the City.

We applaud the penalties against “immigration assistance services providers” who do not comply with the law. We believe that the best way to shut down unscrupulous agencies that engage in unauthorized practice of law is to make such services unprofitable for them. Intr. 746’s penalties’ provisions provide government agencies real enforcement power. We commend the City Council for creating a misdemeanor charge and fines of up to \$10,000 for violations of the law. We also believe it is very important that immigrants who have been defrauded, or otherwise received services that run afoul of the law, are given a private cause of action under the bill to pursue damages against the “immigration assistance services providers.”

### **Funding for Enforcement**

We further urge the City Council to provide funding to the Department of Consumer Affairs and any other agency that will be enforcing this law. Having the law on the books will be a great

start towards fighting unauthorized practice of law, but to really make a difference, the City's agencies will need resources and a mandate to make inspections and issue violations. With the fines that inspectors could issue under the law, the City could easily recoup the cost of their salaries and, most importantly, help put an end to agencies' provision of services that lead to irreparable harm to vulnerable immigrants. The City should also fund the Department of Consumer Affairs to provide educational and outreach materials to the immigrant community. It is crucial that we let immigrants know who can provide legal services and who cannot.

### **Conclusion**

We thank the New York City Council for the opportunity to testify about this important legislation. The City Council has been a champion of immigrants' rights, providing funding for desperately needed legal services. We applaud the City Council for taking concrete action to combat unauthorized practice of law by those who prey on the most vulnerable in our City.

**Testimony Submitted to the New York City Council  
Committee on Consumer Affairs**

**Re: - Int. 746-2015: PREVENTING THE UNAUTHORIZED PRACTICE OF IMMIGRATION LAW  
Thursday, November 17, 2016, 10:00 a.m.**

My name is M. Audrey Carr. I am the Director of Immigration at Legal Services NYC (LSNYC). Legal Services NYC is the largest provider of free civil legal services in the nation with offices in all five boroughs where we serve over 80,000 New Yorkers annually. Thank you to the Committee and the Council for this opportunity to submit testimony regarding the unauthorized practice of immigration law.

As the Committee is well aware, immigrants are an extremely vulnerable population. Almost every day our immigration advocates encounter immigrants who have been scammed and harmed by individuals claiming to be attorneys or by lawyers who have been disbarred. Sometimes these unlicensed law practitioners have irreparably damaged cases and lead to immigrants being placed in removal proceedings and at times even deported from the country.

I currently represent a veteran of the U.S. Army who is a lawful permanent resident of the United States (U.S). When this veteran married a foreign national, she sought assistance from a person, who claimed that he had vast experience with immigration law, to help her file the necessary applications to sponsor her spouse. This individual had my client sign blank immigration forms then completed the forms falsely indicating that my client was a U.S. citizen and also submitting fraudulent documents to the U.S. Citizenship and Immigration Services (USCIS). Many years later, when my client applied for citizenship, the USCIS alleged that she had made a false claim to U.S. citizenship when she sponsored her spouse. She is now currently targeted for deportation. Meanwhile, the individual who assisted her with her husband's case, and to whom she paid a lot of money, has disappeared.

Sadly, what happened to my client is replicated almost every day in New York City where sham lawyers, notarios and others charge exorbitant fees to immigrants to obtain and complete forms, file bogus cases, make promises of obtaining green cards and work permits and then fail to deliver. This is why it is crucial that the City establish policies and procedures to protect immigrants from fraud.

Local law 746-2015 strengthening Subchapter 14 of the City's Administrative Code provides some good safeguards to ensure that individuals engaged in providing immigration services are regulated and follow specific procedures, such as ensuring language access, as well as providing contracts that articulate the services being performed, including defining what it means to be an immigration provider.

The law, however, needs to go further. We would encourage that the Department of Consumer Affairs report on the number of complaints it receives from immigrants who have been defrauded, track the

**Legal Services NYC**  
40 Worth Street, Suite 606, New York, NY 10013  
Phone: 646-442-3600 Fax: 646-442-3601 [www.LegalServicesNYC.org](http://www.LegalServicesNYC.org)  
**Raun J. Rasmussen**, Executive Director  
**Joseph Steven Genova**, Board Chair



types of complaints it receives, publicize its investigations of individuals and providers who engage in immigration fraud and publish a list of offenders. Such actions would inform immigrants about which immigration providers should be avoided, and also demonstrate the seriousness of the City's commitment to ensuring that immigrants have access to quality legal representation.

In light of the national election results, many immigrant communities are frightened that they will be targeted by federal immigration authorities and will be separated from their families. The uncertainty of what the future holds for immigrants has also created a climate for fraudsters to prey on immigrants and make false promises that they can deliver relief. Vigorous enforcement of local law 746-2015 will provide much needed protection to the City's immigrants and guarantee that they are knowledgeable of their rights when seeking legal immigration assistance.

Thank you for scheduling this hearing and for affording our organization the opportunity to submit this testimony.

Audrey Carr, Esq.  
Director of Immigration  
Legal Services NYC

**Testimony on 11/17/2016 -- Narbada Chhetri, Director of Organizing and Advocacy,**

**Adhikaar**

My name is Narbada Chhetri. I am the Director of Organizing and Advocacy at Adhikaar. Adhikaar is the only women-led worker and community center that serves and organizes the Nepali-speaking immigrant and refugee community. We are one of the newest immigrant communities in New York City, and the majority of our members are low-wage workers. Thank you so much Councilman Daniel Dromm for raising this issue.

