



DISPUTE RESPONSE FORM ORGANIZATION/BUSINESS



There is a \$25 fee for filing this form. There is **no fee** to submit this form online from a computer, mobile device or tablet. Your Dispute Response will also be processed faster. Go to <https://intake.civilresolutionbc.ca/response>. You can also use the online form to request an extension of time to file the Dispute Response, if needed. You will need the dispute number and your Respondent PIN, which are in your Dispute Notice.



You must provide your response to the CRT within 14 days of receiving the notice of dispute (or 30 days if outside of BC) or the case will continue without your input.

How to Use this Form

1. Read your Dispute Notice carefully before you complete this form.
2. You can fill this form out on your computer using Adobe Acrobat (<https://get.adobe.com/reader/>), instead of printing it out. This will allow you to make and save changes easily, and email the application without having to scan it. **!** If you were given a paper version of this form you can get an electronic version here: <https://civilresolutionbc.ca/resources/forms/>
3. Provide the completed form to the Civil Resolution Tribunal **within 14 days of the date you received the Dispute Notice** (or within 30 days if you are outside of BC).

How to Complete this Form:

Section 1: Contact Information

- Please provide complete and correct contact information and communication preferences.
- If you would like to use a representative, you must complete a separate Representation Request Form and include that with your Dispute Response Form.

Personal Information and Privacy: Your personal information is collected for the purpose of a Civil Resolution Tribunal dispute resolution process, pursuant to the Civil Resolution Tribunal Act and the CRT's Rules. You can view the CRT's policy on access to records and information in CRT disputes at <https://civilresolutionbc.ca/resources/information-access-privacy-policy/>. If you have any questions regarding the collection of your personal information, please contact the CRT: Email: Info@crtbc.ca or; Mail: Attention Registrar and Executive Director, Civil Resolution Tribunal, PO Box 9239, Stn Prov Govt, Victoria BC, V8W 9J1



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Section 2: Dispute Response

- Provide your response to each claim described in the Dispute Notice, as well as the remedies requested.
- **NOTE:** Your answer in the Response to Claim Description section must be 5,000 characters or less. Any additional characters will not be recorded by the CRT and will not be included in the Dispute Response sent to the Applicant. You will have a chance to provide more information, later in the CRT process.
- If the Dispute Notice includes more than one claim, complete a Claim Response sheet for each of those additional claims. You can obtain additional Claim Response sheets here: <https://civilresolutionbc.ca/resources/forms/>

Section 3: Evidence

- Describe any evidence you have that supports your response to the dispute.

Section 4: Other Resolution Actions

- Provide information on any other dispute resolution proceedings related to the dispute.

Section 5: Declaration and Signature

- Read and acknowledge the declarations by ticking the boxes, then sign and date your response.

Section 6: Additional Information (optional)

- Provide any additional information you have about yourself and this dispute that you think the CRT should be aware of.

Payment of Fee:

- There is a **\$25 fee** to file this form, unless you respond online (see the Dispute Notice for instructions on how to respond online). The fee must be paid when you submit your Dispute Response Form, or the Dispute Response won't be accepted.
- You have three options for paying the fee:
 1. Pay by cheque or money order. Make the cheque or money order payable to "**Minister of Finance**". Send the cheque or money order to the CRT with the Dispute Response Form. There is a \$30 fee for dishonoured cheques.
 2. Pay in person, at a Service BC office. Service BC has 62 offices throughout BC. See the Service BC website for locations: www.servicebc.ca. Service BC will accept payment by cash, cheque, credit card, debit.
 3. If you can't afford to pay the fee, you can request a fee waiver by including a completed Fee Waiver Request Form with this application. You can get a Fee Waiver Request Form from the CRT website: <https://civilresolutionbc.ca/wp-content/uploads/2017/05/CRT-FeeWaiverRequest.pdf>

Where to Send this Form (Email Recommended)

Email: RSC@crtbc.ca
Fax: 1 (250) 356-6552

Mail: Civil Resolution Tribunal
Attention: Intake
PO Box 9239 Stn Prov Govt
Victoria BC V8W 9J1



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SECTION 1: CONTACT INFORMATION FOR ORGANIZATION/BUSINESS RESPONDENT

Organization/Business Information

Type of Business <input type="checkbox"/> Corporation <input type="checkbox"/> Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other		If you selected "other" as business type, please describe it here	
Legal name of organization or business		CRA Business Number (optional)	
List other names you do business as (optional)		If this is a strata property dispute, are you an owner or tenant in the strata? <input type="checkbox"/> Owner <input type="checkbox"/> Tenant	
Address (Street or PO Box)			Unit (optional)
City	Province/State	Country	Postal/Zip Code
Email	Phone	Fax/ Other Phone (optional)	

Contact Person (director, partner, officer, authorized employee of organization/business)

First Name	Last Name	Title (optional)	
Address (Street or PO Box)			Unit (optional)
City	Province/State	Country	Postal/Zip Code
Email	Phone	Fax/ Other Phone (optional)	

Contact Person Communication Preferences

How do you want the CRT to communicate with you?
This is the main way we will communicate with you during the tribunal process. **You are responsible for monitoring your email or mail and must let the CRT know if your address changes.** If you choose email, add the domain **crtbc.ca** to your safe senders list.

SELECT ONE

Email (**Recommended**)

Phone/Mail



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SECTION 2: RESPONSE TO CLAIM(S)

Read the dispute description and outcomes, remedies and actions that were provided for each claim in the Dispute Notice. Based on what is described and requested, provide your response below.

