

**Table of Changes to CRT Rules – July 12, 2017**

<p>July 27, 2016</p>	<p>50) A person must not apply for dispute resolution if</p> <ul style="list-style-type: none"> <li>a) any claim in the application is already before a court or other legally binding process, and</li> <li>b) the claim is scheduled for a hearing or trial in a court or other legally binding process.</li> </ul>	<p>50) A person must not apply for dispute resolution if</p> <ul style="list-style-type: none"> <li>a) any claim in the application is already before a court or other legally binding process, and</li> <li>b) a hearing or trial in that court or other legally binding process has been scheduled or has occurred for the purpose of deciding that claim.</li> </ul>	<p>Rule 50 b) sets out an additional condition to prevent a person from applying for CRT dispute resolution.</p> <p>That new condition exists if a hearing has already occurred in a court or other legally binding process for a claim in dispute.</p>
<p>Nov. 7, 2016</p>	<p>22) Every party or representative of a party must provide an address for receiving formal tribunal communications, including notices, directions, decisions and orders.</p>	<p>22) Every party or representative of a party must provide a communication method for receiving formal tribunal communications, including responses, additional claims, notices, directions, decisions and orders.</p>	<p>Changed “an address” to “a communication method”, broadening it to allow means of communication other than a mailing address and to make it consistent with rule 21 which references e-mail as the default method of communication. Also added “responses, additional claims” at the end of the rule to make it more complete.</p>

Nov. 7, 2016	<p>23) Every party or representative of a party must</p> <ul style="list-style-type: none"> <li>a) take the steps necessary to avoid inappropriate access to or use of their addresses for tribunal communications by people other than the party or the party's representatives,</li> <li>b) closely monitor and use their addresses for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately in the event of any change to their addresses for tribunal communications.</li> </ul>	<p>23) Every party or representative of a party must</p> <ul style="list-style-type: none"> <li>a) take the steps necessary to avoid disclosure of or inappropriate access to or use of their addresses for tribunal communications by people other than the party or the party's representatives,</li> <li>b) closely monitor and use their addresses for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately in the event of any change to their addresses for tribunal communications.</li> </ul>	<p>Added "disclosure of or" to rule 23(a) in order to ensure parties take reasonable steps to maintain confidentiality of documents received from other parties during the CRT process. Adding "disclosure of" puts a higher onus on parties or representatives to maintain confidentiality of documents, since it is a higher threshold than the previous language which simply provided that a party must "avoid inappropriate access or use of their addresses".</p>
Nov. 7, 2016	<p>48.1) The applicant must use the Dispute Resolution Application Form available through the tribunal's website to request</p>	<p>Repealed</p>	<p>This rule was intended to be temporary until paper CRT forms were available. Paper forms are now</p>

	dispute resolution.		available, so it is being removed.
Nov. 7, 2016	<p>49) After an initial review of the Dispute Application Form, the tribunal will provide to the applicant one of the following:</p> <ul style="list-style-type: none"> <li>a) a request for more information about the application,</li> <li>b) a Dispute Notice to serve on each respondent, or</li> <li>c) an explanation as to why the application is not accepted.</li> </ul>	<p>49) After an initial review of the Dispute Application Form, the tribunal will provide to the applicant one of the following:</p> <ul style="list-style-type: none"> <li>a) a request for more information about the application,</li> <li>b) a Dispute Notice to provide to each respondent, or</li> <li>c) an explanation as to why the application is not accepted.</li> </ul>	<p>Minor housekeeping amendment: “serve on” was changed to “provide to” in rule 49(b). This is consistent with the CRT Rules overall, which don’t use the term “serve”.</p>
Nov. 7, 2016	<p>68) A party who completes the steps to provide notice must provide a completed Proof of Notice Form to the tribunal.</p>	<p>68) A party who completes the steps to provide notice must provide a completed Proof of Notice Form to the tribunal within 10 days of providing notice.</p>	<p>Added “within 10 days of providing notice” to add clarity for parties as to the timing for providing the completed Proof of Notice form to the tribunal. Additionally, it improves consistency between this rule and rule 70.</p>
Nov. 7, 2016	<p>69) A Dispute Notice is invalid if it is not provided to a respondent by the deadline for providing notice on the Dispute</p>	<p>69) A Dispute Notice is invalid if it is not provided to a respondent by the deadline on the Dispute Notice, unless the tribunal extends the deadline for</p>	<p>Added “unless the tribunal extends the deadline for providing notice” to allow CRT to extend deadline for providing notice. This makes it more</p>

	Notice.	providing notice.	flexible and accessible for parties.
Nov. 7, 2016	<p>71) An applicant who fails to provide notice by the date on the Dispute Notice can, by completing the Request for Directions on how to Provide Notice Form, ask the tribunal for</p> <ul style="list-style-type: none"> <li>a) an extension to the notice period, and</li> <li>b) any other direction on how to provide notice.</li> </ul>	<p>70) An applicant can ask the tribunal for more time to provide notice to a respondent by completing the applicable section of the Request for Directions on How to Provide Notice Form and providing it to the tribunal before the deadline for providing notice has passed.</p>	<p>Rule 71 is amended and renumbered as rule 70 regarding how to apply for an extension of deadline for providing notice under rule 69. It provides greater clarity for an applicant as to what they must do in order to ask the tribunal for more time to provide notice to a respondent.</p>
Nov. 7, 2016	<p>70) The tribunal can refuse to resolve a claim against a respondent if an applicant does not confirm with the tribunal that notice was delivered to that respondent within 90 days of the date of the Dispute Notice.</p>	Repealed	<p>CRTA section 36 provides for 3 possible outcomes if an applicant does not confirm delivery of notice to a respondent (refusing to resolve is only one of them). The rules do not need to reiterate what is stated in the Act.</p>

