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CLIENT CARE INFORMATION

1. CLIENT CARE AND SERVICE

In the provision of legal services to you LAW DIRECT 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 service 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.

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

1. FEES

Our fees are contained in our Letter of Engagement. Our lawyers and legal executives are charged out on an hourly rate which is set out in detail in our Terms of Engagement. When payment of fees is to be made is also set out in our 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 purpose of providing clients of the 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 lawyers is instructed to invest on behalf of the client.

4. PERSONS RESPONSIBLE FOR THE WORK

The names and status of the person or persons who will have the day to day responsibility for your work and overall responsibility for the services we provide for you are set out in our Letter of Engagement.

5. COMPLAINTS

We maintain a procedure for handling complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly. 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 Nicole Prosser. She can be contacted as follows:

- By letter;
- By email at nicole@lawdirect.co.nz;
- By telephone on 09 407 3005

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 and you will be connected to the nearest Complaints Service Office, which can provide information and advice about making a complaint.

6. PRIVACY STATEMENT

We will retain or dispose of your records in accordance with our Terms of Engagement. We will provide copies to you in accordance with our obligation under the Privacy Act 1993 on request.

7. FINANCIAL TRANSACTIONS REPORTING ACT 1996

This Act requires us to collect from you and retain information required to verify your identity and its purpose is to control money laundering. We may need you to show us documents verifying your identity. We may retain copies of these documents. We may perform such other customer verification checks as to your identity and checks as to the source of funds associated with any transaction as we consider to be required by law.

8. FOREIGN ACCOUNT TAX COMPLIANCE ACT (FATCA) AND OECD COMMON REPORTING STANDARD (CRS)

FATCA is a US law directed at reducing tax evasion by US taxpayers. New Zealand has also endorsed the OECD's Standard for Automatic Exchange of Financial Account Information in Tax Matters which incorporates the Common Reporting Standard (CRS). When implemented, the CRS will facilitate the exchange of information on financial accounts between New Zealand and countries New Zealand enters into bi-lateral agreements with.

So we may, in order to meet our bank's requirements and comply with our obligations to the Inland Revenue Department (IRD), collect from you and hold information about matters relevant to FATCA, the CRS and related laws (including information about citizenship and tax residency and derivation of funds). We may provide to the IRD and any bank maintaining a trust account for us any information we hold about your FATCA and CRS status or FATCA and CRS matters. Please be aware if you choose not to provide information on request, we may be obliged to disclose that to the IRD or our bank.

9. LAND TRANSFER ACT 1952

This Act requires buyers and sellers of property to provide us with tax information (including IRD numbers and/or offshore equivalents) as part of the land transfer process. We are obliged to retain this information and disclose it to Land Information New Zealand (LINZ) and/or the IRD as part of the Land Transfer System.

10. UPDATED CLIENT INFORMATION

We may change this information sheet from time to time and will send you an updated sheet in that event.