

INFORMATION FOR CLIENTS **(Family Legal Advice Service)**

This information is provided as required by the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society ("Law Society").

CLIENT CARE AND SERVICE:

As your lawyer, I 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.
- 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.

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

FEES:

You are eligible for the government funded Family Legal Advice Service (FLAS).

COMPLAINTS:

I have a procedure for handling any complaints by clients, which is designed to ensure that a complaint is dealt with promptly and fairly. If you have a complaint about me please contact me to discuss it.

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 for information and advice about making a complaint.

PROFESSIONAL INDEMNITY INSURANCE:

I hold professional indemnity insurance which meets or exceeds the minimum standards specified by the New Zealand Law Society. Details of the minimum standards are available on request.

LAWYERS' FIDELITY FUND:

The Law Society maintains the Lawyers' Fidelity Fund to provide 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 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.

LIMITATIONS ON EXTENT OF MY OBLIGATIONS OR LIABILITY:

Any limitations on the extent of my obligations to you or any limitation or exclusion of liability are set out in our letter of engagement.