



SUMMARY OF DECISION

AGENT	Nilli Singh Bhandari
COMPLAINT NUMBER/S	CAS-20818-Z5R2
DECISION	Cancellation
DATE OF DECISION	24 March 2025

Background

Registered Migration Agent (RMA), Ms Nilli Singh Bhandari (the Agent), was first registered as a migration agent on 19 June 2023 and was allocated the Migration Agent Registration Number (MARN) 2318142.

The Office of the Migration Agents Registration Authority (the Authority) received 33 individual complaints about the Agent's conduct as a RMA.

The Authority's Investigation

In summary the complainants alleged that:

- The Agent was engaged by the 33 clients to provide immigration assistance in relation to a range of employer sponsored visa applications.
- The Agent was also engaged to source nominating businesses for the clients, for which the Agent was paid a fee ranging from \$3,100 to \$30,400.
- The majority of clients did not receive any of the contracted services and did not receive requested refunds.
- The Agent's clients were unable to contact her and the Agent closed her business without providing her clients with a forwarding address.

As part of its investigation, the Authority identified other adverse information in relation to the Agent's conduct as an RMA. It was also alleged that the Agent misused the MARNs belonging to two RMAs.

Findings

In reaching the finding of facts, the Authority considered the following evidence:

- Documentation contained in the Authority's complaint files;
- Information held by the Authority in relation to the Agent; and
- The Agent's submission and supporting documents provided to the Authority in response to three section 309 notices.

Having considered the information before the Authority, it was found that the Agent had:

- Acted with a blatant disregard for the migration law.
- Made misleading, deceptive or inaccurate statements and otherwise acted dishonestly.

- Acted without regard for the reliance the Agent's clients had on her to act in their legitimate interests and to provide the services for which the Agent was paid.
- Acted without regard for the adverse impact the conduct would have on the reputation of the migration advice industry.
- Acted in a manner not consistent with the principles of integrity nor of a person who is fit and proper to provide immigration assistance.
- Dishonestly obtained a financial benefit by taking money for services she had no capacity or intention to provide on at least 33 separate occasions.
- Misused the MARNs of two RMAs without their knowledge or consent.
- Attempted to avoid accountability for her failure to provide the services for which she was engaged by claiming that she was not the complainants' RMA because she had not signed a Form 956.
- Deliberately evaded engaging with her clients by failing to provide them with any avenue in which to resolve their situation with the Agent.
- Terminated her ties with My Ambition without notifying clients and providing them with alternative RMA representation.
- Commenced operating a new migration business (Beyond Borders) with no thought or regard for her previous clients from My Ambition.
- Failed to report misconduct of the staff from My Ambition as it was highly likely to implicate the Agent in this misconduct.
- Engaged in conduct in breach of her obligations under *The Migration (Migration Agents Code of Conduct) Regulations 2021* (the Code) prescribed for the purposes of subsection 314(1) of the *Migration Act 1958* (the Act).

The Authority was also satisfied that the Agent was not a person of integrity, or otherwise not a fit and proper person to give immigration assistance.

Decision

Cancellation

On 24 March 2025 the Authority decided to cancel the Agent's registration as a migration agent under subparagraph 303(1)(a) of the Act.

The Authority is satisfied for the purposes of subparagraphs 303(1)(f) and (h) that:

- the Agent is not a person of integrity, or is otherwise not a fit and proper person to give immigration assistance; and
- the Agent has not complied with sections 13, 15, 18, 20, 25(3) 28, 33, 45, 52 and 57 of the Code.

In accordance with section 292 of the Act, an agent who has had their registration cancelled must not be re-registered within five years of the cancellation.

Accordingly, this cancellation will be in effect for a period of five years from the date of this decision.