

Information for Clients

INTRODUCTION

1. This section contains:
 - a) information which the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (the “**NZLS Rules**”) requires us to provide to you;
 - b) our standard terms of engagement (“**Terms**”) which (subject to any other agreement we make with you) govern the relationship between you and us.
2. In this section “we” or “us” refers to Russell McVeagh and “you” means the client or potential client of Russell McVeagh.

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 our Terms.
4. **Complaints:** If you have a complaint about us or our services you may:
 - a) refer your complaint to the person in the firm who has overall responsibility for your work;
 - b) if you do not wish to refer your complaint to that person, or you are not satisfied with the response received from that person, refer your complaint to either of the Chairperson of our Board of Management, or the Chairperson of our Ethics Committee, who may be contacted as follows:
 - (i) by email at:
board.chair@russellmcveagh.com or
ethics.chair@russellmcveagh.com;
 - (ii) by telephoning our offices and asking to speak to the Chairperson of the Board of Management or Ethics Committee.
5. You may also make a complaint to the complaints service established by the New Zealand Law Society. To do so, you should contact the New Zealand Law Society at PO Box 5041 Lambton Quay, Wellington 5145, or telephone 04 472 7837.
6. **Insurance:** We hold indemnity insurance that exceeds the minimum standards specified by the New Zealand Law Society.

7. **Fidelity Fund:** The Lawyers Fidelity Fund established by the New Zealand Law Society is available to reimburse people who suffer loss by reason of the theft by a lawyer of money or other valuable property entrusted to the lawyer.
8. **Client care and service:** The New Zealand 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 any 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 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.
10. Bullying, discrimination, harassment, racial harassment, sexual harassment or violence is not accepted by the firm at any level. All clients, employees, partners, and other people the firm engages with can expect to be treated with respect.

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