

## Information for Clients

The following information is provided to you under the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (Law Society).

### Fees

1. The basis on which fees will be charged is set out in our letter of engagement. When payment of fees is to be made is set out in our Terms of Engagement.

### Professional Indemnity Insurance

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

### Lawyer's Fidelity Fund Coverage

3. The Law Society maintains the Lawyers' Fidelity Fund for the providing clients with protection against loss arising from theft by lawyers. The Maximum amount to an individual claimant is limited to \$100,000. Except in certain circumstances specified in the Lawyers and 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.

### Complaints

4. 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 Director in our firm who has overall responsibility for your work.

If you do not wish to refer your complaint to that Director, or you are not satisfied with that Director's response to your complaint, you may refer your complaint to the Law Society.

If we have been unable to resolve a complaint or concern, you may contact:

The Lawyers Complaints Service

Phone: 0800 261 801

Website: <https://www.lawsociety.org.nz/for-the-public/complaining-about-a-lawyer/how-to-make-a-complaint/>

Email: [complaints@lawsociety.org.nz](mailto:complaints@lawsociety.org.nz)

### Persons Responsible for Your Work

5. The names and status of the person or persons who will carry out or be responsible for the services we provide for you are set out in our letter of engagement.

### Client Care and Service

6. 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 of 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; and
- 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.

If you have any questions, please visit [www.lawsociety.org.nz](http://www.lawsociety.org.nz) or call 0800 261 801.