

INFORMATION FOR CLIENTS

Set out 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:** 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.
We may deduct from any funds held on your behalf in our trust account any
 - a. Fees, expenses or disbursements; and
 - b. Any fees for which we have provided an invoice.
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 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:** 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 person in our firm who has overall responsibility for your work. If you are not satisfied with that person's response to your complaint, you may refer your complaint to the law society complaints service. To do so, phone 0800 261 801 and you will be connected to the nearest Complaints Service Office, which can provide information and advice about making a complaint.
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 out in our letter of engagement.
6. **Client Care and Service:** The Law Society client care and service information is set out below.
Whatever legal service 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 and 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 ((the **rules**). 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**.

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.

TERMS OF ENGAGEMENT

These Standard terms of Engagement (“Terms”) apply in respect of all work carried out by us for you, except to the extent that we otherwise agree with you in writing.

1. Services

1.1. The services we are to provide for you are outlined in our engagement letter.

2. Financial

2.1. Fees:

a. The fees we will charge or the manner in which they will be arrived at, are set out in our engagement letter.

b. If the engagement letter specifies a fixed fee, we will charge this for the agreed scope of our services. Work which falls outside that scope will be charged on an hourly rate basis. We will advise you as soon as reasonably practicable if it becomes necessary for us to provide services outside the agreed scope and, if requested, give you an estimate of the likely amount of the further costs.

c. Where our fees are calculated on an hourly basis, the hourly rates are set out in our engagement letter. The difference in those rates reflect the experience and specialisation of our professional staff. Time spent is recorded in 6 minute units, with time rounded up to the next 6 minutes.

2.2. **Disbursements and expenses:** In providing services we may incur disbursement’s or have to make payments to third parties on your behalf. These will be included in our invoice to you when the expense is incurred. We may require an advance payment for the disbursements or expenses which we will be incurring on your behalf.

2.3. **GST (if any)** is payable by you on our fees and charges.

2.4. **Invoices:** We will send interim invoices to you, usually monthly and on completion of the matter, or termination of our engagement. We may also send you an invoice when we incur a significant expense.

2.5. **Payment:** Invoices are payable as of the date due on the invoice alternative arrangements have been made with us. We may require interest to be paid on any amount which is more than 7 days overdue. Interest will be calculated at the rate of 10% above our firms trading banks 90-day bill buy rate as at the close of business on the date became due and you will be responsible for any reasonable debt collection costs (including disbursements) that we incur in recovering outstanding amounts due, including amounts due to any Counsel or debt collection agency instructed by us.

2.6. **Retainer:** We may ask you to pre-pay amounts to us, or to provide security for our fees and expenses. You authorise us:

a. To debit against amounts pre-paid by you; and

b. To deduct from any funds held on your behalf in our trust account any expenses or disbursements and fees for which we have provided an invoice.

2.7. **Third Parties:** Although you may expect to be reimbursed by a third party for our fees and expenses, and although our invoices may at your request or with your approval be directed to a third party, nevertheless you remain responsible for payment to us if the third party fails to pay us.

2.8. **Legal Aid:** If you apply for legal aid and for any reason legal aid is refused you will be billed privately

3. Confidentiality:

3.1. We hold in confidence all information concerning you or your affairs that we acquire during the course of acting for you. We will not disclose any of this information which we have in relation to any other client.

a. To the extent necessary or desirable to enable us to carry out your instructions; or

b. To the extent required by law or by the Law Society Rules of Conduct and Client Care for Lawyers.

3.2. Confidential information concerning you will as far as practicable be made available only to those within our firm who are providing legal services for you.

3.3. We will not disclose to you any confidential information which we have in relation to any other client.

4. Termination:

4.1. We may terminate our retainer in any of the circumstances set out in the Law Society’s Rules of Conduct and Client Care for Lawyers

4.2. If our retainer is terminated you must pay us all fees due up to the date of termination and all expenses incurred up to that date.

5. Retention of files and documents

5.1. You authorise us (without further reference to you) to destroy all files and documents for this matter (other than any documents that we hold in safe custody for you) 7 years after our engagement ends, or earlier if we have converted those files and documents to an electronic format.

6. Conflicts of Interest

6.1. We have procedures in place to identify and respond to conflicts of interest. If a conflict of interest arises we will advise you of this and follow the requirements and procedures set out in the Law Society’s Rules of Conduct and Client Care for Lawyers.

7. Duty of Care

7.1. Our duty of care is to you and not to any other person. Before any other person may rely on our advice we must expressly agree to this.

8. Trust Account

8.1. We maintain a trust account for all funds which we receive from clients (except monies received for payment of our invoices). If we are holding significant funds on your behalf we will normally lodge those funds on interest bearing deposit with a bank. In that case we will charge an administration fee of 5% of the gross interest derived.

9. Credit Enquiries

9.1. By engaging us, you authorise us to carry out reasonable credit enquiries and you authorise anyone we contact to provide to us any information about you that we reasonably request as part of our credit enquiries. You also authorise us to provide information on any amount owed to use, which is overdue, to credit agencies.

10. General

10.1. These Terms apply to any current engagement, whether or not we send you another copy of them.

10.2. We are entitled to change these Terms from time to time, in which case we will send you amended Terms.

10.3. Our relationship with you is governed by New Zealand Law and New Zealand Courts have non-exclusive jurisdiction