

Information for clients

The following information is provided to you as required by the Rules of Conduct and Client Care for Lawyers (Rules):

1. Fees

The basis on which fees will be charged is set out in our letter of engagement. We will charge you an hourly rate based on the experience of the professional undertaking your work. Our fees will also be based on the New Zealand Law Society Rules which require that fees be fair and reasonable for the services provided.

We will invoice you at monthly intervals (unless otherwise agreed). Payment of our invoice is due by the seventh day following issue of our invoice unless alternative have been made with us.

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.

Where appropriate, we will provide you with a statement detailing the funds which we have handled on your behalf.

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. 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 in the first instance 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, you may refer your complaint to: John Radley.

He may be contacted as follows:

- (a) by letter;
- (b) by email at jradley@ellisgould.co.nz;
- (c) by phoning our offices and asking for the abovenamed.

The New Zealand Law Society also maintains a complaints service and you are able to make a complaint

to that service. To do so you should contact the New Zealand Law Society at PO Box 5041, Lambton Quay, Wellington 5145 or telephone 04-472-7873. You may also contact the New Zealand Law Society on www.nz-lawsociety.org.nz.

5. 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 in our letter of engagement.

6. 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:

- (a) Act competently, in a timely way, and in accordance with instructions received and arrangements made.
- (b) Protect and promote your interests and act for you free from compromising influences or loyalties.
- (c) Discuss with you your objectives and how they should be best achieved.
- (d) Provide you with information about the work to be done, who will do it and the way the services will be provided.
- (e) Charge you a fee that is fair and reasonable and let you know how and when you will be billed.
- (f) Give you clear information and advice.
- (g) Protect your privacy and ensure appropriate confidentiality.
- (h) Treat you fairly, respectfully and without discrimination.
- (i) Keep you informed about the work being done and advise you when it is completed.
- (j) 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.lawsoc.org.nz or call 0800 261 801.

7. 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.