

Standard Terms of Engagement

1. General

These terms ("**Terms**") apply to Perpetual Guardian's¹ relationship with you. However, if these Terms are inconsistent with any other terms of engagement or agreement we have with you (whether generally or in respect of a specific instruction) then that other agreement prevails over these terms. We may change these Terms from time to time and will publish the changed terms on our website.

2. Services

The services we will provide to you are outlined in our letter of engagement ("**Services**").

3. Financial

- (a) **Fees:** Information about our fees is set out in our letter of engagement, and in our "Guide to Charges" which is published on our website, as amended from time to time.
- (b) **GST:** Our fees and charges are plus goods and services tax ("**GST**") (if any), which is payable by you.
- (c) **Invoices:** Attendances charged at time and cost will be invoiced either monthly or at a time that Perpetual Guardian deems appropriate.
- (d) **Payment:** Invoices are payable within 14 days of the date of the invoice, unless alternative arrangements have been made with us.
- (e) **Unpaid invoices:** If payment of your invoice is overdue we may charge interest on any overdue amount.
- (f) **Disbursements and expenses:** In providing Services, we may make payments to third parties on your behalf. These amounts will be included and identified in our invoice to you when the expense is incurred. We may also require expenses to be paid in advance.
- (g) **Third Party:** You remain responsible for payment of our fees and expenses notwithstanding any arrangements for you to be reimbursed by a third party or for our invoices to be directed to a third party.
- (h) **Trust Account:** We maintain a trust account for all funds which we receive from clients (except monies received for payment of our invoices). If we are holding significant funds on your behalf we will normally place those funds on interest bearing call deposit. In that case we will charge an administration fee of 5% of the gross interest received.

4. Termination

- (a) Subject to clause 2 above you may terminate our provision of Services subject to the terms of our appointment at any time by giving written notice to Perpetual Guardian.
- (b) If the Services are terminated, you must pay us all fees due, and all expenses incurred, up to the date of termination.

5. Confidentiality, Personal Information & Privacy

- (a) We will hold in confidence all information concerning you and your affairs that we acquire during the course of providing our Services to you.
- (b) In our dealings we will collect and hold personal information about you. We will use that information to carry out the Services and to make contact with you about issues we believe may be of interest to you.
- (c) You authorise us to disclose, in the normal course of performing the Services, such personal information to third parties for the purposes of providing the Services and any other purposes set out in these Terms.
- (d) If you are an individual you have the right to access and correct personal information we hold about you. If you require access, please contact our Privacy Officer. The Financial Transactions Reporting Act 1996 and the Anti-Money Laundering and Countering Financing of Terrorism Act

¹ Perpetual Guardian is the trading name of The New Zealand Guardian Trust Company Limited and Perpetual Trust Limited.

2009 require us to collect and retain, information required to verify your identity and address. We may therefore ask you to provide us with documents verifying your identity and address (such as a passport, driver's licence or utility bill). We may retain copies of these documents and perform such other customer due diligence periodically, if circumstances change, or as otherwise required by law.

6. Retention of Files and Documents

We will keep and destroy records which we receive or create on your behalf on the following basis:

- (a) we may keep records electronically and destroy originals, except where the existence of an original is legally important;
- (b) at any time, we may dispose of documents which are duplicates, or which are trivial, or which belong to us;
- (c) unless required by law, we are not obliged to retain documents or copies where you have requested that we provide them to you or to another person and we have done so, although we are entitled to retain copies for our own records if we wish to do so; and
- (d) you authorise us and consent to us (without further reference to you) to destroy (or delete in the case of electronic records) all files and documents in respect of the Services 7 years after completion of a matter, other than any documents that we hold in safe custody for you or are otherwise obliged by law to retain for longer.

7. Intellectual Property

We retain all ownership rights in all intellectual property of any kind created by us for you. You may not reproduce our intellectual property or provide it to a third party without our express consent.

8. Duty of Care

Our duty of care is to you and not to any other person. We must expressly agree before any other person may rely on our advice.

9. Communications

- (a) You will provide us with your contact details and promptly advise us of any changes.
- (b) We may communicate with you and others by electronic means. Such communications can be subject to interference or interception or contain viruses or other defects ("**corruption**"). We do not accept responsibility for, and will not be liable for any damage or loss caused in connection with or as a consequence of, the corruption of an electronic communication.
- (c) With your permission, we may provide you from time to time with other information that may be relevant to you such as Newsletters, Investment Updates, Will Reviews and other promotions. At any time you may request that this not be sent to you.

10. Limitation of Liability

In providing services to you, our liability other than for dishonesty, wilful misconduct or gross negligence will be limited at all times to the value of assets we hold in trust for you. Otherwise to the maximum extent permitted by law, our aggregate liability to you (whether in contract, tort, equity or otherwise) in connection with our provision of Services to you is limited to the amount available to be paid out under any relevant insurance held by us.

11. Governing Law

New Zealand law governs our relationship and New Zealand Courts have exclusive jurisdiction.

Information for Clients

Where the Services are provided by a lawyer employed by Perpetual Guardian, the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society ("**NZLS Rules**") requires us to provide the following information to you.

1. Fees

The basis on which fees will be charged, and when payment of fees is to be made, is set out in paragraph 4 of the Standard Terms of Engagement. If we hold funds on your behalf you authorise us to deduct our fees from those funds (unless they have been provided for a particular purpose) and send you an invoice as required by the Lawyers and Conveyancers Act (Trust Account) Regulations 2008.

2. Insurance

We hold professional indemnity insurance which exceeds the minimum standards set by the Law Society.

3. Complaints

We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly. If you have a complaint about our Services or charges, you may refer your complaint to your Client Manager.

If you do not wish to refer to your Client Manager or you are not satisfied with their response to your complaint, you may refer your complaint to our Complaints Co-ordinator

By letter: Perpetual Guardian, Complaints Co-ordinator, PO Box 1934, Shortland Street, Auckland 1140.

By email: charter@pgtrust.co.nz

By phone: 0800 87 87 82

You may also make a complaint to the following bodies:

- (a) **Financial Services Complaints Limited** – To do so you should contact the Complaint Investigation Officer at PO Box 5697, Wellington 6145 or telephone 0800 3407 2057.
- (b) **New Zealand Law Society** – To do so you should contact the NZLS at PO Box 5041 Lambton Quay, Wellington 5145 or telephone 04 472 7837.

4. Client Care and Service: The New Zealand Law Society's client care and service information is set out below.

Whatever legal services your lawyer is providing, he or she 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 your objectives with you and how they should best be achieved.
- Provide you with information about the work to be done, who will do it, and the way in which 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.
- Let you know how to make a complaint, and deal with any complaint promptly and fairly.

The obligations lawyers owe to clients are described in the NZLS Rules. Those obligations are subject to other overriding duties, including duties to the courts and to the justice system.

If you have any questions, please visit www.lawsociety.org.nz or call 0800 261 801.