

Information For Clients

Following is information we are required to provide to you by the New Zealand Law Society (“NZLS”) Rules of Conduct And Client Care For Lawyers:

1. **Fees:** Unless otherwise agreed in writing, our fees will be charged in accordance with the Letter of Engagement. Timing for payment of fees is set out in our Terms of Engagement.
2. **Lawyers Fidelity Fund:** The NZLS has a Lawyers Fidelity Fund (“the Fund”) providing clients of lawyers with protection against monetary loss arising from theft by lawyers. The maximum amount payable by the 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 Fund does not cover a client for any loss related to money that a lawyer is instructed to invest on behalf of the client.
3. **Professional Indemnity Insurance:** We hold Professional Indemnity Insurance (“PPI”) that exceeds the NZLS minimum recommendation. Please ask should you require further information about our PPI.
4. **Complaints:** If you have a complaint about our service or charges you may refer your complaint to Mike McMellon:
 - (a) by email: mike@masonmcmellon.co.nz
 - (b) by telephone: 027 631 3385

The NZLS operates a Lawyers Complaints Service. You may make a complaint to that service. To complain to the NZLS phone 0800 261 801. You will be connected to the nearest Complaints Service Office. You will be provided with information about making a complaint.
5. **Person Responsible For The Work:** The name and status of the person with overall responsibility for the services we provide to you is the person identified in our Letter of Engagement.
6. **Client Care and Service:** The NZLS client care and service information follows.

Whatever legal services your lawyer is providing, they must:

- (a) act competently, in a timely way, and in accordance with instructions received and arrangements made;
- (b) protect and promote your interests and act for you free from compromising influences or loyalties;
- (c) discuss with you your objectives and how they should best be achieved;
- (d) provide you with information about the work to be done, who will do it and the way the service will be provided;
- (e) charge you a fee that is fair and reasonable and let you know when you will be billed;
- (f) give you clear information and advice;
- (g) protect your privacy and ensure appropriate confidentiality;
- (h) treat you fairly, respectfully and without discrimination;
- (i) keep you informed about the work being done and advise you when it is completed; and
- (j) 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 over-riding 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.

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.