

## INFORMATION FOR CLIENTS

### 1. PROFESSIONAL INDEMNITY INSURANCE

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

### 2. LAWYERS FIDELITY FUND

The Law Society maintains the Lawyers Fidelity Fund for the purposes of providing clients of Lawyers with protection against monetary 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 \$100,000.00. 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 their client.

### 3. COMPLAINTS

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 the person in our firm who has overall responsibility for your work. If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response to your complaint, you may refer your complaint to Jocelyn Cooney. Jocelyn may be contacted by letter, email ([jocelyn@cooneylaw.co.nz](mailto:jocelyn@cooneylaw.co.nz)) or by telephoning her on 07 823 1555.

The New Zealand Law Society also maintains a complaint service and you are able to make a complaint to that service. To do that you should contact the Law Society. In the first instance, given that we practice in the Waikato Bay of Plenty District, it is appropriate that you contact the Waikato Bay of Plenty District Law Society in the first instance. The contact address for the WBOPDLS is PO Box 180, Hamilton. The phone number of WBOPDLS is 07 838 0264.

### 4. PEOPLE RESPONSIBLE FOR THE WORK

The names and status of the person or people who will undertake our services or have overall responsibility for the services we provide for you are set out in our Letter of Engagement.

### 5. CLIENT CARE AND SERVICE

The New Zealand Law Society Client Care and Service information is set out below. Whatever legal services your Lawyer provides he or she 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 comprising 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 services will be provided;
- (e) Charge you a fee that is fair and reasonable and let you know how and 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 overriding duties including, duties to the Courts and to the justice system.

If you have any questions, please visit [www.lawyers.org.nz](http://www.lawyers.org.nz).

### 6. 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.