

# PREPARE CONSULTANTS Co. LTD

## Anti-Scam & Consumer Protection Policy

Effective Date: March 26, 2026

www.prepareeducation.com | Kampala, Uganda

*Prepare Consultants Co. Ltd is committed to operating with full transparency, integrity, and professionalism. This policy exists to protect our students and clients from fraudulent activity — including fraud that may be carried out by individuals falsely claiming to represent Prepare. We urge every student and family to read this policy carefully before engaging with anyone on our behalf.*

### 1. What Prepare Does — Our Role and Mandate

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Prepare Consultants Co. Ltd is a student guidance and application support service. Our role is strictly limited to the following:

- ✓ Providing information and guidance on study abroad programs and universities
- ✓ Helping students prepare strong, competitive applications
- ✓ Supporting students through the documentation and submission process
- ✓ Connecting students with our verified partner universities
- ✓ Facilitating communication between students and institutions

We invest significantly in visiting our partner universities in person to verify the quality of their programs and ensure our students receive the standard of service they deserve. Every institution we recommend has been vetted by our team on the ground.

### 2. What Prepare Will Never Guarantee

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**No member of the Prepare team — whether staff, agent, representative, or affiliate — is authorised to make the following guarantees. Anyone doing so is acting fraudulently.**

- ✗ Guarantee of university admission
- ✗ Promise of a full scholarship or any specific financial award
- ✗ Guarantee of visa approval

*These decisions rest solely with universities, scholarship bodies, and immigration authorities respectively. Prepare has no authority over these outcomes, and any representative who claims otherwise is not speaking on our behalf.*

### 3. Payments and Financial Transactions

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Prepare Consultants Co. Ltd does not handle or process tuition payments on behalf of students. Tuition fees are always paid directly to the receiving institution.

### 3.1 Where Service Fees Apply

In cases where a payment is made to Prepare for our own services (such as application support or consultation fees), the following safeguards apply without exception:

- An official receipt will be issued to the student
- The receipt will come from our official email: [travel.prepre@gmail.com](mailto:travel.prepre@gmail.com)
- Or from our official WhatsApp number: +256 708 192 953

**⚠ If you make any payment and do not receive an official receipt from the above contacts, do not proceed. Contact us immediately to verify the transaction.**

## 4. Our Responsibility and Liability

Prepare Study Abroad takes its obligations to students and families seriously. We accept responsibility for our services to the extent defined in our Refund Policy, and only under the conditions set out therein.

- If a service failure occurs on our part, we will work actively to resolve it
- If our partner institution defaults on a service commitment, we will contact the institution directly on your behalf to seek resolution
- Our financial liability to any student is governed exclusively by the terms of our Refund Policy

Students are strongly encouraged to communicate any service default or concern to us immediately so that we can engage our partners and work towards a resolution in a timely manner. Delays in reporting may limit our ability to intervene effectively.

## 5. How to Report a Scam or Suspicious Activity

If you believe you have encountered a scammer posing as a Prepare representative, or if something about an interaction feels wrong, please act immediately:

### **Report a Scam**

**Email:** [travel.prepre@gmail.com](mailto:travel.prepre@gmail.com)

**WhatsApp:** +256 708 192 953

**Website:** [www.prepareeducation.com](http://www.prepareeducation.com)

*When in doubt, visit our office in person to speak directly with a verified Prepare representative.*

## 6. How to Protect Yourself

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We encourage all students and families to take the following precautions when dealing with any study abroad service:

- Always verify that communications come from our official email or WhatsApp number
- Never pay tuition or any large sum to an individual — all payments to Prepare must be receipted
- Be wary of anyone who promises guaranteed admission, a full scholarship, or a visa — these cannot be guaranteed by any agent
- If in doubt about any communication or offer, visit our office to speak with our team in person
- Check our official website at [www.prepareeducation.com](http://www.prepareeducation.com) for up-to-date information and contacts

## 7. Our Commitment to You

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Prepare Consultants Co. Ltd was built on the belief that every student deserves access to quality international education — guided by honest, professional, and trustworthy support. We stand firmly against all forms of fraud and misrepresentation in the education sector.

We continue to invest in personally visiting our partner universities, training our team, and building systems that protect our students. Our reputation is built on the results we have earned honestly, and we will always defend the trust our students and families place in us.