I came here 10 years ago and have seen the challenges of immigration fraud from many perspectives: as an immigrant woman and as an advocate for the last 9 years at Adhikaar. We are trying to protect our community members but it has been very challenging to find solutions and it has not become easier.

Due to fear around immigration status and lack of awareness, our community members are being targeted. They do not know where to report scams or are too afraid to do so. I would like to share one story about a domestic worker member: She was undocumented and separated from her family in Nepal for more than a decade. She met a provider in Jackson Heights who promised to make her a green card and to bring her son to US. He charged her eight thousand dollars. Two, then three years passed by and he continued to make promises. She finally came to Adhikaar to report him. We told her to report him to the Police or go to court but she was scared that she would get in trouble. We tried to call him, to meet him in person, but he kept avoiding our calls and even changed his phone number to hide. Our member eventually returned to Nepal.

Another elderly couple faced the same challenge from another provider in Jackson Heights. I was so mad because the couple was very ill and when I heard what he was charging, I went with them to his store and demanded the money be returned. I was able to get half of the money back. There are many stories of innocent people in desperate situations. It happens every day. People barely making the minimum wage have paid thousands of dollars and received nothing in return.

We have not been able to hold these people accountable, but we know that with more support from the city, they can be brought to justice and future cases can be prevented. In 2012 we continued to follow the case of a provider who was promising her victims that she would bring their family members to the US from Nepal if paid huge fees. These victims did not know where else to go, they were scared to report their complaints to the authorities, and so they came to our office. It was hard for us to get in touch with the appropriate officials, not all of the boroughs had the same resources to take the cases. The Manhattan DA finally charged her with Grand Larceny in the Fourth Degree and Scheme to Defraud in the First Degree. We were grateful to see this justice, but know that there are hundreds more who do not see the same result.

After this election, our people are more scared and feeling more vulnerable than ever. They are anxious to have a solution, and the fraudulent providers are going to take advantage. Protecting against their fraud is a higher priority than ever before. We have been sending some cases to Councilman Dromm's office. They are very supportive and try to resolve the case. We really appreciate his energy to fix these problems. We need to support stronger laws to protect vulnerable people.



131 West 33<sup>rd</sup> Street  
Suite 610  
New York, NY 10001  
(212) 627-2227  
www.nyic.org

**TESTIMONY OF THE NEW YORK IMMIGRATION COALITION**  
**IN SUPPORT OF INTRO. 746**

Dear Speaker Mark Viverito,

Thank you for this opportunity to testify before the New York City Council in support of Intro. 746. Immigration services fraud has long been a danger to our immigrant communities, with unscrupulous providers preying on the hopes of hard working individuals who only seek to better integrate into our country. As opportunities for legal immigration to the US have shrunk over the last fifty years, immigration enforcement actions have risen dramatically, leaving many more immigrants vulnerable to these fraudulent schemes as they seek protection from deportation.

The New York Immigration Coalition (NYIC) is an umbrella advocacy-policy group representing nearly 175 immigrant-serving organizational members around the state. We are an established leader of advocacy efforts and inter-sector collaboration to enhance enforcement and education activities that address fraud against immigrants. In fact, the NYIC is a leader in anti-immigration services fraud work in New York and is one of the very few organizations doing the same work at the national level. The NYIC's role in passing the Immigrant Assistance Services Enforcement Act (IASEA), as well as the many successes of the NYIC-led Protecting Immigrant New Yorkers (PINY) Task Force, both serve as evidence of the NYIC's commitment to serving immigrants and immigrant victims of fraud.

In 2014 the NYIC worked closely with legislators and a coalition of community groups to pass the Immigrant Assistance Services Enforcement Act (IASEA), which imposed restrictions on individuals who are not lawyers or Board of Immigration Appeals (BIA) accredited representatives but offer services to immigrants. During that same year, the NYIC created the Protecting Immigrant New Yorkers (PINY) Task Force. The PINY Task Force, led by the NYIC, has made several significant changes to how fraud against immigrants is handled in New York State. Most importantly, through the collaborative work of the task force, the New York State New Americans Hotline ("ONA Hotline") is able to receive complaints against unscrupulous providers in nearly 200 languages. The Hotline now serves as the one number for individuals looking for accurate information on immigration, referrals to trustworthy legal service providers, and to make complaints against scams. The complaints, which can be taken in any language via telephonic interpreters, are distributed to various enforcement agencies including the District Attorney's offices, the Attorney General, and the New York City Department of Consumer Affairs (DCA), and are uploaded to the Federal Trade Commission (FTC)'s database of scams.

PINY also recently produced a successful resource guide entitled "Collaborating to Protect New Yorkers from Immigration Fraud: A Resource Guide for Law Enforcement, Government Agencies and Advocates," edited by Camille Mackler, the NYIC's Director of Legal Initiatives. Recently, and with the support of US Citizenship and Immigration Services headquarters, the NYIC created a national-level version of the PINY Task force to address country-wide fraud issues as well as help foster local efforts around the country. Finally, two months ago the NYIC, with the support of

PINY, launched several comics intended to warn communities about fraud against President Obama's halted immigration executive actions, and "the ten year green card" scam.

Over the last ten years we have witnessed dramatic arrests and prosecutions of large scale schemes, such as Eduardo Juarez and his International Immigrants Foundation and International Professional Association, Estela Figueredo from the American Immigrants Federation, or Earl Seth David and his immigration fraud mill run through his own law firm. We applaud these actions by our state law enforcement officials. We have also witnessed a greater awareness of these issues in the public mindset, with efforts to curb the dramatic consequences of immigration services fraud. Groups like the New York City Bar Association are working on legislation at the state level to make it easier for fraud victims to qualify for U visas. The NYIC, with national partners, is advocating directly with USCIS for more lenient interpretations of immigration enforcement policies towards fraud victims. We have also spent the last two years building more awareness around the "ten year scam", which has become a significant threat to our communities, and we plan on continuing that work at the local, state, and national level. Yet, as these efforts develop, we know that the greatest dangers remain in the small mom and pop shops, the multi-service agencies, and the fly-by-night operations that ingrain themselves into communities and convince their customers that they don't need to spend money on a lawyer to fill out a form. The only solution to these predators is through enforcement and community education.