Nov. 7, 2016	72) An applicant who has difficulty providing notice to a respondent can ask the tribunal for direction on using another method to satisfy the notice requirements.	71) An applicant who has difficulty providing notice to a respondent can ask the tribunal for direction on using another method to satisfy the notice requirements by providing to the tribunal a completed Request for Directions on How to Provide Notice Form before the deadline for providing notice has passed.	Added “by providing to the tribunal a completed Request for Directions on How to Provide Notice Form before the deadline for providing notice has passed” to provide clarity for users on how to provide notice when they are having difficulties
Nov. 7, 2016	<p>73) A respondent who receives a Dispute Notice must complete a Dispute Response Form.</p> <p>74) The respondent must</p> <ul style="list-style-type: none"> <li>a) provide the Dispute Response Form to the tribunal and to every other party in the dispute before the expiry of the reply timeline shown on the Dispute Response Form, and</li> <li>b) pay the required fee.</li> </ul>	<p>72) A respondent who receives a Dispute Notice must</p> <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the Dispute Response Form to the tribunal and to every other party in the dispute before the expiry of the reply timeline shown on the Dispute Response Form, and</li> <li>c) pay the required fee.</li> </ul>	The old rules 73 and 74 were combined into one rule to provide greater clarity. Additionally, they were renumbered as rule 72 due to removal of rule 70 above.

Nov. 7, 2016	<p>75) A respondent can add a claim to a dispute by</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute,</li> <li>b) completing an Additional Claim Form,</li> <li>c) paying the required fee to add a claim, and</li> <li>d) providing a copy of the completed Dispute Response Form together with the completed Additional Claim form to the tribunal and to every other party in the dispute within 14 days of receiving the Dispute Notice.</li> </ul>	<p>73) A respondent can add a claim against an applicant to a dispute by</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute,</li> <li>b) completing an Additional Claim Form,</li> <li>c) paying the required fee to add a claim, and</li> <li>d) providing a copy of the completed Dispute Response Form together with the completed Additional Claim Form to the tribunal and to every other party in the dispute within 14 days of receiving the Dispute Notice.</li> </ul>	<p>Added “against an applicant” to provide clarity, and capitalized “Form” in subsection (d). Renumbered as rule 73 due to removal of rule 70 and combining rules 73 and 74 above.</p>
Nov. 7, 2016	<p>76) If a respondent thinks another person is responsible for a claim, that respondent can apply for dispute resolution against that other person by</p>	<p>74) A respondent who thinks another person is responsible for a claim can apply to add that person to the dispute by</p>	<p>Updated the process for adding a third party to a claim: rather than starting a separate claim and requesting the tribunal to join it to</p>

	<p>a) indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against that other person,</p> <p>b) completing the steps to apply for dispute resolution with the tribunal and paying the required fee to apply for dispute resolution, and</p> <p>c) asking the tribunal to join the new dispute against that other person to the dispute started against that respondent.</p>	<p>a) indicating in a completed Dispute Response form that the respondent will apply for dispute resolution against the other person,</p> <p>b) completing an Additional Claim Form identifying the other person and describing any claims against that person,</p> <p>c) paying the required fee to apply for dispute resolution,</p> <p>d) providing copies of the Dispute Notice, completed Dispute Response Form, completed Additional Claim Form and a blank Dispute Response Form by following the rules an applicant would follow to provide notice to start the dispute resolution process, but within 14 days of receiving the Dispute Notice,</p> <p>e) completing a Proof of Notice Form,</p>	<p>the original one, a respondent can directly add a third party to the claim. This makes it easier and clearer for parties and the tribunal. Additionally, this rule now includes the applicable information regarding providing notice to the third party who is being added to the claim. Added use of Additional Claim Form.</p> <p>Renumbered as rule 74 due to removal of rule 70 and combining rules 73 and 74 above.</p>
--	--	--	--

		<p>f) providing a completed Proof of Notice Form, Dispute Response Form and Additional Claim Form to the tribunal within 14 days of receiving the Dispute Notice, and</p> <p>g) providing copies of the completed Dispute Response Form and the completed Additional Claim Form to every other party in the dispute within 14 days of receiving the Dispute Notice.</p>	
Nov. 7, 2016	None	<p>75) A person who is named as a respondent in an Additional Claim Form must</p> <p>a) complete a Dispute Response Form,</p> <p>b) provide the completed Dispute Response Form to the tribunal and to every other party in the dispute before the expiry of the reply timeline shown on the</p>	<p>New provision providing direction to third parties about how to respond to a claim. The structure of the rule mirrors that of the new rule 72. This rule is consistent with rule 74.</p>

		Dispute Response Form, and c) pay the required fee.	
Nov. 7, 2016	81) The tribunal must resolve a dispute if  a) no respondent responds to a properly delivered Dispute Notice within the time required, and  b) the applicant does not request a default decision within 100 days of the date shown on the Dispute Notice.	80) If the tribunal notifies an applicant that no respondents provided a Dispute Response and the applicant does not request a default decision within the next 21 days, the tribunal may dismiss or refuse to resolve the application.	Amended to clarify timeline (including taking into account extensions that may have been granted under rule 69) and actions the tribunal may take when no respondent has responded and applicant has not requested default decision.  Renumbered as rule 80 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.
Nov. 7, 2016	83) The facilitator will determine a facilitation plan for each dispute that includes  a) processes to be followed, including the types of communication the parties will use,	82) The facilitator will direct  a) processes to be followed, including the types of communication the parties will use,  b) steps to be taken, and  c) timelines to be followed.	Changed “determine a facilitation plan for each dispute that includes” to “direct”, so that the tribunal is not required to create a formal plan/process when doing so would be unnecessary.

