

CLIENT CARE INFORMATION

To be read in conjunction with our terms of engagement

The Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (NZLS) require us to provide clients with the following information:

Fees:

Our Terms of Business sets out the basis on which fees are charged and when payment of fees needs to be made. Once we have provided you with an invoice, we may deduct any fees, costs or disbursements from the funds we are holding on your behalf (unless we are holding those funds for a specific purpose).

Professional Indemnity Insurance:

We hold professional indemnity insurance that meets the minimum standards specified by the NZLS. If you require additional information about the minimum standards, then please let us know.

Lawyers' Fidelity Fund:

The NZLS maintains the Lawyers' Fidelity Fund for the purpose of providing clients of lawyers with protection against loss arising from theft by lawyers. The maximum amount that can be claimed, per individual, 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.

Your records:

We will retain or dispose of your records in accordance with our terms of engagement. We will provide copies to you in accordance with our obligations under the Privacy Act 1993 on request. We may charge for the cost of providing records to you.

Complaints:

If you have a complaint, we want to address this in a timely manner. Please let us know if you are concerned or unhappy about our service, by speaking to, or emailing, Nicola Fiebiger. You also have the option of contacting the NZLS's Lawyers Complaints Service on 0800 261 801 or complaints@lawsociety.org.nz. You will be put in touch with the nearest Complaints Office.

Persons responsible for your work:

At the start of the transaction, you will be advised of the person(s) who will be carrying out your work.

Compliance obligations:

We are obliged to comply with all laws applicable to us in all jurisdictions, including (but not limited to):

- Anti-money laundering and countering financing of terrorism laws; and
- Laws relating to tax and client reporting and withholdings.

We may be required to undertake customer due diligence on you, persons acting on your behalf and other relevant persons such as beneficial owners and controlling persons. We may not be able to begin acting, or to continue acting, for you until that is completed.

Client Care and Service:

Whatever legal services we are providing, we 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 in which 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. 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 or call 0800 261 801.