

## Terms of Service

### CLIENT CARE

As a law firm we are obliged to follow the Rules of Conduct and Client Care for lawyers. This means we 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, and
- let you know how to make a complaint and deal with any complaint promptly and fairly.

If you would like to know more about our obligations to you, you can visit the [Law Society Website](#), call 0800 261 801 or please ask us. If you wish to enquire about personal information we hold about you (if any) you can contact us at [info@wrmk.co.nz](mailto:info@wrmk.co.nz).

### ANTI-MONEY LAUNDERING AND COUNTERING FINANCING OF TERRORISM OBLIGATIONS

- We are now required by law (the Anti-Money Laundering and Countering Financing of Terrorism Act 2009) to collect information concerning all of our clients, before we can act for them. This affects all clients – even those we have had a relationship with for a number of years.
- We are required to verify the identity of each client and, if our client is a company or trust, the identity of all of the people who control or potentially control the company or trust.
- In some cases we can do this electronically through the APLY app, in other cases we will need to sight your original or properly certified ID, proof of address and/or other documentation. We will give you detailed information about what we need from you when you instruct us.