



CLIENT CARE INFORMATION

The Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008 (the Rules) 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.

The obligations lawyers owe to clients are described in the Rules. Those obligations are subject to other overriding duties, including duties to the Courts and to the justice system.

Fees/Charges

We provide free legal help. We do however appreciate donations/koha.

Professional Indemnity Insurance

We hold professional indemnity insurance that exceeds 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.

Privacy and Keeping Your Records

Your personal information is collected, used, stored, and accessible in accordance with the Privacy Act 1993, the Privacy Act 2020 and the Rules.

We will retain or dispose of your records in accordance with our terms of engagement. We will provide copies to you in accordance with our obligations under the Privacy Act 1993 on request. We may charge for the cost of providing records to you.

Lawyers Complaint Service

If you have a complaint about the service you have received from our office, please contact the Managing Solicitor or Practice Manager on 07 571 6812. If your complaint is not resolved, you can complain to the Chairperson of our Board, in writing to PO Box 13395, Tauranga 3141.

If you are not satisfied with the way we have dealt with your complaint, the New Zealand Law Society has a complaints service to which you may refer the issue. You can call 0800 261 801 for guidance, lodge a concern or make a formal complaint.