These providers rely on their place in the community, on shared languages or common experiences in the United States, to create false trust between themselves and their customers. They take payments for services that are never performed, or file applications for benefits the individual does not qualify for. Often, long and well-known delays in immigration processes mean the victim does not realize that they have been scammed until years have passed. Even if they do realize, many victims are unwilling to come forward and speak out against a trusted community member. The few willing to speak out very often do not know where to turn for help.

The consequences of fraud can be devastating. At best, the victim has lost money, often times in the five-figure range that can represent a lifetime's worth of savings. Far more common, forms have been filed that will give rise to future suspicion of fraud, that alert immigration authorities to the victim's presence in the United States, and that can ultimately lead to deportation. US Citizenship and Immigration Services (USCIS) and the Immigration Courts do not differentiate between applications prepared by legitimate providers and those that were submitted by fraud. The individual's whose name and signature appear on the papers are those held responsible for the content.

The most common schemes we see revolve around promises to obtain immigration papers under programs that do not exist, including the "ten year" scam, promises of preferential treatment due to non-existent connections, or promises to obtain work permits or ten-year green cards that are actually applications for asylum. Very often, these schemes are perpetrated by non-lawyers, and had the victim known to ask for credentials, or understood who is authorized to practice immigration law and who is not, they may have been spared the loss.

Immigrant fears have taken on a whole new meaning since the results of this year's presidential elections. With an incoming White House administration that has made one of its main priorities the deportation of as many immigrants as possible, fears have reached all-time highs in our communities. There is a renewed desperation to find a legitimate way to remain in the United States, lest families and communities find themselves suddenly torn apart. With the promise to end the Deferred Action for Childhood Arrivals (DACA) program within days of arriving at the White House, nearly a million immigrants are now wondering if they will be suddenly deported to a country they have no memories of. In light of this, we know that unscrupulous providers will be redoubling their efforts to find personal gain.

To combat this trend, and to provide meaningful protections to immigrant communities in New York City, it is imperative that we use every enforcement tool we have to investigate allegations of fraud and punish the perpetrators. Immigration services fraud is a crime in New York State, and our District Attorneys have successfully prosecuted many providers under those rules. In addition, the Immigration Assistance Service Enforcement Act (IASEA) of 2014 gave new tools for the Attorney General to criminally prosecute non-lawyers who provide legal immigration services. But the need is immense and these resources are simply not enough.

Intro. 746 will help significantly increase the ability of the Department of Consumer Affairs (DCA) to engage in enforcement operations by creating clear-cut requirements for non-lawyers to provide services related to immigration. Not only does it clearly state what non-lawyers cannot do, it also creates strict requirements for signage, advertising, and contracts, with specific language to be included in each. With the provisions of Intro. 746, a DCA inspector will much more easily be able to identify providers who are not in compliance with legal requirements. Immigration laws are complex, and what constitutes "practice" of immigration law is subject to complex analysis of facts. It is difficult for a DCA inspector to judge, based on current law, who may be engaged in the practice of law and who is performing functions permissible to someone not licensed to practice law. Intro. 746 would make it easier for DCA to identify fraudulent providers by taking that analysis out of the equation.

For example, an inspector looking for evidence of fraudulent operations might come across a business offering travel arrangements, notary functions, translations, copies, citizenship applications, tax services, and money transfers. Once Intro. 746 is enacted into law, any advertising, including signs outside the building, will need to state that the individual is not a lawyer. Stepping into the business, signs will have to state that the individuals providing services is not an attorney or BIA Accredited Representative and list the Office for New Americans hotline number. If these signs or that language are not present, the inspector can note that the business is not in compliance before ever talking to the owner. If the inspection comes as a response to a complaint being filed, the inspector need only ask to view the contracts that were signed. Lack of a contract, or a contract that does not contain language required by Intro. 746, would be immediately noticeable as violating New York City law.

These are powerful tools that will simplify the process and ensure that DCA is able to crack down on illegitimate providers. However, we recognize that, while critical, enforcement cannot happen in a vacuum. Our fight against immigration services fraud must also include a sustained community

outreach and education component, ensuring that our communities are aware about the risks of fraud, understand how they can protect themselves from becoming victims, and know where to go if they suspect they or someone else has been defrauded. The PINY Task Force has begun these efforts by establishing one number for all of New York State, by putting together a resource guide and accompanying website for government agencies, law enforcement, and advocates, and by creating materials to be disseminated to the community. We look forward to working more closely with the DCA to ensure they are part of these efforts and would urge a change to the bill requiring, in addition to the enforcement, the creation and dissemination of materials through a large-scale campaign to educate immigrant New Yorkers about their rights. This could be done in conjunction with the PINY Task Force, which, among other functions, pools law enforcement and regulatory enforcement resources to maximize all agencies' impacts.

