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| TFI Family Services, Inc. PROGRAM PROCEDURE | No. Page 1 of 3 |
| Section: International Adoption Subject: Fee Policies and Procedures | |
| Issue Date: 10/18 | Revision Date: |
| Compliance: Hague 96.40 (a)(b)(c)(d)(e)(f)(g)(h) | |

Purpose:

To outline the fee policies and procedures of TFI Family Services, Inc.'s international adoption program

Procedure:

TFI Family Services, Inc. provides to all applicants a written schedule of expected total fees and estimated expenses and an explanation of the conditions under which fees or expenses may be charged, waived, reduced, or refunded and of when and how the fees and expenses must be paid.

Before providing any adoption service to prospective adoptive parent(s), TFI discloses in writing the following information for each separate category of fees and estimated expenses that the prospective adoptive parent(s) will be charged in connection with an intercountry adoption:

- 1) *Home study.* The expected total fees and estimated expenses for home study preparation and approval, whether the home study is to be prepared directly by TFI itself, or prepared by a supervised provider, exempted provider, or approved person.
- 2) *Adoption expenses in the United States.* The expected total fees and estimated expenses for all adoption services other than the home study that will be provided in the United States. This category includes, but is not limited to, personnel costs, administrative overhead, operational costs, training and education, communications and publications costs, and any other costs related to providing adoption services in the United States;
- 3) *Foreign country program expenses.* The expected total fees and estimated expenses for all adoption services that will be provided in the child's country of origin. This category includes, but is not limited to, costs for personnel, administrative overhead, training, education, legal services, and communications, and any other costs related to providing adoption services in the child's Convention country;
- 4) *Care of the child.* The expected total fees and estimated expenses charged to prospective adoptive parent(s) for the care of the child in the country of origin prior to adoption, including, but not limited to, costs for food, clothing, shelter and medical care; foster care services; orphanage care; and any other services provided directly to the child;
- 5) *Translation and document expenses.* The expected total fees and estimated expenses for obtaining any necessary documents and for any translation of documents related to the adoption, along with information on whether the prospective adoptive parent(s) will be expected to pay such costs directly or to

third parties, either in the United States or in the child's country of origin, or through TFI Family Services, Inc.. This category includes, but is not limited to, costs for obtaining, translating, or copying records or documents required to complete the adoption, costs for the child's court documents, passport, adoption certificate and other documents related to the adoption, and costs for notarizations and certifications;

- 6) *Contributions*. Any fixed contribution amount or percentage that the prospective adoptive parent(s) will be expected or required to make to child protection or child welfare service programs in the child's country of origin country or in the United States, along with an explanation of the intended use of the contribution and the manner in which the transaction will be recorded and accounted for; and
- 7) *Post-placement and post-adoption reports*. The expected total fees and estimated expenses for any post-placement or post-adoption reports that TFI or parent(s) must prepare in light of any requirements of the expected country of origin.

If the following fees and estimated expenses were not disclosed as part of the categories identified in paragraph (b) of this section, TFI itemizes and discloses in writing any:

- (1) *Third party fees*. The expected total fees and estimated expenses for services that the prospective adoptive parent(s) will be responsible to pay directly to a third party. Such third party fees include, but are not limited to, fees to competent authorities for services rendered or Central Authority processing fees; and
- (2) *Travel and accommodation expenses*. The expected total fees and estimated expenses for any travel, transportation, and accommodation services arranged by TFI for the prospective adoptive parent(s).

TFI also specifies in its adoption services contract when and how funds advanced to cover fees or expenses will be refunded if adoption services are not provided.

When TFI uses part of its fees to provide special services, such as cultural programs for adoptee(s), scholarships or other services, it discloses this policy to the prospective adoptive parent(s) in advance of providing any adoption services and gives the prospective adoptive parent(s) a general description of the programs supported by such funds.

TFI has mechanisms in place for transferring funds to foreign countries when the financial institutions of the foreign country so permit and for obtaining written receipts for such transfers, so that direct cash transactions by the prospective adoptive parent(s) to pay for adoption services provided in the Convention country are minimized or unnecessary.

TFI does not customarily charge additional fees and expenses beyond those disclosed in the adoption services contract and has a written policy to this effect. In the event that unforeseen additional fees and expenses are incurred in the foreign country, the agency

or person charges such additional fees and expenses only under the following conditions:

- 1) It discloses the fees and expenses in writing to the prospective adoptive parent(s);
- 2) It obtains the specific consent of the prospective adoptive parent(s) prior to expending any funds in excess of \$1000 for which TFI will hold the prospective adoptive parent(s) responsible or gives the prospective adoptive parent(s) the opportunity to waive the notice and consent requirement in advance. If the prospective adoptive parent(s) has the opportunity to waive the notice and consent requirement in advance, this policy is reflected in the written policies and procedures of TFI and
- 3) It provides written receipts to the prospective adoptive parent(s) for fees and expenses paid directly by TFI in the foreign country and retains copies of such receipts.

TFI returns any funds to which the prospective adoptive parent(s) may be entitled within sixty days of the completion of the delivery of services.