

INFORMATION FOR CLIENTS

1. FEES AND PAYMENT

- 1.1 Information about our fees and how we charge, and the payments we expect from you are set out in our Standard Terms of Engagement.
- 1.2 We may deduct from any funds held on your behalf in our trust account any fees, expenses or disbursements for which we have provided an invoice.
- 1.3 We expect to be paid for all of our conveyancing services and costs on settlement day. We will give you a total figure to settle any conveyancing matter we are dealing with for you, which will include all of our fees and disbursements.

2. PROFESSIONAL INDEMNITY INSURANCE

- 2.1 We hold extensive professional indemnity insurance to cover us for \$1,500,000.00.

3. LAWYERS FIDELITY FUND

- 3.1 The 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 \$100,000.00. 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.

4. COMPLAINTS

- 4.1 We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.
- 4.2 If you have a complaint about our services or charges, you may refer your complaint to the person in the firms who has overall responsibility for your work.
- 4.3 If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response to your complaint, you may refer your complaint to **Simon Stock**.

He may be contacted at:

- By letter to **PO Box 41044, Christchurch**
- By email at simon@simonstocklawyers.co.nz
- By telephoning him at **03 376 5301**