



## INFORMATION FOR CLIENTS

***The Rules of Conduct and Client Care for Lawyers, sets out some basic information that you must receive from a lawyer at the outset of any legal service (for example when you receive legal advice). This “information” is as follows:***

**Client Care** - 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.

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 services will be provided.
- 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.

**Fee/Charges** - Our service is at no cost to individuals who meet our eligibility criteria.

**Professional Indemnity Insurance** - We hold professional indemnity insurance that meets or exceeds the minimum standards specified by the Law Society.

**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 payable by the *Fund* by way of compensation to an individual claimant is limited to \$100,000.00. 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 a client.

**Complaints** - If you have a complaint about our services please contact a Manager either by phone or email. If your complaint or concern remains unresolved you may contact the Law Society on 0800 261 801. You will be connected to the nearest *Complaints Service Office*, which can provide information and advice about making a complaint.

**Privacy** – Your personal information is collected, used, stored, and accessible in accordance with the *Privacy Act 1993* and *Rules for Conduct and Client Care for Lawyers 2008*. Please see our Privacy Statement (in the reception area, on our website, or attached to your confirmation)

***\*If we provide assistance beyond initial advice, you will receive full Terms of Engagement\*.***

**Email:** [reception@clwaikato.org.nz](mailto:reception@clwaikato.org.nz)

Huntly, Putaruru, Raglan, Te Aroha, Te Kuiti, Thames, Tokoroa, University of Waikato (Student Service)

Level 2, 109 Anglesea Street, PO Box 1319, Hamilton 3240 **phone.** 07 839 0770 **fax.** 07 839 5158 **freephone.** 0800 529 482