Part of ensuring a community-accessible effort also lays in the reporting mechanisms. Because immigration services fraud poses unique challenges, contacting 311 to report fraudulent businesses may be too complicated, particularly for non-English speaking New Yorkers. The ability to receive complaints filed through the ONA Hotline is critical because if the first step - reporting - is too complicated or goes through too many layers of telephonic menus and hold time a caller may lose their willingness to go through with it. Having a central place where all complaints against immigration services fraud are made also maximizes resources and allows for a more coordinated response between agencies. Immigration services fraud takes many shapes - there are the bad actors pretending to be lawyers, the multi-service agencies used as an example above, and the single community members working out of their homes. The ONA Hotline collects all information for each complaint and disseminates it to the various agencies engaged in this work. Thus, a complaint filed against a multi service agency might be better handled by DCA, which can send an inspector to view the business from the street, whereas an individual in a home might be better investigated by a District Attorney or the Attorney General, who can obtain warrants and interview witnesses. All of these efforts, put out in a coordinated manner, can have a truly meaningful impact for our immigrant communities.

Finally, the reporting requirements of Intro. 746 are also a critical part of this bill that will allow us to better understand the nature and geographic scope of immigration services fraud in New York City. Currently, fraud against immigrants is one of the most underreported crimes in the country, making quantifying the problem and convincing private funders to invest in the work difficult. Coupled with the fact that many victims have cultural and linguistic barriers to accessing these reporting agencies, and a fear of contacting government agencies in general, we are left without reliable statistics. In 2014, the Federal Trade Commission received around 759 immigration services complaints nationwide - yet in our experience as advocates working to help fraud victims fight back, we know that this issue is far more pervasive than the numbers suggest. The reporting required of DCA by this bill, while only a portion of the work being done, would allow us for the first time to start mapping schemes by type, community, and geographic area and increase our effectiveness exponentially.

We urge the New York City Council to pass this bill and the Mayor to sign it without delay. As fears of the new Presidential administration's immigration policies mount, so does the potential for fraud. New Yorkers need to see right now that their City is taking every step necessary to protect

them, and we cannot wait any longer to build a concerted effort to punish bad actors and educate our communities. We also urge our government to see this bill as part of a broader approach to protecting immigrants from the incoming White House administration. Now, more than ever, it is paramount that immigrants have access to lawyers in their communities. To combat fraud and earn the trust of members, attorneys must be just as much a part of the community as the fraudulent providers who seek to harm them. In the coming weeks and months, we will be asking the New York City Council to make an investment of \$13.5 million in legal services for immigrants, with a recommendation that the funds be used to support organizations on the ground who provide complex case representation. We also believe that the type of cases handled through this funding should be flexible so that groups on the ground can respond to the needs as they emerge. This is more critical than ever in these unpredictable times.

The New York State bill on which Intro. 746 is modeled, the IASEA, has won praise as one of the best consumer protection measures passed in 2014. There is no doubt that Intro. 746 will be viewed as one of the most robust protections offered by the City, and will once again place New York at the forefront of protecting and welcoming of our immigrant communities.

I thank you for your time and opportunity to deliver this testimony.

Camille J. Mackler  
Director of Legal Initiatives





AMERICAN IMMIGRATION LAWYERS ASSOCIATION  
NEW YORK CHAPTER  
2016-2017

Executive Committee

Stephanie DiPietro  
Chair  
Law Office of Stephanie DiPietro, P.C.  
48 Wall Street, 11<sup>th</sup> Fl  
New York, NY 10005  
Tel: (646) 663-1013  
Fax: (646) 448-9227  
sdipietro@dipietrolawoffice.com

Jennifer Durkin  
Vice Chair  
Durkin & Puri, LLP  
150 Broadway, Suite 1001  
New York, NY 10038  
Tel. (646) 612-7555  
Fax: (646) 612-7599  
jdurkin@durkin-puri.com

Rachel Baskin  
Treasurer  
Baskin Law Firm, P.C.  
2838 Long Beach Rd., 2<sup>nd</sup> Fl  
Oceanside, NY 11572  
Tel: (516) 665-8355  
Fax (516) 706-1948  
rachel@baskinvisalaw.com

Sylvia Ayass  
Secretary  
Hedayati Law Group, P.C.  
222 Broadway, 19<sup>th</sup> Floor  
New York, NY 10038  
Tel. (212) 310-1500  
Fax: (361) 775-9902  
sylvia.ayass@gmail.com

Past Chapter Chairs

Amy Fallon  
Neena Dutta  
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Janet Henner  
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Cheryl R. David

November 17, 2016

Melissa Mark Viverito, Speaker  
The New York City Council  
250 Broadway  
New York, NY 10007

Re: Int 0746--2015: *A Local Law to amend the administrative code of the city of New York, in relation to preventing the unauthorized practice of immigration law*

Dear Speaker Viverito:

We are submitting this testimony on behalf of the New York Chapter of the American Immigration Lawyers Association (AILA), the nation's largest professional organization of immigration lawyers. We thank you for the opportunity to contribute to this forum.

The AILA New York Chapter commends the New York City Council for the proposed legislation, which would make the City a national leader in protecting noncitizen consumers from immigration fraud.

**Immigrant consumers are extremely vulnerable to fraud due to the complexity and severe consequences of immigration law.**

As the U.S. Supreme Court has stated, "nothing is ever simple with immigration law".<sup>1</sup> It is a highly complex, specialized practice.<sup>2</sup> Many agencies are involved in processing applications involved in immigration processes, including U.S. Citizenship and Immigration Services (USCIS), U.S. Customs and Border Protection, U.S. Immigration and Customs Enforcement, the Department of State, and the Department of Labor. There are many forms available for many benefits. Adding layers upon layers of complications are the grounds of inadmissibility and removability, their related waivers, potential eligibility for benefits, potential penalties and forms of relief, and countless regulations, statutes, agency manuals, memoranda, and abstract legal concepts and principles that govern every aspect of immigration practice.

