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.

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.