

Taylor Law Client Care Information Sheet

Summary of Work	<p>To provide you with legal advice and representation in respect of your Family Law matter as outlined in the Letter of Engagement you have received in conjunction with this information sheet.</p>
Basis of Charging	<p>Private Paying (If Relevant):</p> <p>I will charge primarily based on time spent on your matter, at a rate of \$260.00 per hour, billed in 6-minute increments, plus GST and disbursements. I may adjust the fee in consideration of other circumstances as set out in the Terms of Engagement.</p> <p>Legal Aid (If Relevant):</p> <p>Legal aid is governed by the Legal Services Act 2011 and associated regulations and administered through the Ministry of Justice. I submit invoices in relation to your grant to the Ministry and provide you copies on request. Legal aid will write to you about any conditions / repayment obligations you may have, and your rights as an applicant or recipient of legal aid. You should read their letters carefully and hold onto them. You must let legal aid know if there is any change in your and/or your partner's circumstances.</p>
Insurance	<p>I do not hold professional indemnity insurance.</p>
Keeping your Records	<p>I will retain or dispose of your records in accordance with the Terms of Engagement. I will provide copies to you per my obligations under the Privacy Act 1993 on request. I may charge for the cost of providing records to you.</p>
Compliance Obligations	<p>I am obliged to comply with all laws applicable to me in all jurisdictions, including (but not limited to), anti-money laundering, countering financing of terrorism laws, laws relating to tax, client reporting, and withholdings. I may be required to undertake customer due diligence on you, or other relevant persons. I may not be able to begin acting, or continue acting, until completed.</p>
Law Society's Client Care and Service Information	<p>The Law Society's client care and service information is set out here. Whatever legal services your lawyer is providing, he or she must:</p> <ul style="list-style-type: none"> • 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 information about the work to be done, who will do it, and how 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. <p>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. If you have any questions, please visit www.lawsociety.org.nz or call 0800 261 801.</p>
Lawyers Complaints Service	<p>If you have a complaint about the services received please feel free to contact me to discuss further. If I have been unable to resolve a complaint or concern you may contact the Lawyers Complaints Service on 0800 261 801, www.lawsociety.org.nz/for-the-community/lawyers-complaints-service/concerns-form, or at complaints@lawsociety.org.nz.</p>