

NEW ZEALAND LAW SOCIETY
RULES FOR CLIENT CARE FOR LAWYERS

1. Fees:

The basis on which fees will be charged is set out in our Letter of Engagement and when payment is due is set out in our Terms of Engagement. We may deduct from any funds held on your behalf in our trust account any fees, expenses or disbursements for which we have provided you an invoice.

2. Professional Indemnity Insurance:

We hold professional indemnity insurance which meets or exceeds the requirements of the New Zealand Law Society. Details of those standards are available upon request.

3. Lawyers Fidelity Fund:

The Law Society maintains a 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 is \$100,000.00, except in certain circumstances resulting from conveyancing matters. The Fidelity Fund does not cover losses relating to money that lawyers are instructed to invest on behalf of the client.

4. Complaints:

If you have a complaint you may refer your complaint to the person who has overall responsibility for the work or to the Principal of the firm. The Contact details are below. The Law Society also maintains a complaints service, contact details are available via the Society's web site.

5. Persons Responsible for the Work:

The name of the person responsible for your work is included 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 you lawyer is providing, he or she must:

- Act competently, in a timely way, and in accordance with instructions and arrangements made.
- Protect and promote your interests and act for you free from compromising influences or loyalties.
- Discuss your objectives with you and how they should be best 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.
- Let you know how to make a complaint and deal with any complaint promptly and fairly.

The above obligations are subject to other overriding duties, including the duties to the courts and the justice system.

If you have any queries, please visit www.lawyers.org.nz