Embarking on an immigration case requires serious investments in time and money, and an adverse result can result in banishment from the U.S., permanent separation from family, and removal to potentially life-threatening conditions. The Supreme Court has therefore also stated that the ability to remain in the U.S. may be more important than any potential jail sentence,<sup>3</sup> which is why legal representation in criminal proceedings must now include immigration advice.<sup>4</sup>

<sup>1</sup> *Padilla v. Kentucky*, 130 S.Ct. 1473, 1490 (2010)

<sup>2</sup> *Id.* at 1493.

<sup>3</sup> *INS v. St. Cyr*, 533 U.S. 289, 323 (2001)

<sup>4</sup> *Padilla v. Kentucky*, 130 S. Ct. 1473, 1480 (2010)

**Federal law and New York State law both prohibit providing advice regarding immigration status or how to answer questions on forms.**

For these reasons, only attorneys and representatives accredited by the Department of Justice may provide legal services, which include any advice on a matter involving one's legal rights. Both the code of federal regulations (CFR) and USCIS define the practice of immigration law in a manner that includes the selection and preparation of forms, in addition to any advice on any matter concerning one's immigration status, such as how to answer questions on immigration forms, and what options an immigrant might have.<sup>5</sup> Under federal law, the only people who can advise on immigration are attorneys and *non-attorney representatives* who are accredited by the Board of Immigration Appeals (BIA).<sup>6</sup>

This is consistent with New York State courts, which hold that legal advice includes the preparation of forms involving judgment regarding a legal claim,<sup>7</sup> and they include within the practice of law the preparation of legal instruments of all kinds, all advice to clients, and all actions taken for clients in matters connected with the law.<sup>8</sup>

Indeed, the NYS Immigrant Assistance Service Enforcement Act,<sup>9</sup> which went into effect on February 2<sup>nd</sup>, 2015, also includes prohibitions against providing advice regarding immigration status or how to answer questions on forms.<sup>10</sup>

Thus, it is proper and just that City Council consider Int. 746 which, if passed, will make New York City a leader in efforts to protecting non-citizen residents from the potentially disastrous effects of immigration scams through measures that will enhance public education, the deterrence of unscrupulous behavior, and the enforcement of the laws.

**Int. 746 will allow New York City and advocates to better educate immigrant consumers on how to avoid "notario fraud" and will bring New York City in conformity with state and federal law.**

Currently, Administrative Code §§ 20-770 to -777, Subchapter 14, [Local Law 31 (2004)] prevents ISPs from giving legal advice or engaging in the practice of law. Likewise, the Department of Consumer Affairs (DCA) instructs that ISPs cannot fill out forms or prepare customers for interviews, advise on how to file for or the chances of getting a particular immigration status, or to help to prepare for interviews.<sup>11</sup>

However, Local Law 31 also states that ISPs can provide "any form of assistance . . . in relation to any proceeding, filing or action" for immigrants regarding their immigration status, while failing to provide a specific list of activities that ISPs can and cannot do.

<sup>5</sup> 8 C.F.R. §§ 1.1(i), 1001.1(i). (2012).

<sup>6</sup> 8 C.F.R. §§ 292.1 (DHS) & 1292.1 (EOIR) (2012).

<sup>7</sup> *Sussman v. Grado*, 746 N.Y.S. 2d 548, 553 (Dist. Ct. 2002).

<sup>8</sup> *El Gemayel v. Seaman*, 533 N.E. 2d 245, 248 (N.Y. 1988).

<sup>9</sup> General Business Law Chapter 28-C, § 460, (a)-(i)

<sup>10</sup> GBL 28-C§ 460 (d), (e)

<sup>11</sup> [http://www.nyc.gov/html/dca/html/business/immigration\\_service\\_provider.shtml](http://www.nyc.gov/html/dca/html/business/immigration_service_provider.shtml)

As a result, immigrant consumers are left with no guidance as to what an ISP actually can or cannot do. The resulting confusion is easily exploited by ISPs, who are fully incentivized to define their permitted services as broadly as possible, and which generally include all services just short of appearing in court.

The proposed legislation remedies this problem. The law's prohibitions specifically include the practices of selecting immigration forms for consumers and of providing advice regarding a consumer's immigration status, both of which are practices included within the definition of "legal advice" utilized by the CFR and by USCIS. Thus, Int. 746 brings New York City in line with not only New York State but also federal law, which controls in the field of immigration.<sup>12</sup>

By accurately defining the unauthorized practice of immigration law, Int. 746 will make it easier to educate immigrant communities, aid local enforcement, resolve conflicts with both state and federal law, and provide assurance to immigrants that the person giving legal advice has legal training, can be disciplined, and can have his or her license revoked for not following professional rules of conduct and ethics.

Further, the bill will help to direct immigrants to free or low cost quality providers. The contract and advertising requirements will serve to direct immigrant consumers seeking legal assistance away from notaries and towards authorized non-profit providers of legal immigration assistance through contract, signage, and advertising requirements expressly stating that ISPs cannot provide legal advice, and advising that consumers may call the Office for New Americans hotline for a free legal referral.

As such, Int. 746 will raise the standard of representation offered to immigrants by encouraging non-lawyers with a sincere interest in helping foreigners to obtain BIA accreditation.

**Int. 746 will deter notario fraud through strong penalties and a civil cause of action.**

Int. 746 also will serve as a strong deterrent towards unscrupulous service providers by way of significant fines for violations, particularly for repeat offenders. Moreover, it introduces a broad civil cause of action, empowering immigrants to pursue relief in their own right.

