

WORKING WITH US

SCOPE

When you engage us, we will gather information, assess your situation, and provide a scope of work.

Please read our terms of engagement and ask if you have any questions.

If your circumstances change, please notify us promptly to ensure we are still meeting your needs.



CLIENT CARE & SERVICE

Whatever services we provide, you can expect us to:

- 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.
- Charge 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.

COMPLIANCE

Before we start work for you, we have various compliance duties, including verifying your identity. We appreciate your assistance to complete this efficiently.

FEES

We believe in doing a great job at a fair price. We have decades of experience and talented staff. Where practical we will provide an estimate of costs. Savings can be made by communicating your instructions well, supplying material promptly, and (if you wish) by handling agreed tasks yourself.

FEEDBACK & QUESTIONS ★★★★★

Your feedback and questions are welcome at any time.

Please call your usual contact or call reception on 03 520 6103 or email enquiries@wainlaw.co.nz