	<p>b) steps to be taken, and c) timelines.</p>		<p>Added “to be followed” in rule 83(c) for grammatical correctness given the above amendment.</p> <p>The heading for this section was also changed from “The Facilitation Plan” to “The Facilitation Process”.</p> <p>Renumbered as rule 82 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.</p>
<p>Nov. 7, 2016</p>	<p>84) The facilitator can make adjustments or modifications to the plan during facilitation.</p>	<p>83) The facilitator can make adjustments or modifications to the facilitation directions at any time during facilitation.</p>	<p>Changed “plan” to “facilitation directions at any time” in order to reflect the revised rule 82 as well as to make it clear that directions may change at any time.</p> <p>Renumbered as rule 83 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.</p>

Nov. 7, 2016	97) A facilitator’s non-binding neutral evaluation on how the tribunal would likely resolve a dispute in a hearing is covered by the confidentiality and non-disclosure rules.	96) A facilitator’s non-binding neutral evaluation on how the tribunal would likely resolve a dispute by the tribunal decision process is covered by the confidentiality and non-disclosure rules.	Changed “in a hearing” to “by the tribunal decision process” to include any tribunal decision processes, not limited to hearings only.  Renumbered as rule 96 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.
Nov. 7, 2016	101) If no party pays the tribunal decision fee within the time period set by the facilitator, the tribunal can  a) refuse to resolve the dispute, or  b) dismiss the dispute.	100) If no party pays the tribunal decision fee within the time period set by the facilitator, the tribunal can  a) refuse to resolve the dispute, b) proceed to hear the dispute, or c) dismiss the dispute.	Added (b) for consistency with Act.  Renumbered as rule 100 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.
Nov. 7, 2016	104) To prepare for the tribunal decision process, the facilitator will give the parties a Tribunal Decision Plan, which sets out  a) required information,  b) steps and timelines to prepare the dispute for the tribunal decision process, and  c) the date by which the tribunal	103) To prepare for the tribunal decision process, the facilitator will give the parties a Tribunal Decision Plan, which sets out  a) required information, and b) steps and timelines to prepare the dispute for the tribunal decision process.	Removed (c) and moved reference to the decision date to the new rule 118 to better reflect the practical process.  Renumbered as rule 103 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.

	will provide its decision.		
Nov. 7, 2016	<p>107) If a party or the tribunal requires a person to provide evidence or to produce a record or other thing in that person's control, the party or the tribunal can issue a summons by</p> <ul style="list-style-type: none"> <li>a) following the instructions and completing the required steps on the Summons Form,</li> <li>b) serving the summons according to the instructions in the Summons Form, and</li> <li>c) including with the summons the fees shown on the Summons Form.</li> </ul>	<p>106) If a party or the tribunal requires a person to provide evidence or to produce a record or other thing in that person's control, the party or the tribunal can issue a summons by</p> <ul style="list-style-type: none"> <li>a) following the instructions and completing the required steps on the Summons Form,</li> <li>b) providing the summons according to the instructions in the Summons Form, and</li> <li>c) including with the summons the fees shown on the Summons Form.</li> </ul>	<p>Minor housekeeping amendment: "serving" was changed to "providing" in rule 107(b). This is consistent with the language used in the remainder of the rules.</p> <p>Renumbered as rule 106 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.</p>
Nov. 7, 2016	<p>119) The tribunal must provide its final decision and any orders resolving the dispute by the date shown on the Tribunal Decision Plan unless the tribunal changes</p>	<p>118) The tribunal must provide its final decision and any orders resolving the dispute by the date communicated to the parties after the Tribunal Decision Plan is finalized.</p>	<p>Advising parties of the decision date has been moved from the old rule 104 to the new rule 118, to better reflect the practical process.</p>

	the date.		Renumbered as rule 118 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.
Nov. 7, 2016	<p>136) In reviewing the request for cancellation, the tribunal will consider</p> <ul style="list-style-type: none"> <li>a) whether the reason for non-compliance was due to an accident, illness or other cause beyond the control of the party making the request,</li> <li>b) whether the party making the request was acting in good faith,</li> <li>c) evidence supporting their request, and</li> <li>d) if there is any delay in filing the request for cancellation, the reason for that delay, along with</li> </ul>	<p>135) In reviewing the request for cancellation, the tribunal will consider</p> <ul style="list-style-type: none"> <li>a) whether the reason for non-compliance was due to an accident, illness or other cause beyond the control of the party making the request,</li> <li>b) whether the party making the request was acting in good faith,</li> <li>c) evidence supporting their request,</li> <li>d) whether the party making the request has a defence worth investigating and</li> <li>e) if there is any delay in filing the request for cancellation, the reason for that delay, along with evidence for the delay.</li> </ul>	<p>Added an additional factor that the tribunal will consider when reviewing the request for cancellation: (d) whether the party making the request has a defence worth investigating.</p> <p>As a result of the addition, the previous rule 136(d) has been renumbered as 136(e).</p> <p>Renumbered as rule 135 due to removal of rule 70, combining rules 73 and 74 above, and addition of rule 75.</p>

	evidence for the delay.		
Nov. 7, 2016	Rules 72 to 73	Rules 71 to 72	Removal of rule 70, combining rules 73 and 74, and addition of rule 75 resulted in renumbering of subsequent rules.
Nov. 7, 2016	Rules 75 to 76	Rules 73 to 74	
Nov. 7, 2016	Rules 77-145	Rules 76 to 144	
Nov. 7, 2016	No glossary in rules	<p>Glossary added to rules:</p> <p>Some terms from the <i>Civil Resolution Tribunal Act</i> have been simplified in these rules. The following glossary is intended to be used for convenience and reference only.</p> <p>“Case manager” in the <i>Act</i> is the same as “facilitator” in the rules.</p> <p>“Case management” in the <i>Act</i> is the same as “facilitation” in the rules.</p> <p>“Civil Resolution Tribunal Act” in the <i>Act</i> is the same as “the Act” in the rules.</p> <p>“Initiating notice” in the <i>Act</i> is the same as “Dispute Notice” in the rules.</p> <p>“Initiating party” in the <i>Act</i> is the same as “applicant” in the rules.</p> <p>“Request for tribunal resolution” in the <i>Act</i> is the same as “Dispute Application” in the rules.</p> <p>“Responding party” in the <i>Act</i> is the same as “respondent” in the rules.</p> <p>“Serve” in the <i>Act</i> is the same as “provide notice” in the rules.</p> <p>“Hearing” in the <i>Act</i> is the same as “tribunal decision process” in the rules.</p>	Added glossary to the CRT Rules.

