

## INFORMATION FOR CLIENTS

Lance Lawson Limited welcomes you as a client of this firm.

Set out below is the information required to be provided by lawyers to their clients by the Lawyers: Conduct and Client Care Rules in accordance with the Lawyers and Conveyancers Act 2006.

**Fees:** Our fees are calculated having regard to a range of factors applied by the New Zealand Law Society which include time, urgency, expertise, importance to you, the complexity of the matter and the results achieved. Our time recording is used as an aid and a base only in our calculations.

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.

Fees are payable within 14 days of an invoice being issued or by deduction from any credit balances we may hold on your behalf. Our fees invoices will identify all disbursements and costs we have incurred on your behalf as well as photocopying and other office service charges.

We reserve the right to add interest at 12% p.a to any account more than 14 days overdue together with collection charges. If payment is made by credit card a 3.5% surcharge will be payable.

**Insurance:** The firm holds credible 'Professional Indemnity Cover' that exceeds the minimum cover specified by the New Zealand Law Society and our liability is limited to that cover. Any monies owing receipted to the firm's trust account will be subject to the cover provided by the Lawyers' Fidelity Fund. This fund has a limit of \$100,000.00 per claimant per claim against it.

**Document Storage:** We will continue to retain all signed wills and deeds we hold for you but may need to destroy archived correspondence and drafts after seven years.

**Complaints:** Should any matter not be to your satisfaction you are invited to discuss the problem with the partners of the firm. If a suitable resolution is not achieved the matter can be referred to the New Zealand Law Society. 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.

**Client Care Principles:** The Law Society client care and service information is set out below. We 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 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 work being done and advise you when it will be completed;
- The work will be supervised by the partners of the firm.

We provide legal services to you based on this information and the terms of engagement, which will apply in all instances unless you notify us in writing to the contrary. We recommend that you retain these terms as the core basis of our commitment to you.

---

*Directors*

**Greg Burt** L.L.B (Hons)  
**Talia Marshall** L.L.B  
**Scott Mills** L.L.M (Hons)  
**Gina Oudyn** L.L.B, BA  
**Kate Yarrall** L.L.B

---

**Rotorua Office**

**ANZ House** Office 1A Level One  
1230A Amohau Street  
P O Box 12048  
Rotorua South 3045

Call our office on 07 346 0796  
Fax us on 07 349 3179

---

**Mount Maunganui Office**

164 Maunganui Road  
P O Box 5109  
Mount Maunganui South  
3149

Call our office on 07 575 2245  
Fax us on 07 575 2265

---

*Email us on*

[office@lancelawson.co.nz](mailto:office@lancelawson.co.nz)

*Visit us at*

[www.lancelawson.co.nz](http://www.lancelawson.co.nz)