



Information for Clients

Introduction

Set out below is the information that is required to be provided under the Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules (the **Client Care Rules**).

In this document “we” or “us” refers to PwC Legal and “you” means the client or potential client of PwC Legal.

Fees and payment

The basis on which fees will be charged is set out in our engagement letter. The manner and timing for payment of our fees is set out in our standard terms of business (available at <http://www.pwc.co.nz/terms-of-business/pwclegal>).

Insurance

PwC Legal holds professional indemnity insurance cover in excess of the minimum requirements mandated by the New Zealand Law Society.

Lawyers' Fidelity Fund

The New Zealand Law Society administers the Lawyers' Fidelity Fund, which is available to compensate a person who suffers loss by reason of the theft by a lawyer of money or other valuable property entrusted to the lawyer. The maximum amount payable by the Fidelity Fund by way of compensation to an individual claimant is limited to \$100,000.

Complaints

If at any time you would like to discuss with us how our service could be improved or if you are dissatisfied with any aspect of the services you are receiving please contact the person who has overall responsibility for the work.

If you do not wish to discuss your complaint with that person, or you are not satisfied with that person's response to your complaint, you may refer your complaint to Matt Keenan. Matt may be contacted at matt.p.keenan@pwc.com or +64 9 355 8000

You also have the right to access the Lawyers Complaints Service run by the New Zealand Law Society, whose contact details are set out in the Client care and service section below.

Client care and service

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 Client Care Rules. 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.

Limitation of liability

Clause 6 of our terms of business deals with the limits to our liability in relation to the services performed.

Fees and expenses

The fees for our services will be set out in our letter of engagement or a relevant scope of services document. Any direct expenses or other disbursements will be invoiced in addition to our fee for services.