June 1, 2017	None	8) No person is allowed to record a facilitation discussion or tribunal decision process without permission by the tribunal.	This rule was added to prevent a party from recording a facilitation discussion or tribunal decision process without first obtaining permission from the tribunal.
June 1, 2017	10) If a tribunal form or rule indicates a fee is required in order to take a step, the fee shown in the CRT List of Fees must be paid before the step will be completed.	11) If a tribunal form or rule indicates a fee is required in order to take a step, the fee shown in the CRT Fees must be paid before the step will be completed.	"CRT List of Fees" has been renamed "CRT Fees" to be consistent with other materials. A hyperlink has been added to "CRT Fees" to link directly to the page on the CRT website.
June 1, 2017	14) The tribunal can order a party to pay to another party any reasonable expenses arising out of the dispute resolution process including: <ul style="list-style-type: none"> <li>a) fees collected by the tribunal, including the fee for applying for dispute resolution; and</li> <li>b) expense incurred by a party relating directly to the dispute resolution process.</li> </ul>	Repealed.	Recovery of Fees and Expenses has been consolidated into one section, located at rules 130 through 133 of the rules effective June 1, 2017. This provision has been integrated with the other rules.
June 1, 2017	15) If a dispute is not resolved by agreement, and a tribunal member makes a binding decision, the unsuccessful party will be required to pay the successful party's fees and reasonable expenses unless the tribunal decides otherwise.	129) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the unsuccessful party will be required to pay the successful party's tribunal fees and reasonable dispute-related expenses	"Recovery of Fees and Expenses" has been consolidated into one section, located at rules 129 through 133 of the rules effective June 1, 2017. Rule 15 is now Rule 129, and the language of the rule has been updated to clarify that an

		unless the tribunal decides otherwise.	unsuccessful party will be required to pay the successful party's tribunal fees and <i>dispute-related</i> expenses unless the tribunal decides otherwise.
June 1, 2017	16) Except in extraordinary cases, the tribunal will not order one party to pay to another party any fees charged by a lawyer or another representative.	132) Except in extraordinary cases, the tribunal will not order one party to pay to another party any fees charged by a lawyer or another representative in the tribunal dispute process.	Recovery of Fees and Expenses has been consolidated into one section, located at rules 129 through 133 of the rules effective June 1, 2017. This rule has been amended to make it clear that the tribunal will not order the payment of fees charged by a lawyer or another representative in the tribunal dispute process.
June 1, 2017	28) Information and communication sent by fax are considered received at noon on the 3 <sup>rd</sup> day after they are faxed.	26) Information and communications sent by fax are considered received on the date and time noted on the fax confirmation sheet.	Renumbered as rule 26, and updated to reflect that the date and time noted on the fax confirmation sheet will be used to determine when information and communications sent by fax are considered received.
June 1, 2017	29) Discussions, negotiations and other communications made for the purpose of attempting to settle claims by agreement in the tribunal process, including information exchanged as part of those communications, are confidential and must not be disclosed	27) Discussions, negotiations and other communications made for the purpose of attempting to settle claims by agreement in the tribunal process, including information exchanged as part of those communications, are confidential and must not be disclosed	Minor housekeeping amendment: changed "process" in 29(d) to "processes". Renumbered as rule 27.

	<p>during the tribunal decision process or in any court proceeding or other legally binding process unless</p> <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) the parties are required by a court or tribunal to disclose them,</li> <li>c) it is evidence or information exchanged during settlement discussions that would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications or information is abusive, or includes threats of bodily harm made during or in connection with negotiation or settlement process.</li> </ul>	<p>during the tribunal decision process or in any court proceeding or other legally binding process unless</p> <ul style="list-style-type: none"> <li>e) the parties agree that they can be disclosed,</li> <li>f) the parties are required by a court or tribunal to disclose them,</li> <li>g) it is evidence or information exchanged during settlement discussions that would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> </ul> <p>the content of those communications or information is abusive, or includes threats of bodily harm made during or in connection with negotiation or settlement processes.</p>	
June 1, 2017	43) A party with insurance coverage for a claim may be represented by their insurer.	41) An insurer who is providing coverage to pay damages in a dispute can request to be added as a party to the dispute.	Language updated for greater precision and clarity. Renumbered as rule 41.
June 1, 2017	44) An insurer representing a party in a dispute must act through <ul style="list-style-type: none"> <li>a) a director or authorized employee of</li> </ul>	42) An insurer who is a party in a dispute must act through <ul style="list-style-type: none"> <li>a) a director or authorized employee of</li> </ul>	Language updated for greater precision and clarity. Renumbered as rule 42.

