

## **Information for clients**

Set out below is the information required by the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society ("Law Society").

**1. Fees:**

The basis on which fees will be charged is set out in our letter of engagement and/or standard terms of engagement. When payment of fees is to be made is set out in our Standard Terms of Engagement. In terms of Rule 3.4 (a) of the Rules of Conduct and Client Care we may deduct from any funds held on your behalf in our trust account any fees, expenses or disbursements for which we have provided an invoice.

**2. Professional Indemnity Insurance:**

We hold professional indemnity insurance that meets or exceeds the minimum standards specified by the Law Society. We will provide you with particulars of the minimum standards upon request.

**3. Lawyers Fidelity Fund:**

The Law Society maintains the Lawyers Fidelity Fund for the purposes of providing clients of lawyers with protection against pecuniary loss arising from theft by lawyers. The maximum amount payable by the Fidelity Fund by way of compensation to an individual claimant is limited to \$100,000.

Except in certain circumstances specified in the *Lawyers & Conveyancers Act 2006* the Fidelity Fund does not cover a client for any loss relating to money that a lawyer is instructed to invest on behalf of the client.

**4. Persons Responsible for the Work:**

The names and status of the person or persons who will have the general carriage of or overall responsibility for the services we provide for you are set out in our letter of engagement:

**5. Client Care and Service:**

The Law Society client care and service information is set out below. Whatever legal services your lawyer is providing, he or she must:

- \* Act competently, in a timely way, and in accordance with instructions received and arrangements made.
- \* Protect and promote your interests and act for you free from compromising influences or loyalties.
- \* Discuss with you your objectives and how they should best be achieved.
- \* Provide you with information about the work to be done, who will do it and the way the services will be provided.
- \* Charge you a fee that is fair and reasonable and let you know how and when you will be billed.
- \* Give you clear information and advice.
- \* Protect your privacy and ensure appropriate confidentiality.
- \* Treat you fairly, respectfully and without discrimination.
- \* Keep you informed about the work being done and advise you when it is completed.
- \* Let you know how to make a complaint and deal with any complaint promptly and fairly.

The obligations lawyers owe to clients are described in the Rules of Conduct and Client Care for Lawyers, which can be viewed at <http://www.legislation.govt.nz>. Those obligations are subject to other overriding duties, including duties to the courts and to the justice system. If you have any questions, please visit [www.lawsociety.co.nz](http://www.lawsociety.co.nz) or call 0800 261 801.

**6 Limitations on extent of our Obligations or Liability:**

**Limitation of Liability**

To the extent that under the Consumer Guarantees Act 1993 or other laws our liability for breach of implied conditions and warranties can be limited our liability for any breach of any condition or warranty or any condition or warranty implied by law is limited at our option to remedying the services; or the refund of our fees. If you wish to make a claim against us you must immediately notify us in writing. Where a service supplied to you fails to comply with a guarantee set out in any of sections 28 to 30 of the Consumer Guarantees Act 1993, you agree where the failure can be remedied, to require us to remedy it within a reasonable time, and we will remedy such failure.

**7 Complaints:**

We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.

If you have a complaint about our services or charges, you may refer your complaint to the person in our firm who has overall responsibility for your work.

If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response to your complaint, we shall appoint a person who has to been involved in your matter to deal with it promptly and fairly. If you are not satisfied with the outcome, you have to right to take the matter up with the New Zealand Law Society which runs a complaints service.