

CLIENT CARE AND SERVICE INFORMATION FOR CLIENTS

Set out below is the information which we are required to provide to you under the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society ("Law Society")

This information should be read in conjunction with Lowndes Jordan's Terms of Engagement and separate Complaints Policy, copies of which are on our website at www.lojo.co.nz.

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.