

Information for Clients

Set out below is the information that we must provide you under the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (“the Law Society”) under the Lawyers and Conveyancers Act 2006 (“the Act”).

1 Client care and service information

1.1 Whatever legal services we are providing, we 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.

1.2 The obligations we owe you 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.

1.3 If you have any questions, please visit www.lawsociety.org.nz or call 0800 261 801.

2 Fees

2.1 The basis on which fees will be charged is set out in our engagement letter.

2.2 Our terms of engagement sets out when payment of our fees, expenses and disbursements is to be made and our ability to deduct these amounts from funds held for you in our trust account.

3 Professional indemnity insurance

3.1 We hold professional indemnity insurance that meets the standards specified by the Law Society. We will provide you with particulars of the standards upon request.

4 Lawyers Fidelity Fund

4.1 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 Act, 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.

5 Complaints

- 5.1 We maintain a procedure for handling any complaints 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.
- 5.2 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 either Roger Hayman or John Evans, partners of the firm. They may be contacted as follows:

5.3 By letter;

5.4 By email to:
r.hayman@haymanlawyers.co.nz or
j.evans@haymanlawyers.co.nz; or

5.5 By telephoning 04 472 0338.

5.6 The Law Society also maintains a complaints service and you are able to make a complaint to that service. To do so call 0800 261 801 and you will be connected to the nearest Complaints Services Office, which can provide information and advice about making a complaint.

6 Persons responsible for the work

6.1 The names and status of the people who will have the overall responsibility for the services we provide for you are set out in our engagement letter.

7 Limitations on extent of our obligations or liability

7.1 Limitations on the extent of our obligations to you or any limitation or exclusion of liability are set out in our engagement letter.