



## CLIENT CARE & SERVICE INFORMATION

We provide the following information in compliance with the *Rules of Conduct and Client Care for Lawyers* of the New Zealand Law Society (*Law Society*). The following information describes some key elements of those rules, and explains some recourse you have as a consumer of legal services.

### ***Client Care and Service***

Whatever legal services we are providing, we must:

- (i) Act competently, in a timely way, and in accordance with instructions received and arrangements made;
- (ii) Protect and promote your interests and act for you free from compromising influences or loyalties;
- (iii) Discuss with you your objectives and how they should best be achieved;
- (iv) Provide you with information about the work to be done, who will do it and the way the services will be provided;
- (v) Charge you a fee that is fair and reasonable and let you know how and when you will be billed;
- (vi) Give you clear information and advice;
- (vii) Protect your privacy and ensure appropriate confidentiality;
- (viii) Treat you fairly, respectfully and without discrimination;
- (ix) Keep you informed about the work being done and advise you when it is completed; and
- (x) 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 either discuss them with us or contact the Law Society at [www.lawsociety.org.nz](http://www.lawsociety.org.nz), or on 0800 261 801.

### ***People Responsible for Your Work***

We will advise you of the people who will have overall responsibility for your work on each matter.



## ***Complaints***

We have complaints procedures that are designed to ensure that any complaint is dealt with promptly and fairly.

If you have a complaint about our services or charges, please talk to Truman Wee.

If you do not wish to talk to that person about your complaint, or you are not happy with that person's response to your complaint, please contact our managing partner, who can be reached by:

- (i) e-mail at [truman@twassociates.co.nz](mailto:truman@twassociates.co.nz); or
- (ii) telephone on 07 903 8880; or
- (iii) fax on 07 959 2060.

The Law Society also maintains a complaints service and you can make a complaint to that service by calling 0800 261 801.

## ***Professional Indemnity Insurance***

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

## ***Lawyers' Fidelity Fund***

The Law Society maintains the Lawyers' Fidelity Fund to provide protection against client losses arising from theft by lawyers. The most the Fidelity Fund can compensate you is \$100,000.00. The Fidelity Fund will not usually cover loss relating to money a lawyer is instructed to invest on behalf of a client.