

Information for Clients

INTRODUCTION

This document contains the information required by the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (NZLS Rules).

INFORMATION REQUIRED BY NZLS RULES

1. **Fees:** The basis on which fees will be charged, and when payment of fees is to be made, are set out in our Terms of Engagement.

2. **Complaints:** If you have a complaint about us or our services you may:

- a) refer your complaint to the person in the firm who has overall responsibility for your work;
- b) make a complaint to the complaints service established by the New Zealand Law Society. To do so, you should contact:

New Zealand Law Society
Auckland Branch
Level 5, WHK Tower
51-53 Shortland Street
Auckland 1140, New Zealand

PO Box 4417
Shortland Street
Auckland 1140
New Zealand

Phone: +64 9 304 1000
Fax: +64 9 373 2620
Email: auckland@lawsociety.org.nz

3. **Insurance:** We hold indemnity insurance that exceeds the minimum standards specified by the New Zealand Law Society.

4. **Fidelity Fund:** The Lawyers Fidelity Fund established by the New Zealand Law Society is available to reimburse people who suffer loss by reason of the theft by a lawyer of money or other valuable property entrusted to the lawyer.

5. **Client care and service:** The New Zealand Law Society Client Care and Service Information is set out as follows:

Whatever legal services your lawyer is providing, he or she must:

- Act competently, in a timely way, and in accordance with any 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 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. Those obligations are subject to other overriding duties, including duties to the courts and to the justice system.

6. **Limitations on extent of our Obligations or Liability:** Any limitations on the extent of our obligations to you or any limitation or exclusion of liability are set out in our letter of engagement.