	<p>the insurer, or</p> <p>b) another person permitted by a tribunal employee or member to represent the insurer.</p>	<p>the insurer, or</p> <p>b) another person permitted by a tribunal employee or member to represent the insurer.</p>	
June 1, 2017	<p>49) After an initial review of the Dispute Application Form, the tribunal will provide to the application one of the following:</p> <p>a) a request for more information about the application,</p> <p>b) a Dispute Notice to provide to each respondent, or</p> <p>c) an explanation as to why the application is not accepted.</p>	<p>47) After an initial review of the Dispute Application Form, the tribunal will provide to the application one of the following:</p> <p>a) a request for more information about the application,</p> <p>b) a Dispute Notice to provide to each respondent, or</p> <p>c) an explanation as to why the Dispute Notice will not be issued.</p>	<p>“Why the application is not accepted” changed to “why the Dispute Notice will not be issued” in 47(d) for greater precision and clarity. Renumbered as rule 47.</p>
June 1, 2017	None	<p>58) Despite these rules, the tribunal may determine that the applicant has provided notice to a respondent using another method permitted by the tribunal.</p>	<p>New provision to allow the tribunal discretion to accept that an applicant has provided notice using another method.</p>
June 1, 2017	None	<p>67) If a claim relates to a motor vehicle accident which occurred in British Columbia, an application must also provide the Dispute Notice to the Insurance Corporation of British Columbia (ICBC) by</p> <p>a) sending a copy of the Dispute Notice by registered mail or courier to 800 –</p>	<p>New provision added for motor vehicle accidents to address the requirement that ICBC is given a copy of the Dispute Notice.</p>

		<p>808 Nelson Street, Vancouver, BC V6Z 2H1, or</p> <p>b) delivering a copy of the Dispute Notice in person to an employee at any ICBC claims center.</p>	
June 1, 2017	<p>68) A party who completes the steps to provide notice must provide a completed Proof of Notice Form to the tribunal within 10 days of providing notice.</p>	<p>68) A party who completes the steps to provide notice to a respondent must provide a completed Proof of Notice Form to the tribunal within 10 days of providing notice.</p>	<p>Minor housekeeping amendment, added “to a respondent” for clarity.</p>
June 1, 2017	<p>72) A respondent who receives a Dispute Notice must</p> <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the Dispute Response Form to the tribunal and to every other party in the dispute before the expiry of the reply timeline shown on the Dispute Response Form, and</li> <li>c) pay the required fee.</li> </ul> <p>75) A person who is named as a respondent in an Additional Claim Form must</p> <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the completed Dispute Response Form to the tribunal and</li> </ul>	<p>72) A respondent who receives a Dispute Notice, or an applicant who receives a Dispute Notice as a result of an Additional Claim Form, must within 14 days of receiving the Dispute Notice, or if notice was provided outside British Columbia, within 30 days</p> <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the Dispute Response Form to the tribunal, and</li> <li>c) pay the required fee.</li> </ul>	<p>Old rules 72 and 75 are combined into rule 72 for increased clarity.</p>

	<p>to every other party in the dispute before the expiry of the reply timeline shown on the Dispute Response form, and</p> <p>c) pay the required fee.</p>		
June 1, 2017	<p>73) A respondent can add a claim against an application to a dispute by</p> <p>a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute,</p> <p>b) completing an Additional Claim Form,</p> <p>c) paying the required fee to add a claim, and</p> <p>d) providing a copy of the completed Dispute Response Form together with the completed Additional Claim Form to the tribunal and to every other party in the dispute within 14 days of receiving the Dispute Notice.</p>	<p>73) Unless a facilitator directs otherwise, within 30 days of providing the Dispute Response Form to the tribunal, a respondent can request resolution of a claim against an applicant, often called a “counterclaim”, by</p> <p>a) indicating in a completed Dispute Response Form that the respondent will add a least one claim in the dispute,</p> <p>b) completing an Additional Claim Form,</p> <p>c) providing the Additional Claim Form to the tribunal, and</p> <p>d) paying the required fee to add a claim.</p>	<p>Reworded for greater clarity, and to provide a procedure and time limit for when a respondent can add an additional claim to a dispute.</p>
June 1, 2017	<p>74) A respondent who thinks another person is responsible for a claim can apply to add that person to the dispute by</p> <p>a) indicating in a completed Dispute Resolution Form that the respondent</p>	<p>74) Unless a facilitator directs otherwise, a respondent who believes another person is responsible for the claim can request resolution of a claim against that other person, often referred to as a “third part</p>	<p>Restructured for greater clarity, and to provide direction for respondents who add an additional party to a claim.</p>

	<p>will apply for dispute resolution against the other person,</p> <p>b) completing an Additional Claim Form identifying the other person and describing any claims against that person,</p> <p>c) paying the required fee to apply for dispute resolution,</p> <p>d) providing copies of the Dispute Notice, completed Dispute Response Form, completed Additional Claims Form and a blank Dispute Response Form by following the rules an applicant would follow to provide notice to start the dispute resolution process, but within 14 days of receiving the Dispute Notice,</p> <p>e) completing a Proof of Notice Form,</p> <p>f) providing a completed Proof of Notice Form, Dispute Response Form and Additional Claim Form to the tribunal within 14 days of receiving the Dispute Notice, and</p> <p>g) providing copies of the completed Dispute Response Form and the completed Additional Claim Form to</p>	<p>claim”, by</p> <p>a) indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</p> <p>b) completing an Additional Claim Form identifying the other person and describing any claims against that person,</p> <p>c) providing the Additional Claim Form to the tribunal, and</p> <p>d) paying the required fee to add a claim.</p> <p>75) A respondent who adds an additional party to a claim must complete the steps for “Starting the Dispute Resolution Process” except</p> <p>a) the time frame for providing notice to the other person is 30 days instead of 90 days and</p> <p>b) the original Dispute Notice and any responses must be provided along with the Dispute Notice for the additional claims.</p>	
--	---	---	--

	every other party in the dispute within 14 days of receiving the Dispute Notice.		
June 1, 2017	76) Before accepting an application for dispute resolution, the tribunal can require an applicant to make corrections or provide additional information.	Repealed	Rule 47 addresses the tribunal's ability to request further information.
June 1, 2017	77) If the tribunal refuses to accept an application for dispute resolution, it will <ul style="list-style-type: none"> <li>a) notify the applicant of that refusal, and</li> <li>b) provide reasons for the refusal.</li> </ul>	Repealed	Rule 47 states the tribunal will explain why a Dispute Notice will not be issued in that event.
June 1, 2017	79) If every respondent is in default, an applicant can request a default decision and order by <ul style="list-style-type: none"> <li>a) requesting a default decision and order,</li> <li>b) providing a completed Proof of Notice Form, and</li> <li>c) paying the required fee to request a default decision and order.</li> </ul>	77) If every respondent is in default, an applicant can request a default decision and order by <ul style="list-style-type: none"> <li>a) providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims ,</li> <li>b) providing a completed Proof of Notice Form, and</li> <li>c) paying the required fee to request a default decision and order.</li> </ul>	Renumbered as rule 77. Revised to reflect default decision process of the tribunal.

