

INFORMATION FOR CLIENTS

INTRODUCTION

Set out in this brochure are details of The Law Store's standard terms of engagement. The additional terms of engagement specific to a client's instructions are contained in the agreement prepared at the time of engagement and signed by the client and The Law Store.

CLIENT CARE & SERVICE

Information as to the Law Society's client care and service requirements 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 services 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 on the work being done and advise you when it is complete.
- 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 about the service you are receiving, please go to the New Zealand Law Society website at www.lawsociety.org.nz or call the Law Society information line on 0800 261 801.

CONFIDENTIALITY

- We will hold in confidence all information concerning you or your affairs that we acquire during the course of acting for you. We will not disclose any of this information to any other person except to the extent:
 - necessary or desirable to enable us to carry out your instructions; or
 - required by law or by the Law Society's Rules of Conduct and Client Care for Lawyers.
- Confidential information concerning you will as far as practicable be made available only to those within our firm who are providing legal services for you.
 - We will, of course, not disclose to you confidential information which we have in relation to any other client.

COMPLAINTS

We maintain a procedure for handling any 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 that person's response to your complaint, you may refer your complaint to Ruta Faiga (Principal). They may be contacted as follows:

- By letter: PO Box 50 734, Porirua 5240
- By email: Ruta Faiga rf@thelawstore.co.nz.

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.

PROFESSIONAL INDEMNITY INSURANCE

The Law Store has arranged Professional Indemnity Insurance that meets the minimum level of insurance recommended by the New Zealand Law Society to its members. Details of our insurer will be provided on request.

NZ LAW SOCIETY FIDELITY FUND

The New Zealand Law Society operates the Lawyers Fidelity Fund, to which you may apply if you suffer a pecuniary loss or loss by reason of theft by your lawyer and or his staff. The maximum amount payable by the Fidelity Fund by way of compensation to an individual claimant is limited to \$100,000. The fund does not cover losses on investments you have instructed us to make.

CONTACT DETAILS

PO Box 50 734
Porirua 5240
New Zealand
www.thelawstore.co.nz

Phone: 04 237 5800
Fax: 04 237 5860
Email: rf@thelawstore.co.nz