

Information for clients

1. **Fees:** The basis on which fees will be charged is set out 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.

2. **Professional Indemnity Insurance:** We hold professional indemnity insurance that meets the standards specified by the Law Society. We will provide you with any particulars of the Law Society standards on request.
3. **Lawyers Fidelity Fund:** The Law Society maintains the Lawyers Fidelity Fund for the purpose of providing clients of lawyers 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 \$100,000.00. Except in certain circumstances 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.
4. **Complaints Procedure:** It is our goal to ensure that we provide you with premium customer service. If you have any concerns with services provided by Tamatekapua Law, please take the following steps to make sure the issue is resolved:

- a. Talk to the solicitor who is handling your file. Your concern can probably be resolved straight away.
- b. If you feel uncomfortable talking to the solicitor in charge of your file, or you are not satisfied with their response, contact the Principal. The Principal will listen to what you have to say and enquire into the matter on your behalf while keeping you informed of the progress. It is in everyone's interest that your concerns are resolved in a timely manner.
- c. In the unlikely event that we are unable to resolve your concern, you are able to make a complaint to the Law Society complaints service. To do so, you need to contact the District Law Society

Auckland District Law Society
PO Box 58
Auckland 1140
Telephone: (09) 303 5270
Fax: (09) 309 3726
Website: www.adls.org.nz

5. **Persons Responsible for the Work:** The name and statuses of the person or persons who will have overall responsibility for the services we provide for you are set out in our letter of engagement.
6. **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:

- a. *Act competently, in a timely way, and in accordance with instructions received and arrangements made.*
- b. *Protect and promote your interests and act for you free from compromising influences and loyalties.*
- c. *Discuss with you your objectives and how they should best be achieved.*
- d. *Provide you with information about the work to be done, who will do it and the way the services will be provided.*
- e. *Charge you a fee that is fair and reasonable and let you know how and when you will be billed.*
- f. *Give you clear information and advice.*
- g. *Protect your privacy and ensure appropriate confidentiality.*
- h. *Treat you fairly, respectfully and without discrimination.*
- i. *Keep you informed about the work being done and advise you when it is completed.*
- j. *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.lawyers.org.nz.

7. **Limitations on extent of our Obligations 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.