

GAULT MITCHELL LAW

INFORMATION FOR CLIENTS

1. **Client Care and Service**

In accordance with New Zealand Law Society client care and service standards, we will:

- *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.*

We also abide by the obligations outlined in the *Rules of Conduct and Client Care for Lawyers*, subject to other overriding duties, including duties to the courts and to the justice system.

If you have any questions, please let us know, or visit www.lawsociety.org.nz, or call 0800 261 801.

2. **Professional Indemnity Insurance**

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

3. **Lawyers Fidelity Fund**

The New Zealand Law Society maintains the Lawyers Fidelity Fund for the purposes 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. Except in certain circumstances specified in the Lawyers & 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.

4. **Limitations on extent of our Obligations or Liability**

Any limitations on the extent of our obligations to you or any limitation or exclusion of liability are set out in our Agreement for Legal Services or in other information provided to you prior to commencing any work on your behalf.

5. **Complaints**

If you have a complaint about our services or charges, you may refer your complaint to the person in our firm who has overall responsibility for your work.

If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response to your complaint, you may refer your complaint to our Practice Manager or to any other Partner of our Firm.

The New Zealand Law Society also maintains a complaints service and you are able to make a complaint to that service. To do so you should contact the New Zealand Law Society's Lawyers' Complaints Service: Telephone 0800 261 801; Email complaints@lawsociety.org.nz

6. **Cloud Computing**

We use a New Zealand based cloud hosting company to hold some client information, including emails. The data centres are located in New Zealand. If you have any queries about the cloud hosting company we use or the protections around the information they hold, please contact Costas Matsis: Telephone (04) 472 5074; Email costas@gaultmitchell.co.nz.

7. **Financial Reporting and Tax Compliance obligations**

In certain situations, we may be required by law to provide New Zealand or overseas authorities (including New Zealand or overseas tax or revenue authorities) with details of, or information about, funds that we are holding on your behalf. If you are an overseas tax resident, or if you have any queries about the circumstances under which this may occur, please contact Costas Matsis: Telephone (04) 472 5074; Email costas@gaultmitchell.co.nz.

8. **Communications with you**

We may contact you from time to time about legal issues and developments that we think may be relevant to you. We may also send you a copy of our quarterly newsletter, Law Brief, normally by email. If you would not like to receive Law Brief from us, or if you would prefer to receive it by post instead of email, please let us know.