

Andrew Thomas Law – Terms of Engagement and Information for Clients

1. Fees. Fees are normally charged by this firm on a time and attendance basis. The principal Andrew Thomas has a charge out rate of \$300.00 plus GST per hour. Fees to be paid within 14 days.
2. Lawyers Fidelity Fund. The Law Society maintains this fund to provide protection from pecuniary loss arising from theft by lawyers. The maximum amount payable is limited to \$100,000.00. 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 a client.
3. Professional Indemnity Insurance. We hold professional indemnity insurance that meets or exceeds the New Zealand Law Society minimum recommendation.
4. Complaints. If you have any complaints about the service provided by this firm please refer them to us as soon as possible. If you prefer or if you are not happy with the way your complaint was dealt with you may refer them to The Auckland District Law Society, Chancery Chambers, 2-8 Chancery Street Auckland (Phone 09 303 5270)

5. 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 work to be done, who will do it and the way the services will be provided.
- ~ Charge you a fee that will be 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 complaints 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.lawyers.org.nz

6. Extent of work to be carried out. We will send you a letter of engagement when we start and set out what work we will carry out on your behalf.