



## **CLIENT CARE INFORMATION**

***The Rules of Conduct and Client Care for Lawyers sets out information (see below) that you must receive from a lawyer at the start of any legal service (for example when you receive legal advice). For assistance beyond initial advice, you will receive full Terms of Engagement.***

**Client Care** - 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** - We provide free legal help.

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

**Lawyers Fidelity Fund** - The Law Society maintains the Lawyers Fidelity Fund to provide clients of lawyers with protection against pecuniary loss (the loss of money) caused by lawyers theft. An individual who is the victim of theft by their lawyer can claim a maximum of \$100,000.00 from the Lawyers Fidelity Fund. Except in certain circumstances which are listed 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 told to invest on behalf of a client.

**Complaints** - If you have a complaint about our services please contact us. You will be referred to our Legal Services Manager. If your complaint remains unresolved you can complain to the Chairperson of our board in writing through our email or postal address. If you are not satisfied with our response you can contact the Law Society on 0800 261 801 to make a formal complaint.

**Privacy** – Your personal information is collected, used, stored, and accessible in accordance with the *Privacy Act 2020* 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).