**Int. 746 will allow New York City and advocates to ensure that the law is being effectively enforced.**

Crucially, 746 includes a reporting mechanism that will allow us to understand the volume and types of complaints received, as well as the ability of the Department of Consumer Affairs to effectively respond to such. We urge City Council to ensure that DCA is afforded the resources necessary to be able to quickly and vigorously respond to consumer complaints, as well as to proactively initiate their own investigations.

Lastly, we urge City Council to work with AILA and other community based organizations to continue to develop ideas and programs to increase both the quality *and* quantity of legal immigration services, the absence of which is a primary driver of immigration fraud. For

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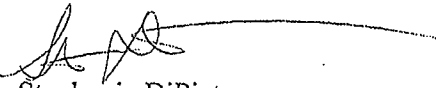
<sup>12</sup> *Arizona v. United States*, 132 S.Ct. 2492 (2012).

example, Action NYC has helped to provide high quality immigration-related information and legal support to thousands of New Yorkers.


Accordingly, we join the immigrant residents of New York City, and the other groups and individuals testifying today, to urge that City Council pass Int. 746.

Thank you for your consideration.

Sincerely,



Stephanie DiPietro  
Chapter Chair



Matthew Blaisdell  
Chair, National Consumer Protection and Unauthorized Practice of Law Committee



# CARDOZO LAW

BENJAMIN N. CARDOZO SCHOOL OF LAW • YESHIVA UNIVERSITY

## KATHRYN O. GREENBERG IMMIGRATION JUSTICE CLINIC

Good Morning. My name is Emily Echeverria, and I am a student at Cardozo School of Law Immigration Justice Clinic. I would like to thank the City Council for this opportunity to testify today on behalf of Make the Road New York and the Cardozo clinic. I welcome the opportunity to participate in this conversation and highlight the pressing need for this legislation, and the importance of strengthening it to protect immigrants from fraudulent attorney misconduct.

I am here to discuss an issue related to the pending bill—the devastating effects caused by the fraudulent and deceptive conduct of some immigration attorneys in the New York City area. I want to focus in particular on a phenomenon affecting many immigrants in New York City, which has come to be known colloquially as “the ten-year scheme.” This scheme involves immigration attorneys falsely informing noncitizens that they are eligible for immigration status if they have lived here for ten years. These attorneys then file baseless asylum applications on their clients’ behalf without the clients’ knowledge or consent, which ultimately triggers deportation proceedings against these families.

In considering this proposed bill, and in enacting its predecessor legislation, the New York City Council has recognized the harm experienced by long-time members of our community who find themselves at risk of exile from their families and their home, as a result of being defrauded and misinformed by non-attorney immigration practitioners.

Similar fraud—and similar harm—arises from the “ten-year scheme.” To provide a bit more detail, this is a widespread practice, in which unscrupulous immigration attorneys falsely advise noncitizens that they qualify for lawful status if they have been in the United States for ten years or more and have U.S. citizen children. These attorneys file asylum applications on behalf of their noncitizen clients without informing the clients about what they are doing, without asking their clients any asylum-related questions, and without advising the clients that they will be put into removal proceedings when the asylum application is denied.

The fact that these attorneys do not obtain knowing consent before filing the asylum applications makes abundantly clear that the attorneys are not only putting their clients at risk of permanent separation from their families, but also actively deceiving them. When these asylum applications are denied, they are referred to immigration court, where the asylum applicant is charged as deportable. Often, clients only begin to suspect attorney misconduct once they have been put in

removal proceedings and are already at risk of being torn from their families, homes, and communities of a decade or more.

Make the Road New York became aware of this scheme because of constant questions from community members wanting to know if they qualified for an immigration benefit under the supposed “ten-year law.” Make the Road attorneys have spoken to dozens of individuals who have applied themselves or had family members apply for what they thought was a lawful immigration status. Only once they spoke to Make the Road attorneys did these individuals learn that, in fact, asylum application had been submitted on their behalf and they would be put in removal proceedings when their applications were denied.

Make the Road and the clinic began investigating this phenomenon, and interviewed families affected by this scheme. These families are at various stages of understanding their legal situation and coping with the extent of the fraud that has been perpetrated against them. These individuals, many of whom have little money to spare, have paid thousands of dollars to attorneys out of desperation. The attorneys—there are a few in particular who are frequent offenders—deceived them about their eligibility for lawful immigration status and the type of application being submitted on their behalf. The attorneys knowingly took actions that will certainly land these clients in deportation proceedings. When we explained to the families what their attorney had done in their name, they were shocked and devastated to discover what had happened. Their desolation was compounded when they realized that, as one victim and father of two described it, he had paid for his own deportation ticket and may now be ripped away from his U.S.-citizen children.

The case of Mr. G is illustrative of this problem and its devastating effects for immigrant families. He is originally from Mexico and has been living in the United States for over 20 years. He is a mechanic and works hard to provide for his wife and their two daughters, who were born here in the U.S. On weekends, Mr. G saw an immigration attorney’s recurring advertisement on *Telemundo*. After much contemplation, Mr. G gathered the courage to go to the attorney’s office. The attorney informed Mr. G that he could help him, but that he would need to file an asylum application on his behalf, and he would be put into deportation proceedings. At the mention of this, and knowing that he did not have a basis to claim asylum, Mr. G thanked the attorney, informed the lawyer he did not want to follow that path, and left the office.

