



# Information for Clients

Set out below is the information required by the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (Law Society).

## 1. Fees

The basis on which fees are charged is set out in our letter of engagement. The way fees are to be paid is set out in our Standard Terms of Engagement, that can be found on this website.

We may deduct from any funds held in our trust account on your behalf, any fees, expenses, or disbursements for which we have invoiced.

## 2. Professional Indemnity Insurance

We hold professional indemnity insurance that meets or exceeds the minimum standards specified by the Law Society. We will provide you with particulars of the minimum standards on request.

## 3. Lawyers Fidelity Fund

The Law Society maintains the Lawyers Fidelity Fund for the purposes of providing clients of lawyers with 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. Except in certain circumstances specified in the Lawyers & Conveyancers Act 2006 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

We maintain a procedure for handling any complaints by clients, this is designed to ensure that a complaint is dealt with promptly and fairly.

If you have a complaint about our services or charges, you can contact the person in our firm you have been dealing with.

If you do not wish to speak about the complaint to that person, or you are not satisfied with that person's response to your complaint, you can refer your complaint to either of the partners, Alan Jones, or Lesley Chapman.

### Alan or Lesley can be contacted as follows:

#### by letter to:

PO Box 32249, Devonport, Auckland 0744

#### by email to:

Alan Jones (alan@chapmanjones.co.nz)

Lesley Chapman (lesley@chapmanjones.co.nz)

#### by telephone on:

Alan or Lesley - (09) 445 6225

The Law Society also has a complaints service, and you can make a complaint to the Law Society. The contact details for the Law Society are:

22 Waring Taylor Street, Wellington; or  
PO Box 5041, Lambton Quay, Wellington  
Phone: 04 472 7837 or 0800 261 801



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## 5. Persons responsible for the work

The person responsible for the work we do for you is named in the letter of engagement.

## 6. Client care and service

The New Zealand Law Society client care and service information states that 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 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 set out in the Rules of Conduct and Client Care for Lawyers. Those obligations are subject to other overriding duties, including duties to the courts and justice system.

If you have any questions concerning the Rules of Conduct and Client Care or to obtain a copy, please visit [www.lawyers.org.nz](http://www.lawyers.org.nz) or [www.lawsociety.org.nz](http://www.lawsociety.org.nz) or contact the Law Society at the address in paragraph 4 above.

## 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 and Standard Terms of Engagement.