June 1, 2017	None	78) When the tribunal makes a default decision and order, it will a) assume liability, and b) resolve the dispute without a respondent's participation.	New provision, added to reflect tribunal's default decision process, consistent with the BC Provincial Court process.
June 1, 2017	None	79) In a request for a default decision and order for a debt claim, the tribunal will order payment of a) the amount claimed, and b) applicable interest, claimed tribunal fees and reasonable dispute-related expenses.	New provision, added to reflect tribunal's default decision process, consistent with the BC Provincial Court process.
June 1, 2017	None	80) In a request for a default decision and order for a non-debt claim, the tribunal will determine a) the amount the applicant is entitled to, based on the evidence provided, if the claim is for money, and b) the terms of an appropriate order, in any other case, including applicable interest, tribunal fees and reasonable dispute-related expenses.	New provision, added to reflect tribunal's default decision process, consistent with the BC Provincial Court process.
June 1, 2017	None	81) The tribunal will send the respondent a copy of the final decision.	New provision, added to reflect tribunal's default decision process.

June 1, 2017	80) If the tribunal notifies an applicant that no respondents provided a Dispute Response and the applicant does not request a default decision within the next 21 days, the tribunal may dismiss or refuse to resolve the dispute.	82) If the tribunal notifies an applicant that no respondent provided a Dispute Response, and the applicant does not request a default decision within 21 days of being requested to do so, the tribunal may dismiss or refuse to resolve the application.	Renumbered as rule 82. Minor housekeeping amendment to language for increased clarity.
June 1, 2017	89) If the parties agree to resolve some, but not all claims, by agreement, the facilitator can record their draft agreement based on the terms agreed upon by the parties, and provide it to a tribunal member a) immediately, or b) along with the Tribunal Decision Plan.	91) If the parties agree to resolve some, but not all, claims by agreement, the facilitator can record their draft agreement based on the terms agreed upon by the parties, and provide a draft consent resolution order to a tribunal member a) immediately, or b) along with the Tribunal Decision Plan.	Renumbered as rule 91. Minor housekeeping amendment to language by adding “a draft consent resolution order”.
June 1, 2017	92) The facilitator can direct any party in a dispute to provide to the tribunal and to every other party a) any information and evidence, including explanations of that information or evidence, b) information about the ability to pay an amount reached by agreement or ordered by the tribunal,	94) The facilitator can direct any party in a dispute to provide to the tribunal and to every other party a) any information and evidence, including explanations of that information or evidence, b) information about a party’s ability to pay an amount reached by agreement or ordered by the tribunal,	Renumbered as rule 94. Minor housekeeping amendment to (b).

	<p>c) responses to another party's information and communications, and</p> <p>d) that party's position on any proposed resolution of a claim in that dispute.</p>	<p>c) responses to another party's information and communications, and</p> <p>d) that party's position on any proposed resolution of a claim in that dispute</p>	
June 1, 2017	<p>93) At any time during facilitation, the facilitator can</p> <p>a) recommend that a party take steps to add a party to the dispute, and</p> <p>b) determine the steps required to add that party, including who should pay any costs associated with those steps.</p>	<p>95) At any time during facilitation, the facilitator can</p> <p>a) recommend that a party take steps to add a party to the dispute,</p> <p>b) permit a party to add, revise, or withdraw a claim to the dispute, and</p> <p>c) determine the steps required to add a party or claim, including who should pay any costs associated with those steps.</p>	Renumbered as rule 95. Added ability of a facilitator to permit a party to add, revise, or withdraw a claim to the dispute in (b), and made minor housekeeping amendment to language in (c).
June 1, 2017	<p>96) A facilitator's non-binding neutral evaluation on how the tribunal would likely resolve a dispute by the tribunal decision process is covered by the confidentiality and non-disclosure rules.</p>	<p>98) A facilitator's non-binding neutral evaluation is covered by the confidentiality and non-disclosure rules.</p>	Renumbered as rule 98. Minor housekeeping amendment to language.
June 1, 2017	None	<p>108) The tribunal may at any time order that a party be added to the dispute and make directions as to the process to be followed.</p>	Added to give tribunal discretion to order that a party be added to the dispute, in order to facilitate the just and speedy resolution of claims.
June 1, 2017	<p>107) When facilitation ends, the</p>	Repealed.	Rules 84 and 100 state that the facilitator

	<p>facilitator will</p> <ul style="list-style-type: none"> <li>a) ask the parties to confirm that all necessary steps have been completed on the Tribunal Decision Plan,</li> <li>b) determine the recommended format and length for their tribunal decision process,</li> <li>c) notify the parties of the expected start date for the tribunal process, and</li> <li>d) provide any further instructions and directions required to prepare for the tribunal decision process.</li> </ul>		<p>will direct the processes to be followed, steps taken, and timelines to be followed.</p>
June 1, 2017	<p>108) If a party does not comply with the Tribunal Decision Plan</p> <ul style="list-style-type: none"> <li>a) the tribunal can decide the dispute relying only on the information and evidence that was filed in compliance with the Tribunal Decision Plan,</li> <li>b) the tribunal can dismiss the claims brought by a party that did not comply with the Tribunal Decision Plan, and</li> <li>c) the tribunal can require the non-complying party to pay to another party any fees and other reasonable</li> </ul>	<p>109) If a party does not comply with the Tribunal Decision Plan the tribunal may do any one of the following</p> <ul style="list-style-type: none"> <li>a) the tribunal can decide the dispute relying only on the information and evidence that was provided in compliance with the Tribunal Decision Plan,</li> <li>b) the tribunal can dismiss the claims brought by a party that did not comply with the Tribunal Decision Plan, and</li> <li>c) the tribunal can require the non-</li> </ul>	<p>Renumbered as rule 109. Minor housekeeping amendment to structure of rule.</p>

