

INFORMATION FOR CLIENTS

McRae Law Limited ("MLL") sets out below the information which, as a law firm, it is required to provide to its clients pursuant to the Lawyers: Conduct and Client Care Rules in accordance with the Lawyers and Conveyancers Act 2006.

Fees

The basis on which fees will be charged is set out in MLL's Letter of Engagement. When payment of fees is to be made is set out in MLL's Terms of Engagement.

Professional Indemnity Insurance

MLL holds professional indemnity insurance that meets the minimum standards specified by the New Zealand Law Society.

Lawyers' Fidelity Fund

The New Zealand Law Society maintains the Lawyers' Fidelity Fund for the purposes 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

MLL maintains 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 MLL's services or charges you may refer your complaint to Allan McRae, director of MLL, and the person in MLL who has overall responsibility for your work.

Allan McRae may be contacted as follows:

- by letter addressed to: Allan McRae, Director McRae Law Limited, PO Box 106-586, Auckland City 1141; or
- by email to allanmcr@mcraelaw.co.nz; or
- by telephoning Allan McRae at McRae Law Limited on +64 21 964213.

The Law Society also operates the Lawyers Complaints Service and you are able to make a complaint to that service. To do so, phone 0800 261 801 and you will be connected to the

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nearest Complaints Service office, which can provide information and advice about making a complaint.

Person responsible for the work

The name and status of the person who will have overall responsibility for the services MLL provides for you is Allan McRae and this is set out in MLL's Letter of Engagement.

Client care and service

Whatever legal services MLL is providing, it 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 Lawyers: Conduct and 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 the New Zealand Law Society (0800 261 801).

Limitations on extent of MLL's obligations or liability

Any limitations on the extent of MLL's obligations to you or any limitation or exclusion of liability are set out in MLL's Letter of Engagement and MLL's Terms of Engagement.