

## STANDARD TERMS OF ENGAGEMENT AND INFORMATION FOR CLIENTS

These Standard Terms of Engagement (“Terms”) apply in respect of all work carried out by Katherine Wilmott Legal Ltd (“KW Legal”) for you, except to the extent that we otherwise agree with you in writing. This information is required by the Rules of Conduct and Client Care for Lawyers.

**Services:** The services we are to provide for you are outlined in our engagement letter.

### What you should expect from us:

- We 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 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 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.

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 and to the justice system. If you have any questions, please visit [www.lawsociety.org.nz](http://www.lawsociety.org.nz).

### What we expect from you as our client:

- You will provide us with all the information required to allow us to act on your behalf;
- You will provide us with updated instructions as is necessary;
- You will be available to discuss with us your matter as required;
- You will immediately, when asked, provide your identification, proof of address and any other due diligence information required under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
- You will keep us informed of your current contact phone number, address, and email;
- You will agree to pay our fees, and disbursements paid out on your behalf;
- You will always treat our lawyers and support staff with **respect and courtesy**.

### 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 Terms of Engagement. Notwithstanding, Katherine Wilmott Legal Limited does not provide clients with the following advice:

- As to whether completing the transaction is financially beneficial to you; and
- What, if any, tax implications are associated with the transaction. We recommend clients contact their Accountant to advise in that regard.

**Fees:** The fees we will charge or the manner in which they will be arrived at, are set out in our engagement letter.

If the engagement letter specifies a fixed fee, we will charge this for the agreed scope of our services. Work which falls outside that scope will be charged on an hourly rate basis. We will advise you as soon as reasonably practicable if it becomes necessary for us to provide services outside the agreed scope and, if requested, give you an estimate of the likely amount of the further costs.

Where our fees are calculated on an hourly basis, the hourly rates are set out in our engagement letter. Other factors considered when rendering our fee include the time spent, the skill and specialised knowledge and responsibility, any urgency required, the complexity of the matter, and the reasonable costs of running our law practice. Time spent is recorded in 6 minute units, with time rounded up to the next unit of 6 minutes.

**Disbursements and expenses:** In providing services we may incur disbursements or have to make payments to third parties on your behalf. These will be included in our invoice to you. We may require an advance payment for the disbursements or expenses which we will be incurring on your behalf.

**GST (if any):** Is payable by you on our fees and charges.

**Invoices:** We will send interim invoices to you, usually monthly and on completion of the matter, or termination of our engagement. We may also send you an invoice when we incur a significant expense.

**Payment:** Invoices are payable within seven days of the date of the invoice, unless alternative arrangements have been made with us. However, if we are holding funds in our trust account on your behalf then, unless you advise otherwise, we will deduct payment of our invoice (including any disbursements) from the funds held. We may require interest to be paid on any amount which is more than seven days overdue. Interest will be calculated at the rate of 2% per month.

**Security:** We may ask you to pre-pay amounts to us, or to provide security for our fees and expenses. You authorise us:

- to debit against amounts pre-paid by you; and
- to deduct from any funds held on your behalf in our trust account any fees, expenses or disbursements for which we have provided an invoice.

**Third Parties:** Although you may expect to be reimbursed by a third party for our fees and expenses, and although our invoices may at your request or with your approval be directed to a third party, nevertheless you remain responsible for payment to us if the third party fails to pay us.

**Confidentiality:** We will hold in confidence all information concerning you or your affairs that we acquire during the course of acting for you. We will not disclose any of this information to any other person except:

- to the extent necessary or desirable to enable us to carry out your instructions; or
- to the extent required by law or by the Law Society's Rules of Conduct and Client Care for Lawyers.

Confidential information concerning you will as far as practicable be made available only to those within our firm who are providing legal services for you.

We will of course, not disclose to you confidential information which we have in relation to any other client.

**Termination:** You may terminate our retainer at any time.

We may terminate our retainer in any of the circumstances set out in the Law Society's Rules of Conduct and Client Care for Lawyers, or pursuant to the Anti-Money Laundering and Countering Financing of Terrorism Act 2009.

If our retainer is terminated you must pay us all fees due up to the date of termination and all expenses incurred up to that date.

**Retention of files and documents:** You authorise us (without further reference to you) to destroy all files and documents for this matter (other than any documents that we hold in safe custody for you) 10 years after our engagement ends, or earlier if we have converted those files and documents to an electronic format.

**Conflicts of Interest:** 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 Law Society's Rules of Conduct and Client Care for Lawyers.

**Duty of Care:** 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.

**Trust Account:** We maintain a trust account for all funds which we receive from clients (except monies received for payment of our invoices). Interest is not paid on funds held in the trust account. If we are holding significant funds on your behalf these funds may be lodged into an interest bearing deposit with a bank, depending on the legislative requirements for reporting funds held on deposit. If funds are deposited we will charge an administration fee of 5% of the interest derived. Any funds in our trust at the conclusion of a matter will be paid to you, or transferred to another ongoing file if one exists. Due to the administration costs of dealing with small balances left over, any small balances of less than \$20.00 will not be refunded, but will be donated to New Zealand Chihuahua Rescue, a charity that we support, unless you specifically direct us to pay these funds back to you.

**Professional Indemnity Insurance:** As a client of Katherine Wilmott Legal Ltd you can be assured that our law practice holds indemnity insurance that meets the minimum requirements as 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 purpose 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.

**Complaints:** As part of our policy to ensure our clients are valued, if you have any concerns, please contact Katherine Wilmott, Director, [katherine@kwlegal.nz](mailto:katherine@kwlegal.nz). The Law Society also operates a Lawyers Complaints Service and you are able to make a complaint to that service. To do so, phone 0800 261 801 for information and advice about making a complaint.

**General:** These Terms apply to any current engagement and also to any future engagement, whether or not we send you another copy of them.

We are entitled to change these Terms from time to time, in which case we will send you amended Terms.

Our relationship with you is governed by New Zealand law and New Zealand courts have non-exclusive jurisdiction.

