

## CLIENT CARE INFORMATION

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

### FEES

For conveyancing work, our fees are contained in our letter of engagement. For all other work, including complications that may arise on a conveyancing file, our lawyers and legal executives are charged out on an hourly rate which are also set out in detail 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 fees, expenses or disbursements for which we have provided an invoice.

### 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.

### LAWYERS’ FIDELITY FUND

The Law Society maintains the Lawyers’ Fidelity Fund for the purpose of providing clients of the 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.

### PERSON 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.

### COMPLAINTS

We maintain a procedure for handling 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 do not wish to refer your complaint to that person, or you are not satisfied with the person’s response to your complaint, you may refer your complaint to Kim Galbraith. She can be contacted as follows:

- by letter;
- by email at [kim@fenciblelaw.co.nz](mailto:kim@fenciblelaw.co.nz);
- by telephone on 09 533 3539.

The Law Society operates the Lawyers Complaints Service and you are able to make a complaint to that 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.

### LIMITATIONS ON EXTENT OF OUR OBLIGATION 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. This would not be typical, but there may be circumstances in which it is appropriate to limit our obligations on a certain matters.

### CLIENT CARE AND SERVICE

The Law Society Client Care and Service Information is set out below:

Whatever legal services 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 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 service 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 visit [www.lawsociety.org.nz](http://www.lawsociety.org.nz) or phone 0800 261 801.