

Information for Clients

Below is the information required by the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (**Law Society**).

- 1. Fees**
 - 1.1 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 standard terms of engagement.
- 2. Professional indemnity insurance**
 - 2.1 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**
 - 3.1 The Law Society maintains the Lawyers' Fidelity Fund for the purpose 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 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.
- 4. Complaints**
 - 4.1 We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.
 - 4.2 If you have a complaint about our services or charges, you may refer your complaint to the person in our firm who has overall responsibility for your work.
 - 4.3 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 Will Tipping, Partner.
 - 4.4 He may be contacted as follows:
 - (a) by letter;
 - (b) by email at will.tipping@maynewetherell.com; or
 - (c) by telephoning him at +64 9 921 6074.
 - 4.5 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 the 0800 number for guidance, lodge a concern or make a formal complaint. Matters may be directed to:

Lawyers Complaints Service
PO Box 5041
Wellington 6140
New Zealand

Phone: 0800 261 801

To lodge a concern:
www.lawsociety.org.nz/for-the-community/lawyers-complaints-service/concerns-form

To make a formal complaint:
www.lawsociety.org.nz/for-the-community/lawyers-complaints-service/how-to-make-a-complaint

Email: complaints@lawsociety.org.nz
- 5. Persons responsible for the work**
 - 5.1 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 out in our letter of engagement.
- 6. Client care and service**
 - 6.1 The Law Society client care and service information is set out below.
 - 6.2 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 best be 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.
 - 6.3 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.
 - 6.4 If you have any questions, please visit www.lawsociety.org.nz or call 0800 261 801.
- 7. Limitations on extent of our obligations or liability**
 - 7.1 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.