

# Information for clients

This document contains the information we are required to provide to clients under the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (Law Society).

## Fees

The basis on which fees will be charged and payment is to be made is set out in our Terms of Engagement.

We may deduct, from any funds held on your behalf in our trust account, any fees, expenses and other charges for which we have provided an invoice.

## 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.

## Lawyers' Fidelity Fund

The Law Society maintains the Lawyers' Fidelity Fund to provide clients with protection against pecuniary loss arising from theft by lawyers. The maximum amount payable by the Fidelity Fund as 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.

## Persons Responsible for Your Work

The names and status of the person or persons who will have overall responsibility for your work are set out in our Letter of Engagement.

## Complaints

We maintain a procedure for handling any complaints by clients. Any complaint will be dealt with promptly and fairly. You may refer any complaint either to the person who has overall responsibility for your work or to our Quality Manager by:

- **Letter:**  
Private Bag 92518  
Auckland 1141  
New Zealand
- **Email:**  
feedback@simpsongrierson.com
- **Telephone:**  
+64 9 977 5356

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.

## Client Care and Service

The Law Society client care and service information is set out below. Whatever legal services your lawyer provides, 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 that 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.lawsociety.org.nz](http://www.lawsociety.org.nz) or call 0800 261 801.

## Limitations

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.

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**Auckland**

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