



CARTER CHUNG
LAW

TERMS OF ENGAGEMENT

These Terms of Engagement (“Terms”) apply in respect of all work carried out by us for you, except to the extent that we otherwise agree with you in writing.

1 Services

1.1 The services we are to provide for you are outlined in our engagement letter or as otherwise advised to you.

2 Financial

2.1 Fees:

- a The fees we will charge or the manner in which they will be arrived at, are set out in our engagement letter or otherwise as advised to you in writing.
- b If we have specified a fixed fee, we will charge this for the agreed scope of our services. Work which falls outside that scope will be charged on an hourly rate basis. We will advise you as soon as reasonably practicable if it becomes necessary for us to provide services outside the agreed scope and, if requested, give you an estimate of the likely amount of the further costs.
- c Where our fees are calculated on an hourly basis, the hourly rates are set out in our engagement letter or otherwise as advised to you. The differences in those rates reflect the experience and specialisation of our professional staff. Time spent is recorded in 6 minute units, with time rounded up to the next unit of 6 minutes.
- d Our fees are based on a number of factors including:
 - i The time and labour expended;
 - ii The skill, specialised knowledge, and responsibility required to perform the services properly;
 - iii The importance of the matter to you and the results achieved;
 - iv The urgency and circumstances in which the matter is undertaken and any time limitations imposed;
 - v The degree of risk assumed by our firm in undertaking the services, including the amount or value of any property involved;
 - vi The complexity of the matter and the difficulty or novelty of the questions involved.

2.2 **Disbursements and expenses:** In providing services we may incur disbursements or have to make payments to third parties on your behalf. These will be included in our invoice to you when the expense is incurred. We may require an advance payment for the disbursements or expenses which we will be incurring on your behalf. We may also charge office services for our costs relating to phone, fax, postage, photocopying, email and other miscellaneous office disbursements incurred in relation to the services we provide.

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- 2.3 Please note that even if your transaction does not proceed or your desired result cannot be achieved we will invoice you for our fees incurred plus GST and any relevant office services and disbursements.
- 2.4 **Funds Held:** You agree that we may deduct from any funds held on your behalf in our trust account any fees, expenses or disbursements. In all instances we will account to you prior to deducting any fees and disbursements.
- 2.5 **GST (if any)** Is payable by you on our fees and charges.
- 2.6 **Invoices:** We will send interim invoices to you, usually monthly and on completion of the matter, or termination of our engagement. We may also send you an invoice when we incur a significant expense.
- 2.7 **Payment:** Invoices are payable within 14 days of the date of the invoice, unless alternative arrangements have been made with us. We may require interest to be paid on any amount which is more than 7 days overdue. Interest will be calculated at the rate of 2% above our firm's main trading bank's 90-day bank bill buy rate as at the close of business on the date payment became due.
- 2.8 **Security:** We may ask you to pre-pay amounts to us, or to provide security for our fees and expenses. You authorise us:
- a to debit against amounts pre-paid by you; and
 - b to deduct from any funds held on your behalf in our trust account
- any fees, expenses or disbursements for which we have provided an invoice.
- 2.9 **Third Parties:** Although you may expect to be reimbursed by a third party for our fees and expenses, and although our invoices may at your request or with your approval be directed to a third party, nevertheless you remain responsible for payment to us if the third party fails to pay us.
- 3 Confidentiality**
- 3.1 We will hold in confidence all information concerning you or your affairs that we acquire during the course of acting for you. We will not disclose any of this information to any other person except:
- a to the extent necessary or desirable to enable us to carry out your instructions; or
 - b to the extent required by law or by the Law Society's Rules of Conduct and Client Care for Lawyers; or
 - c as required by law.
- 3.2 Under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 we may be obliged to provide certain non-privileged information to the financial investigation unit of the NZ Police without telling you.
- 3.3 Confidential information concerning you will as far as practicable be made available only to those within our firm who are providing legal services for you.
- 3.4 We will not disclose to you confidential information which we have in relation to any other client.

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4 Termination

- 4.1 You may terminate our retainer at any time.
- 4.2 We may terminate our retainer in any of the circumstances set out in the Law Society's Rules of Conduct and Client Care for Lawyers
- 4.3 If our retainer is terminated you must pay us all fees due up to the date of termination and all expenses incurred up to that date.

5 Retention of files and documents

- 5.1 You authorise us (without further reference to you) to destroy all files and documents for this matter (other than any documents that we hold in safe custody for you) 7 years after our engagement ends, or earlier if we have converted those files and documents to an electronic format.

6 Conflicts of Interest

- 6.1 We have procedures in place to identify and respond to conflicts of interest. If a conflict of interest arises we will advise you of this and follow the requirements and procedures set out in the Law Society's Rules of Conduct and Client Care for Lawyers.

7 Duty of Care

- 7.1 Our duty of care is to you and not to any other person. Before any other person may rely on our advice, we must expressly agree to this.

8 Trust Account

- 8.1 We maintain a trust account for all funds which we receive from clients (except monies received for payment of our invoices). If we are holding significant funds on your behalf we will normally lodge those funds on interest bearing deposit with a bank. In that case we will charge an administration fee of 5% of the interest derived.

9 Queries or Complaints

- 9.1 If you have any queries or complaints about our services or charges, please refer your query or complaint in the first instance to Maxine Harland, Practice Manager. If you do not wish to refer your query or complaint to that person or you are not satisfied with that person's response to your query or complaint you may refer the matter to one or both of the Directors, Hannah Carter and Kylie Maree Haw. We are committed to resolving any such issues as soon as possible.

10 General

- 10.1 These Terms apply to any current engagement and also to any future engagement, whether or not we send you another copy of them.
- 10.2 We are entitled to change these Terms from time to time, in which case we will send you amended Terms.

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10.3 Our relationship with you is governed by New Zealand law and New Zealand courts have non-exclusive jurisdiction.

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Level 6, 276 Lambton Quay Wellington 6011 PO Box 85, Wellington 6140, New Zealand
P: 64 4 499 5484 F: 64 4 499 5489 DX: SP20013 E: lawyers@carterchung.co.nz W: carterchunglaw.co.nz