



CLIENT CARE & SERVICE INFORMATION SHEET

Client Care and Service Information

In providing legal services as your lawyer, we will:

- Act competently, in a timely way, and in accordance with any 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 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.

Person responsible for the work

The names and status of the person or persons who will have the general carriage of or overall responsibility for the services we provide for you are set out in our letter of engagement.

Fees

Fees will be charged on the basis set out in the JAG Legal Limited Terms of Engagement. Please ensure you have a copy of that document or request we send one to you.

Professional Indemnity Insurance

JAG Legal Limited holds 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.

Lawyers Fidelity Fund

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. 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.

Complaints

We maintain 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 our services or charges, you may refer your complaint to the person in our firm who has overall responsibility for your work.

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 our Client Care Director.

Contact details for our Client Care Director are:

Niola Jones:

- by letter;
- by email at nicola.jones@jaglegal.co.nz;
- by telephoning her at (04) 9392366.

The Law Society also maintains a complaints service and you are able to make a complaint to that service. To do so you should contact the Law Society on 0800 261 801 and you will be connected to the nearest Complaints Service Office which can provide information and advice about making a complaint.

Consent to Disclosure of Personal Information

In the event that your account remains unpaid for longer than 7 days then JAG Legal Limited may at its sole discretion, refer the account to a collection agency. All costs incurred in collection will be added to your outstanding account.

In the event that your outstanding account is referred to a collection agency, by acceptance of these terms, you consent to disclosure of your personal information to that collection agency. That personal information shall include (but not be limited to) your full name, date of birth, residential address and place of work.

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 are set out in our letter of engagement.