



# Civil Resolution Tribunal

## MEDIA RELEASE

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### **CRT expands services to help people injured in motor vehicle accidents**

VANCOUVER – The Civil Resolution Tribunal (CRT) is expanding its services to help British Columbians who are injured in motor vehicle accidents to resolve injury claim disputes with ICBC and other insurers.

Starting April 1, 2019, the CRT will resolve motor vehicle accident injury claim disputes valued at \$50,000 or less. This builds on the CRT’s proven dispute resolution process, which has helped thousands of British Columbians settle small claims cases and strata and property disagreements without the need for a lawyer.

“Improving access to justice is the heart of our work and what motivates us every day”, said Shannon Salter, chair of the CRT. “We are looking forward to taking on this expanded role and helping British Columbians resolve these disputes without the time, stress and expense of going to court.”

For ICBC disputes, the CRT will also help determine – based on evidence from both parties – whether an injury is minor according to legislation, entitlement to accident benefits and responsibility for the crash. The CRT helps parties reach an agreement when possible. Where parties can’t agree, the CRT can make binding decisions that are enforceable as court orders. The CRT is well positioned to take on this new role because it is staffed with experienced, trained and legally qualified tribunal members who have expertise in motor vehicle personal injury law and mediators with extensive dispute resolution skills.

As Canada’s first and only online dispute resolution tribunal, the CRT has been a part of B.C.’s public justice system since 2016. The CRT operates independently from government and ICBC and is fully accessible, offering interpretation services in over 200 languages. It also provides fee waivers for people with low incomes and options to connect online, by email, fax, phone or mail and at Service BC locations throughout the province.

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