Dispute Number

Enter the dispute number from the notice you are responding to Dispute number (e.g. ST-2016-00000)

Response to Claim 1 in Dispute Notice (5,000 character limit for Response)

On the Dispute Notice, is the 'Claim description' for **Dispute Claim 1** accurate?

- The description is accurate
- The description is not accurate
- No opinion

Response to Claim Description

If you think the description of Claim 1 in the Dispute Notice is not accurate, tell us what you think happened. You don't need to provide every detail here. **Your answer must be 5,000 characters or less – any additional text will not be recorded by the CRT.** You will have an opportunity to respond in more detail during the CRT dispute resolution process.



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Response to Outcomes, Remedies, Actions (200 character limit for each remedy response)

What is your response to the FIRST outcome, remedy or action requested for Dispute Claim 1? (If you agree to the outcome, remedy or action, you agree to pay money or take other action required to make it happen)	<input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion	If you disagree, please explain why (200 characters or less)
What is your response to the SECOND outcome, remedy or action requested for Dispute Claim 1? (If you agree to the outcome, remedy or action, you agree to pay money or take other action required to make it happen)	<input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion	If you disagree, please explain why (200 characters or less)
What is your response to the THIRD outcome, remedy or action requested for Dispute Claim 1? (If you agree to the outcome, remedy or action, you agree to pay money or take other action required to make it happen)	<input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion	If you disagree, please explain why (200 characters or less)
What is your response to the FOURTH outcome, remedy or action requested for Dispute Claim 1? (If you agree to the outcome, remedy or action, you agree to pay money or take other action required to make it happen)	<input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion	If you disagree, please explain why (200 characters or less)
What is your response to the FIFTH outcome, remedy or action requested for Dispute Claim 1? (If you agree to the outcome, remedy or action, you agree to pay money or take other action required to make it happen)	<input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion	If you disagree, please explain why (200 characters or less)

When Do You Think the Applicant Became Aware of the Issue Described in Claim 1?

Enter the approximate month and year: _____



You must provide a response to each claim described in the Dispute Notice. If the Dispute Notice includes more than one claim, you can get additional Claim Response sheets from the CRT web site: <https://civilresolutionbc.ca/resources/forms/>



Civil Resolution Tribunal

MORE INFORMATION

www.civilresolutionbc.ca | 1-844-322-2292 (toll free)

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SECTION 3: EVIDENCE

Evidence

Describe any evidence you have that may help explain the facts in this dispute. Your descriptions can identify things like documents or photos.

DO NOT SEND YOUR EVIDENCE YET! YOU CAN GIVE THE CRT COPIES LATER

Evidence 1:

What is the evidence? (a brief description)

How does the evidence support your response to the claim?

Evidence 2:

What is the evidence? (a brief description)

How does the evidence support your response to the claim?

SECTION 4: OTHER RESOLUTION ACTIONS

Other Resolution Actions?

Has a resolution process for any of the claims in the Dispute Notice been started or finished in a court, tribunal, or legally binding process? That includes processes like the Civil Resolution Tribunal, Small Claims Court, Human Rights Tribunal, arbitration, or mediation.

- Yes, another resolution process has been started or finished
- No, there has been no other resolution process

If you answered Yes, where is the other process and how far along is it?



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SECTION 5: DECLARATION AND SIGNATURE

Declaration

- I understand that, under section 92 of the *Civil Resolution Tribunal Act*, a person who provides false or misleading evidence or other information in a tribunal proceeding commits an offence and is liable on conviction to a fine of \$10,000 or imprisonment for a term not longer than 6 months, or both.

Privacy Policy Acceptance

- I am aware of and understand the CRT's policy on collecting and accessing the information I provide to the CRT. For more information visit: www.civilresolutionbc.ca/data-collection-storage-and-privacy-policy/

Signature

Respondent Signature: _____

Date Signed: _____

Additional Claim (optional)

- I have a claim against the Applicant that I would like the CRT to resolve as part of this dispute (this is often referred to as a "counterclaim").
- I have a claim against another person that is related to the Applicant's claim. I would like the CRT to resolve it as part of this dispute (this is often referred to as a "third party claim").

There is an additional \$150 fee to request CRT resolution of an additional claim. You will need to complete and submit an Additional Claim Form. For a copy of the form and more information on additional claims visit: <https://civilresolutionbc.ca/how-the-crt-works/tribunal-process/responding/>



If you complete the online Dispute Response form, you can complete the Additional Claim Form online at the same time and pay a reduced fee. See your Dispute Notice for instructions.



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SECTION 6: ADDITIONAL INFORMATION (OPTIONAL)

The information requested below is not part of your Dispute Response, but helps the CRT to better assist you when resolving this dispute. **This section is optional.** Your answers are not shared with the other parties to the dispute, unless you agree or if sharing the information is required as part of the dispute resolution process.

Additional Personal Information

Do you have any of the following that may require special accommodation?

- | | |
|---|---|
| <input type="checkbox"/> Difficulty reading and writing | <input type="checkbox"/> Hearing impairment |
| <input type="checkbox"/> Difficulty speaking or writing English | <input type="checkbox"/> Mental health issues |
| <input type="checkbox"/> Visual impairment | <input type="checkbox"/> Other |

Do you have a committee of estate, a representative appointed in a representation agreement, or an attorney appointed in an enduring power of attorney?

Yes
 No

Are you under 19 years old?

Yes
 No

Opportunities for Resolution

What have you done so far to try to resolve this dispute? (optional)

Is there anything you're willing to offer to resolve this issue? (optional)

