

# Anthony Gore Limited Lawyers

29 September 2017

Dear Client

## Your Matter

We are delighted to be acting on your behalf to in relation to your matter.

## Client Care Charter – Our Commitment To You

We are committed to doing our best to ensure that your legal needs are met in this matter. We will:

1. Act competently, in a timely way, and in accordance with instructions received and arrangements made.
2. Protect and promote your interests and act for you free from compromising influences or loyalties.
3. Discuss with you your objectives and how they should best be achieved.
4. Provide you with information about the work to be done, who will do it and the way the services will be provided.
5. Charge you a fee that is fair and reasonable and let you know how and when you will be billed.
6. Give you clear information and advice.
7. Protect your privacy and ensure appropriate confidentiality, subject to our obligations to make disclosure required by law.
8. Treat you fairly, respectfully and without discrimination.
9. Keep you informed about the work being done and advise you when it is completed.
10. 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 New Zealand Law Society's *Rules of Conduct and Client Care for Lawyers*. Those obligations are subject to other overriding duties, including duties to the Courts, under legislation and to the justice system. If you have any questions, please contact us on 09 445 4090 or [www.agllaw.co.nz](http://www.agllaw.co.nz) or the New Zealand Law Society on 0800 261 801 or [www.lawsociety.org.nz](http://www.lawsociety.org.nz).

Our duty of care is to you and not to any other person. Before any other person may rely on our advice, we must expressly agree to this.

We have procedures in place to identify and respond to conflicts of interest. If a conflict of interest arises we will advise you of this and follow the requirements and procedures set out in the *Rules of Conduct and Client Care for Lawyers*.

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### Director: Anthony Gore LLB (Hons)

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Telephone (09) 445 4090

Facsimile (09) 445 4191

**People Responsible For Your Work**

Tony Gore will be the director with overall responsibility for the work on this matter. Gillian Werry, senior associate and Lin Huang, registered legal executive, may also work on this matter on your behalf. Please feel free to contact any of us at any time.

**The Basis Of Our Charges**

Unless agreed otherwise our fees are based on the range of factors including time, expertise, difficulty, importance, urgency and results achieved. A full list of our hourly rates is available upon request at any time. We also charge for disbursements (search fees, registration etc) and travel expenses incurred on your behalf. These will be itemised separately, and we will notify you if any fees or disbursements need to be paid for in advance.

We are happy to discuss other fee arrangements that you may prefer, such as fixed fees, conditional fees and retainers. While we will do our best to scope the work involved in your matter, it is often not possible to predict how the matter will progress due to matters beyond our control.

**Billing Arrangements**

To help you budget we issue interim accounts, usually monthly, while work is in progress, with a final bill on completion. Current payment terms are set out on invoices from time to time, and unless otherwise stated are due for payment within 7 days. We may deduct from funds held on your behalf any fees, disbursements or expenses for which we have provided an invoice.

**Estimate**

If we have provided you with an estimate of our fees and a completion date, we will inform you if there are any material and unexpected delays and/or cost increases.

**Trust Account**

We maintain a trust account for all funds which we receive from or on behalf of clients. If we are holding significant funds on your behalf we will normally lodge those funds on interest bearing deposit with ASB Bank but only after you have signed the self-certification forms required under legislation. In that case we will charge a commission equal to 5% of the gross interest earned.

**Professional Indemnity Insurance & Fidelity Fund**

We hold professional indemnity insurance which meets the minimum standards specified by the New Zealand Law Society. We will provide you with particulars of the minimum standards upon request. The Lawyers' Fidelity Fund provides cover up to specified maximums for clients who suffer financial loss by theft in certain circumstances, generally excluding investment monies.

**Complaints**

If you have any concerns or complaints that you prefer not to raise with the director named above with overall responsibility for this matter, you may contact an independent lawyer at another law firm. We are committed to resolving any issues as soon as possible.

You can also contact the New Zealand Law Society's Lawyers' Complaints Service, at 26 Waring Taylor Street, PO Box 5041, Wellington 6145, Tel (04) 472 7837 or (0800) 261 801, Fax (04) 473 7909.

### **Completion**

When this matter is completed, we will advise you accordingly and provide a brief summary of the work undertaken if we have not already done so. Where appropriate we will also identify any necessary future action that may be required.

You may terminate our engagement at any time. We may terminate our engagement in any of the circumstances set out in the *Rules of Conduct and Client Care for Lawyers*. If our engagement is terminated you must pay us all of our reasonable fees and disbursements due up to the date of termination.

You authorise us (without further instruction) to destroy all files for this matter (other than deeds) seven years after our engagement ends.

### **Conclusion**

We value your instructions in this matter and look forward to their successful completion. We also look forward to an ongoing relationship with you, so please retain this letter as the core basis of our relationship and our commitment to you to attend to your affairs diligently, with an efficient, effective and professional service.

Yours faithfully,