VICTORIAN LAWYERS LIMITED

INFORMATION FOR CLIENTS

Client care information under the Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008

1. PURPOSE AND APPLICATION

This document explains important information about the services provided by Victorian Lawyers Limited (the Firm) and the standards of service clients can expect. Please read it alongside our Standard Terms of Engagement and the engagement email or letter issued for your particular matter.

In this document, “we”, “us” and “our” mean Victorian Lawyers Limited; “you” and “your” mean the client. Where there is any matter-specific arrangement, it will be confirmed in writing.

2. OUR SERVICES AND YOUR INSTRUCTIONS

We will identify the legal work we have agreed to undertake, the person responsible for your matter and, where appropriate, other members of our team who may assist. We will discuss your objectives, explain relevant options and material risks, and keep you reasonably informed of progress.

Our work is limited to the scope agreed in the engagement email or letter and any subsequent written variation. We may require further information, identification documents or instructions before proceeding.

3. FEES, DISBURSEMENTS AND BILLING

The basis for calculating our professional fees, any applicable hourly rates or agreed fee, estimates where appropriate, disbursements, GST, billing arrangements and payment terms will be confirmed in the engagement email or letter for your particular matter, read together with our Standard Terms of Engagement.

If the nature or scope of the work changes materially, we will advise you of the implications for fees and, where appropriate, provide an updated estimate or arrangement. Our fees must be fair and reasonable having regard to the applicable professional rules.

4. COMPLAINTS AND CONCERNS

We aim to address concerns promptly and fairly. If you are dissatisfied with our service, fees or any other aspect of your matter, please first contact the lawyer responsible for your work. If you would prefer not to do so, or the issue remains unresolved, please contact:

Deep Purusram, Director | Victorian Lawyers Limited | PO Box 272, Papakura 2244 | Email: deep@victorianlawyers.co.nz

You may also complain to the New Zealand Law Society’s Lawyers Complaints Service. You do not have to use our internal complaints process before contacting the Law Society. Current contact details and guidance are available at www.lawsociety.org.nz.

5. PROFESSIONAL INDEMNITY INSURANCE

We maintain professional indemnity insurance with cover of NZ$3,000,000, subject to the terms, conditions and exclusions of the policy. Our cover meets or exceeds the minimum standards specified by the New Zealand Law Society. We can provide particulars of those minimum standards on request.

The amount of our insurance cover is not, of itself, a limitation of our liability to you. Any applicable limitation or exclusion will be set out in our Standard Terms of Engagement or otherwise agreed or notified in writing, as legally permitted.

6. LAWYERS FIDELITY FUND

The Lawyers Fidelity Fund may compensate eligible persons who suffer pecuniary loss arising from theft by a lawyer of money or other valuable property entrusted to that lawyer in the course of professional practice. The maximum compensation payable to an individual claimant is generally NZ$100,000, subject to the applicable legislation and eligibility requirements.

The Fund does not generally cover losses relating to money entrusted to a lawyer for investment, except where legislation provides otherwise. Further information is available from the New Zealand Law Society.

7. CLIENT CARE AND SERVICE

The New Zealand Law Society’s client care and service standards require lawyers to act competently and in a timely manner; protect and promote clients’ interests independently; discuss objectives and how they may be achieved; explain the work to be done and who will do it; charge fair and reasonable fees and explain billing; provide clear information and advice; protect privacy and confidentiality; treat clients fairly and without discrimination; keep clients informed; and explain and deal fairly with complaints.

These obligations are subject to overriding professional duties, including duties to the courts and the administration of justice. Full details of the professional rules can be obtained from the New Zealand Law Society.

8. PRIVACY, CONFIDENTIALITY AND IDENTITY VERIFICATION

We handle personal information in accordance with applicable privacy law, our Privacy Policy and our professional confidentiality obligations. We may be required by law to collect and verify identity information and information about beneficial ownership, source of funds or source of wealth, and to undertake other checks before or during an engagement.

Please provide accurate, complete and timely information and notify us of relevant changes. Our Privacy Policy is available through our website or on request.

9. LIMITATIONS AND FURTHER INFORMATION

Any agreed limitations on the scope of our obligations or our liability will be addressed in our Standard Terms of Engagement, the relevant engagement email or letter, or another written agreement, subject to applicable law and professional obligations.

Please contact us if you would like clarification about this information or a copy of the documents referred to above.