

INFORMATION FOR CLIENTS

Client Care and Service

Whenever we are providing legal services for you, we will:

- 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.

Our Obligations to You

Our above obligations and services are described in the Rules of Conduct and Client Care for Lawyers. Those obligations and services 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**.

Professional Indemnity Insurance

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

Lawyers' Fidelity Fund

The New Zealand 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.

Fees

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

Complaints

If you have a complaint about our services or charges, you may refer your complaint to the person in our firm who has overall responsibility for your work or to any of our partners.

They may be contacted as follows:

- by letter;
- by email at the address shown on our website <http://www.burkemelrose.co.nz>;
- by telephone, on the appropriate numbers shown on our website.

The New Zealand 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.

Persons Responsible for the Work

The names and status of the person or persons who will have the overall responsibility for the services we provide for you will be set out in a letter of engagement.

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 our Terms of Engagement.