

**D'ATH PARTNERS**  
**Barristers & Solicitors**  
**Level 1, 111 Customhouse Quay**  
**Wellington**

**INFORMATION FOR CLIENTS**

Set out in this letter is the information which we are required to provide to you by the *Rules of Conduct and Client Care for Lawyers* of the New Zealand Law Society ("Law Society").

- 1. Fees:** The basis on which we charge you fees is set out in our letter of engagement. We will discuss with you when payment of our fees is to be made and you can also refer to our Standard Terms of Engagement.

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.

- 2. Professional Indemnity Insurance:**

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.

- 3. Lawyers Fidelity Fund:** The 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.

D'Ath Partners does not accept money for investment in nominee mortgages and does not operate a nominee mortgage company.

- 4. Complaints:**

We want to ensure that any complaint is dealt with promptly and fairly.

If you have a complaint about our services or charges, you may speak directly to Susan D'Ath.

If you do not wish to refer your complaint to her, or you are not satisfied with the response to your complaint, we will arrange for your complaint to be considered by an independent solicitor or you may make use of the Law Society complaints service.

The Law Society complaints service can be contacted at the Law Society, 26 Waring Taylor Street, P O Box 5041 Lambton Quay, Wellington (Tel 04 473 2737 or Fax 04 473 7909).

**5. Person Responsible for your work**

We will let you know in our letter of engagement who will be carrying out your work and who has overall responsibility for the services we provide for you

**6. 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.*
- *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 *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.

More information about the *Rules of Conduct and Client Care for Lawyers* together with other information about lawyers can be found at the Law Society web site [www.lawyers.org.nz](http://www.lawyers.org.nz) or by calling the Law Society.

**7. 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 letter of engagement.