

Client Care

Basis of charging:	<p>We may also charge you an Administration & Storage Fee of \$80 plus GST in particular to cover file opening costs and storage costs.</p> <p>Please note that if the work falls outside of the summary above it will be charged on an hourly rate basis or, if requested, we will give you a further estimate of costs. Rhys may charge up to \$350 per hour plus GST. We may adjust the fee to take account of other circumstances.</p> <p>Please note that these charges are reviewed from time to time and may change. See our website for our current charges and terms of engagement.</p>
Deduction of fees	<p>If we hold funds on your behalf you authorise us to deduct our fees from those funds (unless they have been provided for a particular purpose) and send you an invoice as required by the Lawyers and Conveyancers Act (Trust Account) Regulations 2008.</p>
Insurance	<p>We hold professional indemnity insurance which exceeds the minimum standards set by the Law Society.</p>
Lawyers' Fidelity Fund coverage	<p>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 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.</p>
Keeping your records	<p>We will retain or dispose of your records in accordance with our terms of engagement. We will provide copies to you in accordance with our obligations under the Privacy Act 1993 on request. We may charge for the cost of providing records to you.</p>
Large sums in our trust account held for you:	<p>Refer to our terms of engagement for details about when we will put money on Interest Bearing Deposit on call for you, unless you instruct us otherwise in writing.</p>
Law Society's client care and service information	<p>Whatever legal services your lawyer is providing, he or she must:</p> <ul style="list-style-type: none"> • 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 in which 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

	<ul style="list-style-type: none"> • 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. <p>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.</p>
Lawyers Complaints Service	<p>If you have a complaint about the services you have received from our firm please contact Rhys. If we have been unable to resolve a complaint or concern you may contact:</p> <p>The Lawyers Complaints Service Phone: 0800 261 801 Website: www.lawsociety.org.nz/for-the-community/lawyers-complaints-service/concerns-form Email: complaints@lawsociety.org.nz</p>