

## Information for Clients

### 1. INTRODUCTION

- Please read carefully the information which the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (the “NZLS Rules”) requires us to provide to you;
- Please be aware that our standard terms of engagement (“Terms”) which (subject to any other agreement we make with you) govern the relationship between you and us.
- In this section “we” or “us” refers to Victorian Lawyers and “you” means the client or potential client of Victorian Lawyers.

### 2. FEES

- Fees: The basis on which fees will be charged, and when payment of fees is to be made, are set out in paragraph 7 of our Terms.

### 3. COMPLAINTS

- We maintain a procedure for handling complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.
- If you have a complaint about us or our services you may:
  - a) refer your complaint to the person in the firm who has overall responsibility for your work;
  - b) if you do not wish to refer your complaint to that person, or you are not satisfied with the response received from that person, refer your complaint to the Director of our Firm to:

Deep Purusram  
Director  
Victorian Lawyers Limited  
PO Box 272 1020  
Papakura 2244  
Email: [deep@victorianlawyers.co.nz](mailto:deep@victorianlawyers.co.nz)

- (c) You may also make a complaint to the complaints service established by the New Zealand Law Society. To do so, you should contact the New Zealand Law Society at PO Box 5041 Lambton Quay, Wellington 5145, or telephone 04 472 7837.

### 4. PROFESSIONAL INDEMNITY INSURANCE

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

## 5. FIDELITY FUND

The Lawyers Fidelity Fund established by the New Zealand Law Society is available to reimburse people who suffer 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. Except in certain circumstances specified in the Lawyers & 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.

## 6. CLIENT CARE & SERVICE

- The New Zealand Law Society Client Care and Service Information is set out below: Whatever legal services your lawyer is providing, he or she must:
  - a) Act competently, in a timely way, and in accordance with any instructions received and arrangements made.
  - b) Protect and promote your interests and act for you free from compromising influences or loyalties.
  - c) 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.
  - d) Charge you a fee that is fair and reasonable and let you know when you will be billed. · Give you clear information and advice.
  - e) Protect your privacy and ensure appropriate confidentiality.
  - f) Treat you fairly, respectfully and without discrimination.
  - g) Keep you informed about the work being done and advise you when it is completed.
  - h) 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.

## 7. LIMITATIONS ON EXTENT OF OUR OBLIGATIONS OR LIABILITY

Any limitations on the extent of our obligations to you or any limitation or exclusion of liability will either be expressly mentioned in our Terms of engagement or will be notified to you in writing.