

Conduct and Client Care Information For Legal Services Provided by Telephone

Free initial telephone consultations are provided for general information about your situation rather than formal legal advice.

Where legal advice is sought and given over the telephone Road Legal Ltd may charge fees and, where that applies, we hereby advise you that:

- We must act competently, in a timely way, and in accordance with instructions received and arrangements made.
- We must protect and promote your interests and act for you free from compromising influences or loyalties.
- We must discuss with you your objectives and how they should best be achieved.
- We must give you clear information and advice (in seeking legal advice by telephone you are requesting advice orally only and you acknowledge that the scope of any advice may be limited to that reasonably possible by phone from information available at the time).
- We must provide you with information about the work to be done, who will do it and the way the services will be provided (legal advice over the telephone will be given orally by Alistair Haskett).
- We must charge you a fee that is fair and reasonable and let you know how and when you will be billed.
- We must protect your privacy and ensure appropriate confidentiality.
- We must treat you fairly, respectfully, and without discrimination.
- We must keep you informed about the work being done and advise you when it is completed (legal advice over the telephone is done when you seek advice and is completed when the telephone call concludes; if further advice or representation is sought then that can be discussed and any arrangements made).
- You may be eligible for legal aid however, we are not prepared to accept instructions or provide legal advice on a legal aid basis.
- We do not hold professional indemnity insurance that meets or exceeds the minimum standards specified by the New Zealand Law Society.
- We must tell you how to make a complaint and deal with any complaint promptly and fairly (for issues about legal advice over the telephone you should speak or write to Alistair Haskett at Road Legal Ltd in the first instance, setting out any complaint and proposed resolution; if you are unsatisfied with the response you may raise the issue with the New Zealand Law Society, for which see www.lawsociety.org.nz).

Telephone calls are confidential and may be recorded for quality assurance purposes.