



INFORMATION FOR CLIENTS 给客户的信息

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Information for Clients

给客户的信息

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This document contains the information we are required to provide to clients under the *Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society (Law Society)*.

此项文件包含了我们遵照“新西兰法律协会律师行为及客户服务守则”的要求向客户提供的信息。

Fees

The basis on which fees will be charged and payment is to be made is set out in our Terms of Engagement.

We may deduct, from any funds held on your behalf in our trust account, any fees, expenses and other charges for which we have provided an invoice.

收费

收取及缴纳费用的基准阐述在我们的聘用条款中。

我们可以从我方信托账户里，为你方托管的资金中，扣除任何我方已经提供发票的费用、花销以及其它收费。

Professional Indemnity Insurance

We hold professional indemnity insurance that meets or exceeds the minimum standards specified by the Law Society. We will provide you with particulars of the minimum standards on request.

专业责任赔偿保险

我方拥有专业责任赔偿保险，其数额满足或者超过法律协会所规定的最低标准。如有要求，我方将提供给你们有关最低标准的详细数据。

Lawyers' Fidelity Fund

The Law Society maintains the Lawyers' Fidelity Fund to provide clients with protection against pecuniary loss arising from theft by lawyers. The maximum amount payable by the Fidelity Fund as compensation to an individual claimant is limited to \$100,000. Except in certain circumstances specified in the Lawyers & 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.

律师忠实基金

法律协会保留着一笔律师忠实基金，用于发生律师盗窃行为时保护客户的财物损失。此忠实基金对个人索赔者的赔偿上限是十万纽币。除去“2006 律师及物业转易者法案”中规定的一些情况，如果律师在客户的指令下代表客户进行投资，此忠实基金将不负责赔偿任何有关损失。

Persons Responsible for Your Work

The names and status of the person or persons who will have overall responsibility for your work are set out in our Letter of Engagement.

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负责你方工作的人员

全面负责你方工作的人员姓名、身份将罗列在我们的聘用函之中。

Complaints

We maintain a procedure for handling any complaints by clients. Any complaint will be dealt with promptly and fairly. You may refer any complaint either to the person who has overall responsibility for your work or to our Quality Manager by:

- **Letter:**
Private Bag 92518
Auckland 1141
New Zealand
- **Email:**
feedback@simpsongrierson.com
- **Telephone:**
+64-9-977 5290

The Law Society operates the Lawyers Complaints Service and you are able to make a complaint to that service. To do so, phone **0800 261 801** and you will be connected to the nearest Complaints Service Office, which can provide information and advice about making a complaint.

投诉

我们有处理来自客户的任何投诉的流程。任何投诉都将得到迅速及公平的处理。你可以向全面负责你方工作的人士或者我们的质量经理以如下方式投诉：

- 写信
Private Bag 92518
Auckland 1141
New Zealand

- 电子邮件
feedback@simpsongrierson.com
- 电话:
+64-9-977 5356

法律协会管理着律师投诉服务，你可以向这个服务机构投诉。投诉时拨打电话 **0800 261 801**，你会被接通到离你最近的投诉服务办公室，该办公室将为你提供有关投诉的信息和建议。

Client Care and Service

The Law Society client care and service information is set out below. Whatever legal services your lawyer provides, he or she must:

- 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.

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The obligations that 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 or call 0800 261 801.

客户关照及服务

以下列出的是法律协会有关客户关照及服务的信息。无论你的律师提供何种法律服务，他或她必须：

- 胜任工作、行动及时，遵守所接受的指令以及所作的安排。
- 保护并促进你的利益，不受任何有损害的势力或忠实的影响。
- 与你探讨你的目的以及如何以最好的方式达到目的。
- 向你提供有关所需完成工作的信息、谁来进行这些工作，以及提供这些服务的方式。
- 向你收取一个公平合理的费用并让你知道，费用将如何以及何时收取。
- 向你提供清楚明了的信息和建议。

- 保护你的隐私并确保恰当的保密性。
- 以公平、尊敬的方式对待你，不存在任何的歧视。
- 保持你对正在进行的工作的知情并且在工作完成之后告知。
- 让你知道如何投诉并且迅速、公平地处理任何投诉。

在“律师行为及客户服务守则”中，描述了律师对客户的义务。这些义务受制于其它首要责任，包括对法庭以及司法系统的责任。

如果你有任何问题，请浏览 www.lawsociety.org.nz 或者致电 0800 261 801.

Limitations

Any limitations on the extent of our obligations to you or any limitation or exclusion of liability are set out in our Letter of Engagement.

局限性

在我们的聘用函当中，阐述了有关我方对你方之义务程度的所有局限性，以及我方责任的所有局限性或排除性。



BARRISTERS AND SOLICITORS

AUCKLAND: Level 27, Lumley Centre, 88 Shortland Street, Private Bag 92518, Auckland 1141, New Zealand. T +64 9 358 2222
WELLINGTON: Level 24, HSBC Tower, 195 Lambton Quay, PO Box 2402, Wellington 6140, New Zealand. T +64 4 499 4599
CHRISTCHURCH: Level 1, 151 Cambridge Terrace, West End, PO Box 874, Christchurch 8140, New Zealand. T +64 3 365 9914
