

INFORMATION FOR CLIENTS

This document contains the information we, as members of the New Zealand Law Society (**Law Society**), are required to provide to you as our client pursuant to the *Rules of Conduct and Client Care for Lawyers*.

1. Fees

The basis on which our fees will be charged and payments are to be made is set out in our *Terms of Engagement*.

2. Professional Indemnity Insurance

We hold professional indemnity insurance that meets or exceeds the minimum standards specified by the Law Society. The minimum standards applicable from time to time are available from the Law Society website:- www.nz-lawsoc.org.nz.

3. Lawyers' Fidelity Fund

The Law Society maintains the Lawyers' Fidelity Fund to provide clients of lawyers with protection against pecuniary loss arising from theft by lawyers. The maximum amount payable by the Lawyers' Fidelity Fund as compensation to an individual claimant is \$100,000.00. Except in certain circumstances specified in the Lawyers and Conveyancers Act 2006, the Lawyers' 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. Persons Responsible for Your Work

The names and status of the person(s) who will have responsibility for your work will be advised to you in writing in respect of each engagement.

5. Complaints

We aim to provide you with a competent, timely service at all times. We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly. You may refer any complaint either to the person who has overall responsibility for your work, or to our Practice Manager:

Jane Anderson
Private Bag 93533
Takapuna
North Shore 0740

Telephone: (09) 488 1461

Email: janea@simpsonwestern.co.nz

The Law Society also maintains a Complaints Service and you are able to make a complaint to it. To do so, telephone: 0800 261 801 and you will be referred to the nearest Complaints Service Office, which provides information and advice about making a complaint.

6. Client Care and Service

The Law Society client care and service information is set out below. Whatever legal services we as your lawyers are providing, we must:

- Act competently, in a timely way and in accordance with the instructions received and arrangements made.
- Protect and promote your interests and act for you free from compromising influences or 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.
- 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 contact us or visit :

www.lawsociety.org.nz; or
Telephone: 0800 261 801

7. Limitations

Any limitations on the extent of our obligations to you or any limitation or exclusion of liability will be notified to you in writing from time to time.