	expenses that arose as a result of a party's non-compliance with the Tribunal Decision Plan.	complying party to pay to another party and fees and other reasonable expenses that arose as a result of a party's non-compliance with the Tribunal Decision Plan.	
June 1, 2017	None	110) Facilitation ends when the facilitator determines that the Tribunal Decision Plan is complete.	New rule added to clarify the termination of the facilitation phase of the tribunal process.
June 1, 2017	None	111) The tribunal can decide a default application without giving the parties a Tribunal Decision Plan.	New rule to facilitate the speedy determination of default applications, without the use of the facilitation process.
June 1, 2017	114) A party providing written expert opinion evidence to the tribunal must provide a copy of it to every other party by the deadline shown in the Tribunal Decision Plan.	118) A party providing written expert opinion evidence to the tribunal must provide a copy of it to every other party by the deadline shown in the Tribunal Decision Plan, together with the expert's invoice and any correspondence with that expert relating to the requested opinion.	Renumbered as rule 118. Minor housekeeping amendments to the language, for increased clarity.
June 1, 2017	115) The tribunal decision process starts on the date shown on the Tribunal Decision Plan or on a later date communicated by the tribunal.	Repealed	Rule 119 provides for more flexibility for the tribunal to determine the format and length of the process. Also, the tribunal decision process does not begin until

			after the Tribunal Decision Plan has been completed and is referred for assignment to a tribunal member.
June 1, 2017	118) The tribunal must provide its final decision and any orders resolving the dispute by the date communicated to the parties after the Tribunal Decision Plan is finalized.	121) In strata disputes, the tribunal must provide its final decision and any orders resolving the dispute by the date communicated by the facilitator to the parties. 122) In small claims disputes, the tribunal will a) provide the final decision by the date communicated by the facilitator to the parties, and b) provide any orders resolving the dispute after the time for filing a Notice of Objection has passed and only if no objection has been made.	Revised to reflect the different processes in use for small claims disputes and strata disputes.
June 1, 2017	119) The CRT Chair may extend the time allowed for providing a final decision and orders resolving the dispute.	123) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute.	Renumbered as rule 123. Changed "CRT" to "tribunal" for consistency in language across the rules.
June 1, 2017	None.	125) The tribunal will take reasonable steps to protect the privacy of non-parties and will use initials in place of full names or use other descriptions where the tribunal	New provision, added to reflect the tribunal's commitment to taking reasonable steps to protect the privacy of non-parties.

		considers it appropriate to do so.	
June 1, 2017	121) A final decision or order can include a) an order for a party to pay money to another party, b) an order requiring a party to do or stop doing something, and c) any order, terms or conditions the tribunal considers appropriate.	126) A final decision or order can include a) an order for a party to pay money, b) an order requiring a party to do or stop doing something, and c) any order, terms or conditions the tribunal considers appropriate.	Renumbered as rule 126. Minor housekeeping amendments to language.
June 1, 2017	122) If a final decision or order resolving a dispute is given orally, a written record of the order must be given to the parties at or before the date shown in the Tribunal Decision Plan.	Repealed.	The Tribunal Decision Plan does not set out a due date, because the due date is not set until after the Tribunal Decision Plan is completed.
June 1, 2017	131) The tribunal can make orders regarding payment of fees or reasonable expenses in the case of a withdrawal or dismissal.	131) The tribunal may make orders regarding payment of CRT Fees or reasonable dispute-related expenses in the case of a withdrawal or dismissal.	Updated for increased clarity.
June 1, 2017	132) A party may request the cancellation of a final decision, default, dismissal or tribunal refusal to resolve a dispute that was made when that party failed to comply with the Act, rules or regulations by a) completing the Request for Cancellation of Final Decision or	138) A party may request the cancellation of a final decision or order that was made when that party was in default or failed to comply with the Act, rules or regulations by a) completing and submitting the Request for Cancellation of Final Decision or Dismissal Form,	Renumbered as rule 138. Language updated for increased clarity and consistency with the <i>Civil Resolution Tribunal Act</i> .

	Dismissal Form, b) providing evidence to support their request, and c) paying the required fee.	b) providing evidence to support their request, and c) paying the required fee.	
June 1, 2017	133) If the request for cancellation is accepted for consideration by the tribunal, a facilitator will a) decide what steps are required, and b) provide instructions to the person making the request on how to notify the other parties or other people requiring notice.	139) If the request for cancellation is accepted for consideration by the tribunal, a tribunal member will a) decide what steps are required, and b) instruct the person making the request on how to notify the other parties or other people requiring notice.	Renumbered as rule 139. Revised language for increased clarity and consistency with the <i>Civil Resolution Tribunal Act</i> .
June 1, 2017	134) A request to cancel a final decision, default, dismissal or tribunal refusal to resolve a dispute that was made when a party failed to comply with the Act, rules or regulations must include the reasons for the non-compliance.	140) A request to cancel a final decision or order that was made when a party was in default or failed to comply with the Act, rules or regulations must include the reasons for the non-compliance.	Renumbered as rule 140. Revised to remove reference to a “default” or “dismissal”.
June 1, 2017	135) In reviewing the request for cancellation, the tribunal will consider a) whether the reason for non-compliance was due to an accident, illness or other cause beyond the control of the party making the request, b) whether the party making the	141) In reviewing the request for cancellation, the tribunal will consider a) whether the reason for default or non-compliance was due to an accident, illness or other cause beyond the control of the party making the request, b) whether the party making the	Renumbered as rule 141. Minor housekeeping amendments to language.

