

## INFORMATION FOR CLIENTS

### Introduction

The following matters comprise information which the Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008 (“**Rules**”) requires us to provide to clients. They refer to our standard terms of engagement (“**Terms**”) which (subject to any other agreement which we have with individual clients) govern the relationship between our clients and us. The Terms are available on the firm’s website, [www.wilsonharle.com](http://www.wilsonharle.com).

### Fees

The basis on which fees will be charged, and when payment of fees is to be made, are set out in clauses 10 to 24 of the Terms or in the letter of engagement relating to a matter if it varies the Terms.

### Complaints

If you have a complaint about us or our services you may:

- refer your complaint to the person in the firm who has the overall responsibility for your work, or
- if you do not wish to refer your complaint to that person, or you are not satisfied with the response received from that person, refer your complaint to any of the partners of the firm. Their contact details are available on the firm’s website [www.wilsonharle.com](http://www.wilsonharle.com).

You may also make a complaint to the complaints service established by the New Zealand Law Society. To do so, you should contact the New Zealand Law Society at PO Box 5041 Lambton Quay, Wellington 5145, or telephone +64-4-472 7857.

### Professional indemnity insurance

We hold professional indemnity insurance that exceeds the minimum standards specified by the New Zealand Law Society.

### Lawyers Fidelity Fund

The New Zealand 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.

### Client Care and Service

The New Zealand Law Society Client Care and Service Information 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 any 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 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 which 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.nz-lawsoc.org.nz](http://www.nz-lawsoc.org.nz) or call 0800 261 801,