

# HWA IMMIGRATION SERVICE PRICE LIST & PAYMENT POLICY

At hwa, we are committed to providing immigration and family reunification visa support to our clients. To ensure that we can continue offering these services in a professional and sustainable manner, the following payment policy applies.

## 1. ANNUAL MEMBERSHIP FEE

Every client who wishes to use HWA's Immigration Services is required to pay an **annual membership fee of €30**.

The membership is valid for **12 months** from the date of payment.

The annual membership gives clients access to:

- General immigration information and guidance
- Updates regarding immigration procedures
- Access to HWA's immigration support services
- Communication regarding their ongoing files
- Participation in immigration information sessions (where applicable)
- Reading and explaining of their refusal letter and giving the advice the next steps

## 2. SERVICE FEE PER VISA APPLICATION

In addition to the annual membership, clients are required to pay a **service fee of €60 for each visa application** that HWA prepares and processes.

This service fee covers professional assistance throughout the application process, including but not limited to:

- Requesting authorization from the Belgian Embassy for online visa submission
- Communicating with the Belgian Embassy regarding the client's application
- Providing advice for starting of the visa application
- Preparing and submitting the online visa application
- Providing the client with the visa application reference/code
- Assisting with the DNA procedure, where applicable
- Preparing authorization letters and supporting documents
- Following up on the application until a decision is issued
- Answering questions related to the application process
- Processing their DNA or visa fee through HWA bank account, if requests

The €60 service fee applies **per visa application**.

### 3. WHAT IS NOT INCLUDED

The HWA service fee does **not** include:

- Embassy or consular visa fees
- DNA laboratory fees
- Courier or postage fees
- Travel expenses
- Medical examination costs
- Any other third-party expenses

These costs remain the responsibility of the applicant unless HWA decides otherwise under its vulnerability policy.

### 4. PAYMENT TERMS

- The annual membership fee (€30) must be paid before immigration services can begin.
- The service fee (€60) must be paid before the visa application is submitted.
- Payments can be made in cash or electronically (e.g. by QR code or bank transfer).
- Clients can request a proof of payment for any payment made to HWA.
- Payments are non-refundable once work on the application has commenced.

### 5. EXCEPTION POLICY FOR VULNERABLE CLIENTS,

HWA understands that some applicants are in extremely difficult financial and social circumstances. Therefore, exceptions may be granted after an individual assessment.

Clients may qualify for a full or partial reduction of the membership fee and/or service fee if they can demonstrate exceptional circumstances, such as:

- A physical or mental disability
- No source of income/ not support of OCMW/has no families
- Extreme financial hardship
- Other exceptional humanitarian circumstances

Supporting documents may be requested to assess eligibility.

### 6. EXCEPTIONAL SUPPORT FOR EMBASSY VISA FEES

In certain cases, a client may experience circumstances that make it difficult or impossible to cover the required embassy or consular visa application fee.

In such situations, HWA may exceptionally consider providing financial support. This support may consist of a **partial contribution or full coverage** of the visa application fee.

This support is **not automatic**. Each request will be considered individually and will be subject to a careful assessment, taking into account factors such as:

- The client's financial situation and ability to pay
- The availability of other sources of financial support
- The client's personal and family circumstances
- Relevant humanitarian considerations
- The financial resources available to HWA

Where it is established that a client has no realistic means of covering the visa application fee, HWA may decide to provide partial or full financial support.

Any decision will be made on a case-by-case basis following a thorough assessment of the individual circumstances.

## 7. EQUAL TREATMENT

HWA applies this payment policy equally to all clients.

However, because HWA is committed to supporting the most vulnerable members of society, exceptions may be granted only after an objective assessment of the client's circumstances.

**If a client submits multiple visa applications for members of the same family at the same time, only one annual membership fee (€30) is charged per household, while the €60 service fee applies to each individual visa application.**