

Client Care and Service Information

Introduction

This document contains information which the Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008 (NZLS Rules) require us to provide to you.

Our standard terms of engagement ("Terms of Engagement") which (subject to any other agreement we make with you) govern our relationship with you are available on the firm's website at www.tc.legal and should be read in conjunction with this information.

Information Required by NZLS Rules

Fees – We calculate our fees in accordance with the guidelines laid down by the New Zealand Law Society and take into account several factors having regard to the circumstances of the matter and the nature of our work for you.

Payment of invoices is required within 14 days following the date of the invoice unless we have made other arrangements with you and with your consent we may deduct fees and expenses from funds held in our trust account on your behalf.

Further information about the basis on which fees are charged and when payment of fees is to be made are set out in our Terms of Engagement, which are available on our website at www.tc.legal or upon request.

Insurance – We hold professional indemnity insurance that meets or exceeds the minimum standards set by the New Zealand Law Society.

Lawyers' Fidelity Fund – The legal profession also operates a Lawyers' Fidelity Fund through the New Zealand Law Society which may reimburse clients who suffer pecuniary loss due to theft or misappropriation of funds by lawyers. The maximum amount payable by the Fidelity Fund by way of compensation to an individual claimant is limited to \$100,000. However, subject to certain limited exceptions as set out in the Lawyers and Conveyancers Act 2006 the Fidelity Fund does not cover a client for any loss relating to money where the lawyers have been instructed to invest the funds on behalf of the client.

Complaints – It is the policy of Trollope & Co to investigate complaints and expressions of dissatisfaction fully and promptly.

If you have a concern or complaint relating to the work being carried out for you, or a bill that you have been sent, you should raise this in the first instance with the lawyer dealing with the matter who will endeavour to resolve the matter. If you are uncomfortable doing that or are dissatisfied with the response, you should make a formal complaint addressed to the Principal of this practice, in writing, giving full details of the nature of your complaint.

The New Zealand Law Society also maintains a complaints service and you are able to make a complaint to that service at any time. To make a complaint or for more information on this service you should contact the Law Society at 0800 261 801 or refer to its website at www.lawsociety.org.nz. The Law Society's address is PO Box 5041, Lambton Quay, Wellington 6145.

Client care and service – Whatever legal service your lawyer is providing, he or she 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 New Zealand Law Society's *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.