Mr. G then learned about two other attorneys, known by the community as “El Papa y El Hijo,” who said that they could help people who had lived in the country for ten years to get lawful status. He knew of friends, colleagues, and acquaintances who had gone to this law office and were promised work permits and green cards. Two days before Christmas in 2015, Mr. G went to the office of “El Papa y El Hijo.” The office was packed with clients, and he thought that this was a sign that the attorneys were good. The attorney who met with Mr. G indeed told him that

he qualified for status because he had been in the country for ten years and had U.S.-citizen children. Of course, Mr. G was thrilled. This would provide him safety and security in knowing that he would not be deported and separated from his children and the ability to live and work without fear. He agreed to hire the attorney. However, unbeknownst to Mr. G, this attorney was not applying for a “10-year visa” on his behalf, but instead filed an asylum application without informing or seeking permission from Mr. G. The first time that Mr. G learned that an asylum application had been filed was when he received a notice in the mail directing him to have his fingerprints taken, because he was an asylum seeker. He now knows what will happen next: his asylum application will be denied, and his case will be sent to immigration court, where an Immigration Judge can order him deported. It is too late to prevent him from being put into deportation proceedings. He cannot stop it and has no clear path to relief. Since it was his own lawyer that put him into this situation, he does not even have a lawyer he can trust to defend him against deportation in Immigration Court.

Sadly, there are many individuals in the New York City area who, like Mr. G, are in deportation proceedings—or know that they will be in deportation proceedings soon—as a direct result of the deception and downright cruel actions of these attorneys. These families, desperate for the safety and stability that lawful status brings, are being or will be preyed upon by these attorneys who falsely tell them that they qualify for an immigration benefit. The reach of this fraud and its adverse effects is widespread, affecting families from Staten Island to the very tip of Long Island, and are sure to worsen with the coming of the Trump administration.

The pending legislation is an important step toward combatting the fraudulent providers who prey on immigrants in New York City. The City Council should further strengthen this law by amending it to protect immigrants against fraud committed by licensed attorneys, as well as non-attorney practitioners. Such legislation would reduce the disastrous effects of the ten-year scheme by providing a deterrent for attorneys who would seek to defraud our immigrant community members and put them at risk of deportation and separation from their families, after they have built their lives here for more than ten years. In addition to deterring fraud, this legislation could potentially open pathways to stable immigration status for people who have already been victimized. For victims who assist in the investigation or prosecution of attorneys engaged in this fraudulent behavior, a strengthened law could make them eligible for lawful status through U-visa-based relief. As New Yorkers, we believe that consideration of this legislation could have a profound impact on our community during these turbulent times. Thank you.

**WRITTEN TESTIMONY OF  
THE IMMIGRATION AND NATIONALITY LAW COMMITTEE  
OF THE NEW YORK CITY BAR ASSOCIATION**

**NEW YORK CITY COUNCIL  
COMMITTEE ON IMMIGRATION  
COMMITTEE ON CONSUMER AFFAIRS  
HEARING ON INT. NO. 0746-2015, PREVENTING THE  
UNAUTHORIZED PRACTICE OF IMMIGRATION LAW**

**November 17, 2016**

The New York City Bar Association (“City Bar”) thanks the City Council for the opportunity to comment on Int. 0746-2015. The testimony below draws on the experience of members of the Immigration and Nationality Committee, which includes immigration judges, immigration attorneys and immigration law professors, and members with particular expertise in combating the unauthorized practice of law.

The City Bar has a longstanding mission to increase access to quality counsel for low-income New Yorkers and others in need. This mission has included advocacy to expand funding and right to counsel for those who cannot afford attorneys. Unfortunately, faced with a dearth of free and low-cost immigration representation and a dearth of information, many immigrant New Yorkers place their trust in non-attorney “immigration service providers,” travel agencies, or *notarios*, for services that require legal expertise. While the current law prohibits non-attorneys from engaging in the practice of immigration law, enforcement agencies often struggle to identify and prove such activity. Often *notarios* and other non-attorneys claim to be merely providing immigration forms or providing translation services, when in fact they are providing legal advice, determining which applications and forms a client should file, and making legal strategy decisions for clients.

With limited exceptions, federal regulations provide that only attorneys and Board of Immigration Appeals-accredited representatives can engage in the practice of immigration law, which includes preparation of immigration applications. The limited exceptions are for law students, law graduates and “reputable individuals” who have a pre-existing relationship with the client and do not receive financial remuneration. 8 C.F.R. §292.1.



In 2014, the New York State Legislature passed a bill similar to the one before the City Council.<sup>1</sup> We commend the City Council for taking further steps to increase enforcement and penalties against those who engage in the unauthorized practice of law. We hope that the passage of this bill will enable City agencies to aggressively enforce its provisions and issue violations for agencies that are not in compliance with the rules.

As a preliminary matter, we believe that “immigration service providers” as defined in this bill, routinely engage in the unauthorized practice of law. Unless the only service they provide is to transcribe answers to questions on forms that the client has selected herself, and without giving legal counsel or guidance while transcribing, the provider is engaged in the practice of immigration law. Thus, while we support this bill because it will make issuing violations against immigration services providers easier, we want to be clear that, with extremely limited exceptions, we do not believe these immigration services providers should be providing the services they are currently providing at all.

We support the proposal’s clear statement of what an “immigration assistance services provider” cannot do. Specifically, the bill forbids “immigration assistance services providers” from selecting forms. Immigration is one of the most complicated areas of law and, since virtually every application is completed on a specific form, form selection itself requires legal expertise and constitutes legal advice to clients. Likewise, we strongly support the language that forbids “immigration assistance services providers” from advising clients about their legal status or how to complete answers on immigration forms. Determining an individual’s immigration status, advising on possible applications to file, and selecting and completing forms are essential functions that experienced immigration law practitioners provide. Therefore, the clarity provided by the proposal—i.e., that such activities are unlawful for “immigration assistance services providers”—is crucial.

