

## Client Care Information - 2019 Edition

Set out below is information from the *Rules of Conduct and Client Care for Lawyers* of the New Zealand Law Society that explain your rights whenever you receive legal services from a lawyer.

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### Client Charter

In providing legal services your lawyer 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 can be achieved
- provide you with information about the work to be done, who will do it and how 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 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 of Conduct and Client Care for Lawyers. The 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.lawsociety.org.nz](http://www.lawsociety.org.nz)

### Fees and Charges

The basis on which Lundons Law charges, deducts and requires payment of fees is set out in our letter of engagement and *Standard Terms of Engagement*.

### Disbursements

Disbursements are additional costs incurred in the delivery of services to you. For example, land transfers fees; barrister's fees; court filing fees, and courier charges. These costs are passed onto you and will be identified and detailed in the relevant invoice. Lundons Law charges a separate office disbursement fee to cover the general operating costs of each client project, such as printing and communication charges. For further information please refer to our *Standard Terms of Engagement*.

### Who will work with you?

The names and status of those person(s) who will have the overall responsibility for the services provided will be set out in our letter of engagement.

### Instructions and information

Please provide all relevant information about your matter at the start of our discussions. If you can manage the timing of your instructions, then aim for early

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discussions to avoid paying the costs associated with urgent instructions. The advice given by us is particular to you and no one else may use or rely on the advice.

Our advice is opinion only, based on the facts known to us and on our professional judgement, and is subject to any changes in the law after the date on which the advice is given.

We are not liable for errors in, or omissions from any information provided by third parties.

### **Professional Indemnity**

We hold professional indemnity insurance that meets or exceeds the minimum standards specified by the Law Society. Please ask if you would like details of the minimum standards.

### **Lawyers Fidelity Fund**

The New Zealand Law Society's Solicitors' Fidelity Guarantee Fund (the Fidelity Fund) gives clients of lawyer's protection against theft by a lawyer or a lawyer's employee or agent. For more information about what the Fidelity Fund covers go to [www.lawyers.org.nz](http://www.lawyers.org.nz)

### **Complaints**

If we have failed to meet your expectations, please tell us. We take complaints seriously and we want to understand your concerns.

If you are not satisfied with our response, then you agree to enter into the complaint's procedure set out in our *Standard Terms of Engagement*.

The New Zealand Law Society operates a Lawyers Complaints Service: You may contact the service by calling the free-phone number: 0800 261 801

### **Contact us:**

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