

## CLIENT INFORMATION

*Welcome to Norris Ward McKinnon. We have developed this client information sheet to offer you a comprehensive overview of how we work, and what you can expect from the service that you will receive.*

### **What's the difference between a lawyer and solicitor?**

There is no difference. Solicitor is simply an older expression for a person who performs legal services. Lawyer is commonly used today as a more general term for a person with legal qualifications.

### **What is a legal executive?**

In this office we have both lawyers and legal executives (sometimes known as para-legals). Like lawyers, legal executives are trained to carry out specific areas of legal work. Although they don't hold an LLB qualification, experienced legal executives are skilled in one or more aspects of law, and usually hold the NZ Law Society's Legal Executive Certificate. They attend to a wide range of legal work, and may specialise in one or more of residential and/or commercial conveyancing, estate administration, and litigation.

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

### **Where do I park for appointments?**

We have client parking beside the WEL House building. The entry to this is through the white barrier arm on London Street. Simply press the entry buzzer and our receptionist will let you in.

### **What happens in the initial appointment?**

Your first appointment gives your legal professional the chance to meet you in person, to talk through and understand the details of your legal need, and discuss the best way to get the outcome you are hoping for. They will also discuss the likely timeframe and give an indication of the costs involved. When you first arrive, please check in at reception with your completed and signed registration form.

### **Fees**

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

### **Persons Responsible For Your Work**

The names and positions of the legal professionals who will have responsibility for the services we provide to you from time to time are set out in our letter of engagement.

### **Client Care and Service**

Our firm is committed to serving you professionally and ethically. 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 that we owe to you as a client are described in the Lawyers: Conduct and Client Care Rules as prescribed in the Lawyers & Conveyancers Act 2006. Those obligations are subject to other overriding duties that we owe, including duties to the courts and to the justice system.

