



CLIENT CARE AND SERVICE CHARTER

*"Perfection and Excellence
All the time"*

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Our client Care and Service charter sets out:

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WHO WE ARE

Apex Attorneys Advocates is a dynamic Law Firm offering a specialized array of legal solutions in corporate and commercial law, intellectual property, property law, media law, labour law, litigation, dispute resolution, negotiations and debt collections as well as loan perfection and recovery. The firm provides comprehensive legal services on legal expertise and built around clients' needs and expectations to achieve client delight.

Our legal skills and commitment to integrity, excellence and hard work combined with our dedication to servicing the needs of our clients, enables Apex Attorneys Advocates to fulfill and frequently exceed our clients' expectations.

Apex Attorneys Advocates are driven towards exceeding your expectations in all aspects of handling your legal issues. We want you to have absolute confidence in our firm and feel that you are happy to recommend us to others. We must therefore be efficient, of high quality and deliver in a friendly and personable manner.

MISSION

To provide superior professional legal services that exceeds customer expectations.

VISION STATEMENT

To be the premier law firm in Tanzania, offering the highest quality professional legal services to our clients timely and at an affordable cost to achieve excellence and delight.

MOTTO

"Achieve Excellence Through Client Delight by delivering reliable services at competitive prices and delivered with minimal difficulties or inconvenience."

PHILOSOPHY ON SERVICE DELIVERY

Our philosophy is making our client understand his matter, provide periodic reporting, expeditiousness and excellence, convenience and comfortable, customer satisfaction and delight, availability to the client, risk management,



WHAT YOU CAN EXPECT FROM US

With our client care charter we will:

- ★ Display total quality and integrity.
- ★ Be professional at all times.
- ★ Have respect for all we care for and work with.
- ★ Be honest and trustworthy.
- ★ Work in the best interests of the client.
- ★ Ensure that you are the focus of our attention.
- ★ Provide all Firm personnel with regular and comprehensive training focused on providing all our clients with a suitable, total quality service.
- ★ Provide a response to any complaint within 7 working days.
- ★ Provide quality advice on all aspects of the legal regulation of your business.
- ★ We give work to staff at the right level to make sure that you get the best value.
- ★ Endeavour not to change the personnel once they have been assigned to a client, however should this be unavoidable for whatever reason, we aim to provide a smooth handover between Advocates.
- ★ Ensure that any requests for changes to your care needs are dealt with efficiently and effectively.
- ★ We will treat you with dignity and will address you in the manner of your choice.

Communications and Availability

Telephone calls

- ▶ All Advocates also use mobiles for keeping in touch with clients.
- ▶ When a person is unavailable via telephone for some time, Callers will also have the option to leave a message.
- ▶ We aim to return all telephone calls within 1 working day, if not the same working day.

Letters and emails

- ▶ We will acknowledge receipt of emails within 2 working days and we will respond to letters/emails, which require action within 5 working days. Where we cannot carry out the required action within 5 working days, we will send an acknowledgement and indicate the likely timescale for carrying out the work.

- ▶ Where the person you have emailed is absent you will receive a notification saying when they will be back and it shall state two members of the firm that you should contact in his /her absence.
- ▶ If you need to contact someone urgently and they are not available, please contact another member of the firm.

Client Care

From our initial consultation we will confirm in writing (as appropriate):

- ▶ Your instructions to us.
- ▶ Any advice we have given.
- ▶ What action we will be taking.
- ▶ When you are next likely to hear from us.
- ▶ What action we need you to take.
- ▶ The best estimation we can give as to the likely cost.
- ▶ Details of the person who will have responsibility for the matter and how they can best be contacted.

During our dealings with your assignment we will:

- ▶ Provide progress report as per the wish of the client.
- ▶ Advise you of any delays and explain the reasons.
- ▶ Explain the effect of any important documents.
- ▶ Inform you if a cost estimate needs revising.
- ▶ Explain any changes of staff affecting your service or main contact.
- ▶ We aim to provide advance warning of absence due to holidays or illness when possible, along with details of an alternative advocate who can be contacted during this time.

How you can help us give you the best service

- ▶ Give us clear instructions so we can give you effective advice within the agreed timescale.
- ▶ Instruct us well before deadlines to save money - you will avoid paying expensive urgency costs.
- ▶ Tell us if you have any important time limits.
- ▶ Avoid concealing information that is essential to your case.

Client Satisfaction

We value feedback on the service which we provide as it enables us to improve the quality of our services. At the conclusion of a matter, clients are given the opportunity to provide feedback via a telephone or client survey. We take clients' complaints seriously, and want to do what we can to put the problem right.

If you are unhappy, we encourage you to talk to the person you are dealing with to see whether the problem is simply a misunderstanding. If this does not resolve the problem, contact the supervising partner or Managing Partner, who will immediately investigate it and contact you to talk about the problem.

If you are still not satisfied with the way we have responded to your complaint, you can make a formal complaint to the Advocates Committee.



CLIENT SERVICE

How we deal with our fees

When setting our fees we consider:

- ▶ Our standard fees for carrying out certain actions.
- ▶ The time and work involved.
- ▶ The skill, specialized knowledge, experience and reputation of the person advising you.
- ▶ The project's importance, complexity, and the outcome.
- ▶ How quickly you need us to carry out the work.
- ▶ The possibility that acting for you may prevent us acting for other clients.
- ▶ The market fee for similar services.

How we deal with other costs

Our invoice will show which part of your invoice total is a disbursement.

We charge a separate office disbursements fee to cover the costs for printing, photocopying, and communication charges. We may pass on the actual costs to you if they are significant.

Make sure you pay our invoices on time

Please make sure you pay our invoices on time.

Our invoices are due to be paid on the due date shown on the invoice.

YOUR INFORMATION STAYS PRIVATE

While we are advising you, we may collect and hold personal information about you. We will only use this information to:

- ▶ help us with the work we are doing for you.
- ▶ tell you about issues that may affect you.



- ▶ We keep information about you on our premises or at off-site cloud-based storage facilities that meet standards for information security. Further information regarding our policy on storing data in the cloud can be found in our website. You have the right to see the information we hold for you. To arrange to see this information, please speak to our Managing Partner contact.

WE STORE YOUR FILES FOR AT LEAST THREE YEARS

We store all files for at least three years. We may keep your files for longer depending on the type of work we are doing for you. We destroy files when we stop storing them.


GOVERNING LAW

We do business under the laws of Tanzania. Legal disputes will be dealt with by the Tanzania courts.

The obligations lawyers owe to clients are described in Advocates Act Cap 341 and The Tanganyika Law Society Act Cap 307 and The Tanganyika Law Society Rules of Professional Conduct and Etiquette's client care and service information. Those obligations are subject to other overriding duties, including duties to the courts and to the justice system."

OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance. This insurance covers claims brought against us in case of professional negligence.



Scouts Building,
1st Floor, Wing A
Malik Road, Upanga,
Dar-es-Salaam City

P. O. Box 34674
Dar es Salaam
Tanzania, East – Africa

E- Mail: aaa@apex.co.tz
Website: www.apex.co.tz
Telephone Numbers:
+255(0) 73 2993 947

APEX
ATTORNEYS (ADVOCATES)