



The Extra Check Ltd
36 Tyrian Close
Half Moon Bay
Auckland 2012
New Zealand

e: chris@theextracheck.com
w: www.theextracheck.com
m: +64 212130485
t: +64 9 5346165

Dear Client

INFORMATION FOR CLIENTS

We set out below the information we are required to provide to you under the Rules of Conduct and Client Care for Lawyers issued by the New Zealand Law Society ("Law Society"):

- 1 **Fees:** The basis on which fees will be charged to you is as discussed with you or as set out in a letter of engagement with you. The timing for the payment of our fees is within seven days of issue of our invoice unless other terms have been agreed and set out in the letter of engagement.

- 2 **Persons Responsible for the Work:**

I will have the overall responsibility for the services provided to you. The nature and extent of these services are as we have discussed or as set out in a letter of engagement with you.

- 3 **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.

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

4 **Lawyers' Fidelity Fund:**

The Law Society maintains the Lawyers' Fidelity Fund for the purpose 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 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.

5 **Complaints:**

We maintain a procedure for handling any complaints by clients. This is designed to ensure that complaints are dealt with promptly and fairly.

If you have a complaint about our services or charges, you may refer your complaint to me as I have overall responsibility for your work. If you do not wish to refer your complaint to me, or you are not satisfied with my response to your complaint, you may refer your complaint to another lawyer of your choice who is a member of the Law Society. This lawyer can be contacted through the 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.

6 **Limitations on extent of our obligations or liability**

Unless otherwise specifically agreed by us in writing, we limit our liability to you to for all matters arising out of or in connection with our engagement with you on a particular matter to the amount of fees received by us for the relevant work on that matter. We do not hold professional indemnity insurance.

Yours faithfully

Chris Turner

Director
The Extra Check Limited
an incorporated law firm