

# Information for Clients

## 1. Fees

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Information about my fees, how I charge, and the payments I expect from you are set out in my Standard Terms of Engagement.

You authorize me to deduct from any funds held on your behalf in my Trust Account, any fees, expenses or disbursements for which I have provided an invoice.

I expect to be paid for all conveyancing services and costs on settlement day. I will give you a total figure to settle any conveyancing matter I am dealing with for you, which will include all of my fees and disbursements.

## 2. Professional Indemnity Insurance

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I hold professional indemnity insurance which meets or exceeds the minimum standards specified by the Law Society. I will provide you with the particulars of the minimum standards upon request.

## 3. Lawyers' Fidelity Fund

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The Law Society maintains the Lawyers' Fidelity Fund for the purpose of providing clients of lawyers with protection against loss arising from theft by lawyers. The maximum amount payable by the Fidelity Fund 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.

## 4. Complaints

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I maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.

If you have a complaint about my services or charges, you may refer your complaint to Kathryn Lawry.

She may be contacted at:

P 03 342 8293 F 03 342 8294 E [office@kathrynlawry.co.nz](mailto:office@kathrynlawry.co.nz)

PO Box 79052, Avonhead, Christchurch 8446

If I have been unable to resolve a complain or concern you raise you may contact The Lawyers Complaints Service:

P 0800 261 801 E [complaints@lawsociety.org.nz](mailto:complaints@lawsociety.org.nz) W [www.lawsociety.org.nz/for-the-community/lawyers-complaints-service/concerns-form](http://www.lawsociety.org.nz/for-the-community/lawyers-complaints-service/concerns-form).

## 5. Client Care and Service

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The Law Society client care and service information is set out below. Whatever legal services Kathryn Lawry is providing, 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](http://www.lawsociety.org.nz) or call 0800 261 801.

## 6. Limitations on extent of my Obligations or Liability

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