

TurnerHopkins

YOUR GUIDE TO OUR SERVICES



**Barristers, Solicitors
& Notary Public**

2025 EDITION

WORKING WITH US

WELCOME TO OUR LAW FIRM...

Thank you for choosing our firm to represent you with your legal matters. We are committed to providing you with a high-quality legal service and as part of that, we have prepared this guide to make your interactions with us as easy as possible.

WHAT TO EXPECT...

We always strive to provide our clients with clear and accurate information, including updates on your legal matter, answers to specific questions and ensuring you are able to talk to the right person each time.

THINGS WE NEED FROM YOU...

To help ensure that we can assist you promptly and effectively, here are some key tips:

- Make sure we have **all the information we need**, as soon as possible.
- Often we will need your confirmation or instructions urgently, so **please respond as quickly as you can**.
- **Ask questions** - if you are ever unsure about any part of the process, ask us - we are here to help.
- **Trust the process** - legal matters can take time, and our team will guide you every step of the way.
- Keep us updated - situations change and so we need to change with them. **Keeping us updated**, ensures we are able to provide you with the correct advice and guidance.

WORKING WITH US

PAYMENT INFORMATION

To ensure any financial interactions you have with us are as simple as possible and to provide some added security when making payments, please use the following guides.



BY PHONE

To make payment over the phone, please have your credit card details ready and call us **on 09 486 2169** – there are no surcharges for credit card payments of our fees.



ONLINE

To pay online please use this link to our secure payment portal:
[Payment Form Page \(Secure\) — Turner Hopkins](#)



DIRECT CREDIT

To pay by direct credit, our bank account details are Turner Hopkins Lawyers Ltd **06-0273-0162646-02** (Please use your client number, noted on the invoice in the reference details)



INTERNATIONAL BANK PAYMENTS

Account Name: Turner Hopkins Trust Account

Address: Level 1, No.1, 1-7 The Strand, Takapuna, Auckland, New Zealand

Bank Name: ANZ Bank New Zealand Ltd

Bank Address: Wairau Park Branch, 4-6 Link Drive, Glenfield, Auckland, New Zealand

Bank Account: 06-0273-0162646-02 & **Swift Code:** ANZBNZ22



HERE TO HELP

WHO TO CONTACT...

Your first point of contact should be the lawyer handling your legal matter (or their support team), however if they are unavailable or you need to speak to us for any other reason, the following contacts are available.



RECEPTION

Our friendly reception team are available Monday to Friday, 8.30am to 5.30pm on **09 486 2169** or **reception@turnerhopkins.co.nz**



ACCOUNTS

If you have a payment query, or need to speak to our accounts team, you can email them **accounts@turnerhopkins.co.nz** or call via the main reception line.



ONLINE

Our **[website](#)** has a lot of useful information available, including individual staff contact details, and is regularly updated.



GENERAL QUERIES

For other general queries or if you know someone that might need some assistance, you can email: **law@turnerhopkins.co.nz**