

INFORMATION FOR CLIENTS

MAY 2020



1. INTRODUCTION

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

2. FEES

The basis on which our fees will be charged is set out in paragraph 2 of our Standard Terms of Engagement. Please refer to our letter of engagement for a list of our firm’s charge-out rates.

3. PROFESSIONAL INDEMNITY INSURANCE

We hold professional indemnity insurance that meets or exceeds any minimum standards from time to time specified by the Law Society.

4. LAWYERS FIDELITY FUND

The Lawyers Fidelity Fund provides compensation to people who suffer theft of any money or property entrusted to lawyers or incorporated law firms while providing legal services or acting as solicitor-trustee. The Lawyers Fidelity Fund is held in trust by the New Zealand Law Society. The maximum amount which can be paid to an individual claimant is \$100,000 and the Fund may not be used to compensate anyone for money lost which a lawyer or law firm has been instructed to invest.

5. COMPLAINTS

Client satisfaction is one of our primary objectives and feedback from clients is helpful to us. If you would like to comment on any aspect of the service provided by us, including how we can improve our service, please contact the Partner responsible for your business. If you have any concerns or complaints about our services, please raise them with us and we will respond to your concerns as soon as possible. If you are not satisfied with the way we have dealt with your complaint, the New Zealand Law Society has a complaints service to which you may refer the issue. You can call 0800 261 801 for guidance.

6. PERSONS RESPONSIBLE FOR WORK

Details of the person who will have overall responsibility for the services we provide for you are set out in our letter of engagement.

7. CLIENT CARE

We are required by the New Zealand Law Society when providing you with legal services to:

- act competently, in a timely way, and in accordance with any 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 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.