	<p>request was acting in good faith,</p> <p>c) evidence supporting their request,</p> <p>d) whether the party making the request has a defence worth investigating and</p> <p>e) if there is any delay in filing the request for cancellation, the reason for that delay, along with the evidence for the delay.</p>	<p>request was acting in good faith,</p> <p>c) evidence supporting their request,</p> <p>d) whether the party making the request has a defence worth investigating and</p> <p>e) if there is any delay in submitting the request for cancellation, the reason for that delay, along with evidence for the delay.</p>	
June 1, 2017	<p>136) Generally, the tribunal will not cancel a final decision, default, dismissal or tribunal refusal to resolve a dispute that was made when a party failed to comply with the Act, rules or regulations if the reason for non-compliance or any delay was within the control of that party.</p>	<p>142) Generally, the tribunal will not cancel a final decision or order that was made when a party was in default or failed to comply with the Act, rules or regulations, if the reason for non-compliance or any delay was within the control of that party.</p>	<p>Renumbered as rule 142. Minor housekeeping amendments to language.</p>
June 1, 2017	<p>None</p>	<p>143) To object to a tribunal small claims decision a party must, within 28 days of receiving a Notice of Final Decision, submit a completed Notice of Objection Form to the tribunal and pay the required fee.</p>	<p>New provision, added for the tribunal's small claims jurisdiction.</p>
June 1, 2017	<p>None</p>	<p>144) Once a Notice of Objection Form has been submitted, the tribunal will provide the parties with a copy of the Notice of Objection</p>	<p>New provision, added for the tribunal's small claims jurisdiction.</p>

		Form and a Certificate of Completion indicating that the parties have completed the tribunal's process.	
June 1, 2017	<p>138) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the information can be obtained by the requestor from another publicly available source,</li> <li>b) must allow the requestor to explain their reasons for wanting the information that is the subject of the request, as well as how that person plans to use the information,</li> <li>c) must consider the privacy of any person named in the dispute in all open or closed tribunal disputes whose information might be the subject of the request,</li> <li>d) must not, unless compelled by legislation or a court order, disclose any information about a dispute that has not entered the tribunal decision phase,</li> <li>e) must maintain confidentiality of</li> </ul>	<p>146) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the information can be obtained by the requestor from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to provide to the requestor, and</li> <li>f) can make an order setting out any</li> </ul>	Renumbered as rule 146. Revised for greater precision and clarity.

	<p>settlement discussions in all open or closed tribunal disputes,</p> <p>f) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</p> <p>g) can redact any part of the information it decides to provide to the requestor, and</p> <p>h) can make an order setting out any limitations on the use or handling of any information it chooses to release.</p>	<p>limitations on the use or handling of any information it chooses to release.</p>	
June 1, 2017	Rules 8 to 13	Rules 9 - 14	<p>Addition of rules 8, 58, 67, 75, 78-81, 108, 110, 122, 125, 143 and 144, relocation of old rules 15, 16, 75 and 131 and repeal of old rules 14, 76, 77, 107, 115 and 122 resulted in renumbering of subsequent rules.</p>
June 1, 2017	Rules 14 to 16	Rules 129 to 132	
June 1, 2017	Rules 17 to 59	Rules 15 to 57	
June 1, 2017	Rules 60 to 67	Rules 59 to 66	
June 1, 2017	Rules 78 and 79	Rules 76 and 77	
June 1, 2017	Rules 80 to 105	Rules 82 to 107	
June 1, 2017	Rule 108	Rule 109	
June 1, 2017	Rule 106	Rule 112	
June 1, 2017	Rules 109 to 114	Rules 113 to 118	
June 1, 2017	Rules 116 to 118	Rules 119 to 121	
June 1, 2017	Rules 119 and 120	Rule 123 and 124	
June 1, 2017	Rule 121	Rule 126	
June 1, 2017	Rules 123 and 124	Rules 127 and 128	

June 1, 2017	Rule 125	Rule 130	
June 1, 2017	Rules 126 to 130	Rules 133 to 137	
June 1, 2017	Rules 132 to 136	Rules 138 to 142	
June 1, 2017	Rules 137 to 144	Rules 145 to 152	
June 7, 2017	<p>49) The applicant must</p> <p>a) provide a Dispute Notice and a blank Dispute Response Form to every respondent named in the dispute within 90 days from the day the Dispute Notice is issued by the tribunal,</p> <p>b) complete the Proof of Notice Form,</p> <p>c) provide the completed Proof of Notice Form to the tribunal, and</p> <p>c) provide any other information or evidence about the Dispute Notice or notice process requested by the tribunal.</p>	<p>49) The applicant must</p> <p>a) provide a Dispute Notice to every respondent named in the dispute within 90 days from the day the Dispute Notice is issued by the tribunal,</p> <p>b) complete the Proof of Notice Form,</p> <p>c) provide the completed Proof of Notice Form to the tribunal, and</p> <p>c) provide any other information or evidence about the Dispute Notice or notice process requested by the tribunal.</p>	Removal of the requirement for the applicant to provide the respondent with a blank copy of the Dispute Response Form, as this can now be done online.
July 7, 2017	37) A refusal of a request for permission to be represented must be made by a tribunal member.	37) A refusal of a request for permission to be represented must be made by a tribunal member or staff, as delegated by the Chair.	Allows tribunal to more efficiently allocate work between staff and members.
July 12, 2017	20) Every party or representative of a party must provide a communication method for receiving formal tribunal communications, including responses, additional claims, notices, directions, decisions and orders.	20) [Repealed].	Removal of requirement to provide formal communication method, based on feedback that this is neither necessary nor useful for parties.