

Information for Clients and Terms of Engagement

INTRODUCTION

1. This section contains:
 - a) information which the Rules of Conduct and Client Care for Lawyers of the Law Society ("NZLS Rules") requires Ellis Law to provide to you;
 - b) the standard terms of engagement ("Terms") which (subject to any other agreement Ellis Law makes with you) govern the relationship between Ellis Law and you.
2. In this section "you" means the client or potential client of Ellis Law and "Law Society" means the New Zealand Law Society.

INFORMATION REQUIRED BY NZLS RULES

3. **Fees:** The basis on which fees will be charged, and when payment of fees is to be made, are set out in paragraph 6 of the Terms of Engagement of Ellis Law.
4. **Complaints:** If you have a complaint about Ellis Law or the services provided by any member of that firm's staff you may:
 - a) refer your complaint to the person at Ellis Law who is carrying on the work for you, or to the Principal of Ellis Law, Brian Ellis.
 - b) if you do not wish to refer your complaint to either the person, or you are not satisfied with the response received you may refer your complaint to:

Mr Raymond S Walker
Barrister & Solicitor
PO Box 2272
Auckland
Ph: 09 373 5566
Fax: 09373 5717
Email: r.walker@raywalker.co.nz
5. You may also make a complaint to the complaints service established by the Law Society. To do so, you should contact the Law Society at PO Box 5041 Lambton Quay, Wellington, 5145, or telephone 04 472 7837.
6. **Insurance:** Ellis Law holds indemnity insurance that exceeds the minimum standards specified by the Law Society.

7. **Lawyers Fidelity Fund:** The Law Society maintains a Fidelity Fund. It provides 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 \$100,000.00. However, 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.

8. **Client care and service:** The Law Society Client Care and Service Information is set out below:

Whatever legal services 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.
- Provided 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 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.

9. 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.nz-lawsoc.org.nz or call 0800 261 801