

RAINEY COLLINS WRIGHT LAWYERS

Rainey Collins Wright Limited
Level 1, Princes Court, 2 Princes Street, Auckland Central, New Zealand
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Telephone (09) 379 5828 • Fax (09) 379 5830

INFORMATION FOR CLIENTS

The following information is required to be provided to you by the New Zealand Law Society Rules of Conduct and Client Care for Lawyers.

1 Basis of charging (amounts are exclusive of GST):

We will invoice you for our professional services monthly on a time and attendance basis (or) estimate our fee for acting for you in this matter to be \$ plus GST and disbursements. We will charge primarily on the basis of time spent on your matter, and the following rates per hour will apply (note other people with other charge-out rates may work on your file from time to time). We may adjust the fee to take account of other circumstances. Time spent is recorded in six-minute units. Please note that these charges are reviewed from time to time and may change.

2 Deduction of fees:

If we hold funds on your behalf you authorise us to deduct out fees from those funds (unless they have been provided for a particular purpose) and send you an invoice as required by the Lawyers and Conveyancers Act (Trust Account) Regulations 2008

3 Insurance:

We hold professional indemnity insurance which meets the minimum standards set by the Law Society.

4 Lawyers' Fidelity Fund coverage:

The Law Society maintains the Lawyers' Fidelity Fund for the purpose 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 and 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.

5 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 the Terms of Engagement.

6 Keeping your records:

We will retain or dispose of your records in accordance with our terms of engagement. We will provide copies to you in accordance with our obligations under the Privacy Act 1993 on request. We may charge for the cost of providing records to you.

7 Law Society's Client Care and Service Information:

The New Zealand Law Society rules governing the provision of legal services state that 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 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 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 or call **0800 261 801**.

8 Lawyer's Complaints Service:

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 Mr Warwick Wright, the principal of Rainey Collins Wright Limited. He may be contacted by letter; by email at wwright@rainey.co.nz or by telephoning him at 09 379 5828.

If we have been unable to resolve a complaint or concern you may contact: The Lawyers Complaints Service and you are able to make a complaint to that service.

Phone **0800 261 801**, Website: www.lawsociety.org.nz/for-the-comunity/lawyers-complaints-service/concerns-form, Email complaints@lawsociety.org.nz