

Client Information on services from Parker and Marriner

Parker and Marriner are pleased to provide you with legal services. You will find detailed below information about how that service will be provided.

In accordance with the *Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008* Parker and Marriner will:-

- 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.

Basis of Fee

Parker and Marriner charges fee's in accordance with Rule 9 of the *Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008*, ensuring that the fee is fair and reasonable. The factors taken into account include but are not limited to:-

- The time and labour expended;
- The skill, specialised knowledge, and responsibility required to perform the services properly;
- The importance of the matter to the client and the results achieved;
- The urgency and circumstances in which the matter is undertaken and any time limitations imposed, including those imposed by the client;
- The complexity of the matter and the difficulty or novelty of the questions involved;
- The experience, reputation and ability of the lawyer;
- The possibility that the acceptance of the particular retainer will preclude engagement of the lawyer by other clients;
- The reasonable costs of running a practice; and
- The fee customarily charged in the market and locality for similar legal services or prescribed by regulations.

When payment of fees is to be made is set out in letter of engagement and Standard 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.

Limitations on extent of our Obligations or Liability

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

Professional Indemnity Insurance

Parker and Marriner hold professional indemnity insurance that is consistent and appropriate to the practice and meets the minimum standards from time to time specified by the New Zealand Law Society.

The Lawyers' Fidelity Fund

The Law Society maintains the Lawyers Fidelity Fund for the purposes of providing clients of lawyers with protection against pecuniary loss arising from theft by lawyers. The maximum amount payable by the Lawyers Fidelity Fund by way of compensation to an individual claimant is \$100,000.00. Except in certain circumstances specified in the *Lawyers and Conveyances Act 2006* the Lawyers Fidelity Fund does not cover a client for any loss relating to money that a lawyer is instructed to invest on behalf of a client.

Procedures for complaints

We maintain a procedure for handling complaints by clients, designed to ensure that a complaint is dealt with promptly. Should you have cause to complain about the service provided by our firm, please raise it with the partner responsible for your matter, or, if you prefer, the other partner in our firm. If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response, you may refer your complaint to the New Zealand Law Society by writing to them.

NEW ZEALAND LAW SOCIETY – TARANAKI BRANCH

PO Box 150, New Plymouth 4340

Tel (06) 758 3238 Fax (06) 758 4014

Email: tdls@xtra.co.nz

Who is providing the service

The names and status of the person(s) who have the overall responsibility for the services we provide you are set out in our letter of engagement. The Partners have the overall responsibility for the legal work carried out. Where appropriate, we will adopt a team approach to ensure that work is performed as efficiently and as cost effectively as possible.