

Campbell Law Ltd

CLIENT INFORMATION

Welcome to Campbell Law Limited. I have developed this client information sheet to offer you a comprehensive overview of how I work, and what you can expect from the service that you will receive.

What do I need to do before my appointment?

If you are a new client before your first appointment you need to read, complete and sign the enclosed registration form. You can bring it in with you on the day of your appointment or return it in the return prepaid envelope provided.

Please also make sure that you bring with you any information and documentation that you have about your legal matters.

Where do I park for appointments?

My office is at 453 River Road, Hamilton. There is ample street parking for your convenience or you can drive down the right hand side driveway and park by the carport down below and look for the patio area where you will see the entrance of the office.

What happens in the initial appointment?

Your first appointment gives me the chance to meet you in person, to talk through and understand the details of your legal needs and discuss the best way to get the outcome you are hoping for. I will also discuss the likely timeframe and give an indication of the costs involved. Don't forget to bring your completed and signed registration form.

Fees

The basis on which fees will be charged is set out in the letter of engagement. Timing of payment of fees is set out in the Terms and Conditions document.

Persons responsible for your work

I will be responsible for the services provided to you as set out in my letter of engagement.

Client care and service

The firm is committed to serving you professionally and ethically. The firm will:

- 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 be best achieved;
- Provide you with information about the work to be done and the way the services will be provided;
- Give you clear information and advice;
- Charge you a fee that is fair and reasonable and let you know how and when you will be billed;
- 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 promptly and fairly.

The obligations that I owe you as a client are described in the Lawyers: Conduct and Client Care Rules as prescribed in the Lawyers and Conveyancers Act 2006. Those obligations are subject to overriding duties that I owe including duties to the courts and to the justice system.

Professional Indemnity Insurance

The firm holds professional indemnity insurance that meets or exceeds the minimum standards specified by the New Zealand Law Society.

Lawyers Fidelity Fund

The fund exists to provide compensation if you suffer a monetary loss in certain circumstances. These circumstances are the theft by a lawyer of money or other valuable property entrusted to that lawyer while they are providing legal services to you or while they are acting as a trustee. The maximum amount payable from the fund by way of compensation is limited to \$100,000.00 per individual claimant. Except in certain circumstances, the fund does not cover you for any loss relating to money that you instruct us to invest on your behalf.

Complaints

If from time to time you have a complaint about the services or charges I would like to encourage you to talk to me about your complaint and I will endeavour to deal with it properly and fairly.

If you are not satisfied with my treatment of your complaint you have the right to take the matter up with the New Zealand Law Society which also runs a complaint service.

If you have any queries please visit www.lawyers.org.nz.

Thank you again for your interest in Campbell Law Limited. If you would like to book your first appointment please contact me on (07) 8557612.

Use this section for any additional questions that you wish to ask.

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