



CARTER CHUNG

LAW

INFORMATION FOR CLIENTS

Set out below is the information required by the Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008 (“the Rules”).

Fees

- 1 The basis on which fees will be charged is set out in our letter of engagement.
- 2 Invoices are made on a monthly basis for ongoing matters and at the end of a transaction with a defined end date. Invoices are payable on settlement or on the 20th of the following month at our discretion.
- 3 We may deduct from any funds held on your behalf in our trust account any fees, expenses or disbursements for which we have provided an invoice. In all instances we will account to you prior to deducting any fees and/or disbursements.

Professional Indemnity Insurance

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

Lawyers' Fidelity Fund

- 5 The 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.
- 6 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.

Complaints

- 7 We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.
- 8 If you have a complaint about our services or charges, you may refer your complaint in the first instance to Maxine Harland, the firm's practice manager. Maxine may be contacted:
 - By letter
 - By email: maxine@carterchung.co.nz
 - By phone: 04 499 5484

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- 9 If you do not wish to contact Maxine or are not satisfied with her response to a complaint, you may contact Michael Chung, Director.
- 10 The 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 Services

- 11 The names and status of the person or persons who will have the general carriage of or overall responsibility for the services we provide for you are set out in our letter of engagement.

Client Care and Service:

- 12 In carrying out your instructions we will at all times endeavour to:
- *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.*
- 13 The obligations that we owe to you as our client are described in the Rules. Those obligations are subject to other overriding duties, including duties to the courts and to the justice system.

Limitations on extent of our Obligations or Liability

- 14 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.

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