

INFORMATION FOR ASHLEY LAW CLIENTS

Please find below the information we are required to provide as required by the Rules of Conduct and Client Care for Lawyers.

Our Fees

We have set out the basis of which our fees will be charged in our Letter of Engagement. Fees for lawyers are normally calculated by an hourly rate for the lawyer's time and their expertise. There is also a set of factors set out by the Law Society which can be taken into consideration when rendering a fee. These factors are set out in our Terms of Engagement. At Ashley Law we will try and ensure that we keep to the fees estimate provided in our Letter of Engagement. If however, we are unable to do so, we will make contact with you and discuss our fees and the reason for the increase, if any. If however, there is ongoing work required for your matter in addition to the originally estimated work then, we shall render our fee for the additional work completed.

Payment of Our Fees

We have set out our requirements for paying our fees in our Terms of Engagement. To assist you we will invoice you for the first consultation and thereafter on an interim, monthly basis. This will not apply to conveyancing matters which will be billed to you at the completion of your conveyancing.

We may deduct any fees owed to us from the funds we hold on your behalf in our trust account. This will include our fees, expenses and disbursements for which we have rendered an invoice.

Professional Indemnity Insurance

As a client of Ashley Law you can be assured that our firm holds indemnity insurance that meets the minimum requirements as specified by the Law Society. We will provide you with particulars of the minimum standards upon request.

Lawyers Fidelity Fund

The Law Society maintains the Lawyer's 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.

Complaints

As part of our policy to ensure our clients feel valued at Ashley Law, we have a procedure to allow clients to raise any concerns or complaints they may have.

If the issue is with our service or fees you may raise your concern with the person responsible for your file. If however, you do not wish to raise the issue with that person or their response is not satisfactory to you then, you may contact either:

- Justine Grey t: 03 310 6464 e: justine@ashleylaw.co.nz; or
- Katherine Wilmott t: 03 310 6464 e: katherine@ashleylaw.co.nz

The Law Society also operates a Lawyers Complaints Service and you are able to make a complaint to that service. To do so please contact:

The Canterbury Westland Branch of the New Zealand Law Society

307 Durham Street
PO Box 565
CHRISTCHURCH
Ph: (03) 366 9184
Fax: (03) 366 9977
Freephone: 0800 261 801

Client Care and Service

The Law Society has set requirements for the standard of client care and service a lawyer must provide to their clients. At Ashley Law we trust our customer focus will mean your experience with us will surpass the minimum.

What you should expect from us:

- We 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

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

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 Terms of Engagement. Notwithstanding, Ashley Law does not provide clients with the following advice:

- As to whether completing the transaction is financially beneficial to you; and
- What, if any, tax implications are associated with the transaction. We recommend clients contact their Accountant to advise in that regard.