We further commend the proposal’s prohibition on “immigration assistance services providers” holding themselves out as immigration attorneys or qualified experts. The proposal forbids “immigration assistance services providers” from holding themselves out to be attorneys or *Notarios*, *Notarios Publicos*, Immigration Specialists, Immigration Consultants, or any term that “could cause a customer to believe that the person possesses special professional skills or is authorized to provide advice on an immigration matter.” Because many immigrants come from countries where “notaries” have greater training and legal authority than they do in the United States, it is important that the City Council act to prevent “immigration assistance services providers” from misleading clients as to their level of competence. Moreover, the provision requiring “immigration assistance services providers” to post signs explicitly informing clients that they are not attorneys and are not authorized to provide immigration legal advice is extremely important so that clients will not be duped into thinking they are meeting with a lawyer; the signage requirement will also enable enforcement agencies to determine more easily whether the “immigration assistance services provider” is in compliance with the law.

This bill appropriately recognizes the serious nature of *notario* fraud through varied penalties. Perhaps most critically, it provides a private right of action for clients who have been the victims of “immigration assistance services providers” who violate the law.

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<sup>1</sup> Chp. 206 of Laws of 2014.

This bill also gives real teeth to enforcement agencies. With bright-line requirements for signage, contracts, and the posting of a surety, immigrants seeking assistance will have new tools to determine when an “immigration assistance services provider” is violating the law.

Nonetheless, the law can only be effective at combating fraud against immigrants if the Department of Consumer Affairs (“DCA”) and other City agencies tasked with enforcing the law have proper funding to do so. The City Council should provide additional funding for DCA agents to focus on “immigration assistance services providers.” These agents could quickly recoup their own salaries for the City by issuing fines against those who do not comply with the law.

In the current political climate, immigrant New Yorkers are more vulnerable than at any time in recent history. An “immigration assistance services provider” who improperly instructs a client to file an application for a benefit for which the client is not eligible may cause far worse consequences to the client than the cost of the services provided and the application fee. Filing a non-meritorious or error-filled immigration application places an undocumented New Yorker at serious risk of deportation by bringing him or her to the attention of the Department of Homeland Security without the benefit of having properly vetted his or her immigration status and options. With an incoming federal administration promising an enforcement-heavy regime, our City must do everything we can to protect vulnerable New Yorkers from erroneous and unlawfully-rendered legal advice that may have dire consequences for immigrants and their families.

Immigration and Nationality Law Committee  
Farrin Anello, Chair

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11.17.16

Name: Matthew Blaisdell (PLEASE PRINT)

Address: 505 59th St, 2nd Fl, Brooklyn NY 11220

I represent: American Immigration Lawyers Association

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: \_\_\_\_\_

Name: Emily Echeverria (PLEASE PRINT)

Address: 55 Fifth Ave, Rm 1108 NY Makeku Road NY

I represent: Cardozo Immigration Clinic - Makeku Road NY

Address: see above (same)

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11/17/16

Name: RALLICA ONCIDIU (PLEASE PRINT)

Address: 80 MAIDEN LANE 13th FL

I represent: CATHOLIC CHARITIES COMM. SVCS.

Address: 80 MAIDEN LANE 13th FL NY

10038

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 2015 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11/17/2016

(PLEASE PRINT)

Name: AUDREY CARR

Address: 40 WORTH ST NY, NY 10013

I represent: LEGAL SERVICES NYC

Address: 40 WORTH ST NY, NY 10013

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. 746

in favor  in opposition

Date: 11/17/16

(PLEASE PRINT)

Name: Heleen DROOK Esq. - NYLAG

Address: c/o 7 Hanover Square, 18<sup>th</sup> Floor, NY, NY

I represent: NYLAG

Address: 7 Hanover Sq. 18<sup>th</sup> Fl. NY, NY

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11/17/2016

(PLEASE PRINT)

Name: Jojo Quinobal

Address: 17 Battery Place

I represent: Imigrant Justice Corp.

Address: \_\_\_\_\_

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**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11/17/16

(PLEASE PRINT)

Name: Camille Mackay

Address: 131 W. 33<sup>rd</sup> St #610

I represent: NY Immigration Coalition

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 0746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11/17/16

(PLEASE PRINT)

Name: Melissa Brennan

Address: \_\_\_\_\_ Urban Justice

I represent: Community Development Project, Center

Address: 123 William St, 16<sup>th</sup> Fl, New York, NY

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_

in favor  in opposition

Date: 11/17/16

(PLEASE PRINT)

Name: Elisa Gahng

Address: \_\_\_\_\_

I represent: Mayor's office of Immigrant

Address: Affairs

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 746 Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: 11/17/16

(PLEASE PRINT)

Name: Commissioner Nisha Agarwal

Address: \_\_\_\_\_

I represent: Mayor's Office of Immigrant

Address: Affairs

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Lorelei Solas, Commissioner

Address: \_\_\_\_\_

I represent: DCA

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Anut S. Bagga, Deputy Commissioner

Address: \_\_\_\_\_

I represent: IRCA

Address: \_\_\_\_\_

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**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

in favor  in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Tawala Boyd, GC

Address: \_\_\_\_\_

I represent: DCA

Address: \_\_\_\_\_

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

in favor  in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: James Hurst, Director of Enforcement

Address: \_\_\_\_\_

I represent: DCA

Address: \_\_\_\_\_

Please complete this card and return to the Sergeant-at-Arms