

# New York City Sign Requirements for Immigration Assistance Service Providers

***Please note:***

*This handout includes samples of signs required by [Sections 20-770 – 20-780 of the Administrative Code of the City of New York](#) and [Sections 5-260 – 5-264 of Title 6 of the Rules of the City of New York](#) only. Immigration Assistance Service Providers are responsible for compliance with all federal, state, and/or City laws, including additional or other sign requirements. Providers that have signed a Consent Judgment/Order with the Department may have additional obligations.*

## Required signs

1. Non-Attorney Disclosure Sign
2. Fee Schedule & Cancellation Policy Sign
3. Consumer Complaint Sign
4. Surety Disclosure Sign



## All signs must be:

- 11 inches x 17 inches
- Posted and clearly visible in every area where you meet with consumers
- Printed in large text that is legible and visible from where you do business with consumers
- Posted in English AND every other language in which you provide immigration assistance services



# 1: Non-Attorney Disclosure Sign

- Must include the information below in all capital letters:

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 [USCIS], 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: Fee Schedule & Cancellation Policy Sign

- The Fee Schedule must list the immigration assistance services you offer and your fees and costs for each service.
- The Cancellation Policy must include the information below in all capital letters:

**YOU MAY CANCEL ANY CONTRACT WITHIN 3  
BUSINESS DAYS AND GET BACK YOUR DOCUMENTS  
AND ANY MONEY YOU PAID.**



## SAMPLE - Fee Schedule & Cancellation Policy Sign

### **New Day Multiservice**

50 Main Street  
New York, NY 11111  
(212) 555-5555

### **Immigration Forms and Prices**

I-130.....	\$50
I-485.....	\$75
I-485A.....	\$40
I-90.....	\$20
I-864.....	\$60
Translations.....	\$15 per page

YOU MAY CANCEL ANY  
CONTRACT WITHIN THREE (3)  
BUSINESS DAYS AND GET BACK  
YOUR DOCUMENTS AND ANY  
MONEY YOU PAID.



## 3: Consumer Complaint Sign

- Must include the information below and letters must be at least 1 inch high:

If you have a complaint about this business, contact:

The New York City Department of Consumer Affairs  
42 Broadway, New York, NY 10004  
Dial 311 (inside NYC) or 212-NEW-YORK (outside NYC)  
or visit [www.nyc.gov/consumers](http://www.nyc.gov/consumers)

Business name: [Insert]

Business address: [Insert]

Business phone: [Insert]

Note: Letters are not to scale. The above is for information only.



## SAMPLE - Consumer Complaint Sign

If you have a complaint about this  
business, contact:

The New York City Department of  
Consumer Affairs  
42 Broadway, New York, NY 10004  
Dial 311 (inside NYC) or 212-NEW-  
YORK (outside NYC) or visit  
[www.nyc.gov/consumers](http://www.nyc.gov/consumers)

Business name: New Day Multiservice  
Business address: 50 Main Street,  
New York, NY 11111  
Business phone: (212) 555-5555

Note: Letters are not to scale.





## 4: Surety Disclosure Sign

- Must be posted where consumers enter and leave your business
- Must include the information below:

[Provider name] is required by law to maintain a bond in the principal amount of \$50,000. If [provider name] owes you a refund and does not provide it, or harms you by its actions, you can file a claim with this bond by contacting: [name, address, and telephone number where customers may file claims with the bond/letter of credit/contract of indemnity].



## SAMPLE - Surety Disclosure Sign

**New Day Multiservice** is required by law to maintain a bond in the principal amount of \$50,000. If **New Day Multiservice** owes you a refund and does not provide it, or harms you by its actions, you can file a claim with this bond by contacting:

Reliable Insurance  
123 Elm Street  
New York, NY 11111  
(800) 222-2222



**42 Broadway, New York, NY 10004**  
**[www.nyc.gov/consumers](http://www.nyc.gov/consumers)**

