



# Civil Resolution Tribunal

## RULES

### Table of Changes

April 1, 2019 - present

The purpose of the Table of Changes is to provide transparency for the public when amendments are made to the CRT Rules, by providing a brief rationale for each amendment. The rationale is not binding on the tribunal and does not form part of the rules.

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## Section A: List of Amendments by Date

Amendment Date: May 1, 2020

| PREVIOUS RULE   | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---|--|---|--|
| <p><b>Rule 1.13(11)</b><br/>           11) An insurer who may be required to provide coverage to pay damages in a dispute can request to be added as a party to the dispute.</p>  | <p><b>Rule 1.13(11)</b><br/>           11) An insurer <del>who</del> <u>may represent their insured without requiring the permission of the tribunal if they:</u><br/>               a) <u>are making a claim from a third party to recover an amount paid under an insurance policy, or</u><br/>               b) may be required to provide coverage to pay damages in a dispute.<br/> <del>can request to be added as a party to the dispute.</del></p> | <p>Rule 1.13(11) has been expanded to provide circumstances where insurers may act as a representative without requiring the tribunal's permission.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 1.13(12)</b><br/>           12) An insurer who is a party in a dispute must act through<br/>               a) a director or authorized employee of the insurer, or<br/>               b) another person permitted by a tribunal employee or member to represent the insurer.</p> | <p><b>Rule 1.13(12)</b><br/>           12) An insurer who is a <u>representative or a</u> party in a dispute must act through<br/>               a) a director or authorized employee of the insurer, or<br/>               b) another person permitted by a tribunal employee or member to represent the insurer.</p>   | <p>Rule 1.13(12) has been amended to include the words "representative or a", for consistency with the amendment made to Rule 1.13(11).</p>             | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

Words that have been added are marked with underlining; words that have been removed are marked with ~~strikethrough~~.

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| <p><b>Rule 1.15(3)</b></p> <p>3) In considering a request from a party to pause the tribunal process, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the reason the party is requesting that the tribunal process be paused,</li> <li>b) whether all parties consent to pausing the tribunal process,</li> <li>c) any prejudice to the other parties if the tribunal process is paused,</li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) whether the tribunal's mandate supports pausing the tribunal process,</li> <li>f) other legislation which applies to the dispute and to the request for the dispute to be paused,</li> <li>g) whether it is in the interests of justice and fairness to pause the tribunal process, and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul> | <p><b>Rule 1.15(3)</b></p> <p>3) In considering a request from a party to <u>extend or shorten any timeline for any step or phase of the tribunal process, or to</u> pause the tribunal process, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) <del>the reason the party is requesting that the tribunal process be paused for the</del> <u>request,</u></li> <li>b) <del>whether all parties consent to pausing the tribunal process,</del></li> <li>c) any prejudice to the other parties <del>if the tribunal process is paused,</del></li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) <del>whether the tribunal's mandate supports pausing the tribunal process,</del></li> <li>f) other legislation which applies to the dispute and to the request <del>for the dispute to be paused,</del></li> <li>g) whether it is in the interests of justice and fairness <del>to pause the tribunal process,</del> and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul> | <p>Rule 1.15(3) is expanded so that it applies to requests to extend or shorten timelines, in addition to requests to pause a dispute.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
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| PREVIOUS RULE  | NEW RULE   | RATIONALE  | LINK TO VIEW LIST BY RULE                                   |
|--|--|--|---|
| N/A  | <b>Rule 2.1(4)</b><br><u>4) An application for dispute resolution must not exceed the character limits set out in the Dispute Application Form.</u>  | New Rule 2.1(4) establishes a character limit for applications for dispute resolution, whether filed electronically or in hard copy.   | <a href="#">Click here</a> to see changes made to this Rule |
| <b>Rule 5.5</b><br>Damages in Motor Vehicle Injury Disputes with a Minor Injury  | <b>Rule 5.5</b><br>Damages in Motor Vehicle Injury Disputes <del>with a Minor Injury</del>   | The heading for Rule 5.5 was updated to reflect amendments made January 1, 2020.   | <a href="#">Click here</a> to see changes made to this Rule |
| <b>Rule 6.1(2)</b><br>2) A party can ask the tribunal member for permission to withdraw its claims after the dispute has been assigned to a tribunal member for adjudication by contacting the tribunal. | <b>Rule 6.1(2)</b><br>2) A party can ask the tribunal member for permission to withdraw <u>one or more of</u> its claims after the dispute has been assigned to a tribunal member for adjudication by contacting the tribunal. | Rule 6.1(2) has had the words “one or more of” added for consistency with the language used in Rule 6.1(1).                            | <a href="#">Click here</a> to see changes made to this Rule |
| N/A  | <b>Rule 6.1(3)</b><br><u>3) A party who withdraws a claim can only pursue the claim with the permission of the tribunal.</u>   | New Rule 6.1(3) was added to make it clear that a party who withdraws their claim may not pursue it without the tribunal’s permission. | <a href="#">Click here</a> to see changes made to this Rule |

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| PREVIOUS RULE | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE                                   |
|---------------|---|---|---|
| N/A           | <p><b>Rule 6.1(4)</b><br/> <u>4) If all claims in a dispute are withdrawn, the tribunal will</u><br/>           a) <u>treat the dispute as resolved and close the dispute file, and</u><br/>           b) <u>only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim.</u></p>  | New Rule 6.1(4) was added to provide guidance with respect to how a dispute file will be handled when all of the claims in a dispute are withdrawn. | <a href="#">Click here</a> to see changes made to this Rule |
| N/A           | <p><b>Rule 6.1(5)</b><br/> <u>5) In considering a request to pursue a withdrawn claim the tribunal may consider</u><br/>           a) <u>the reason for the withdrawal,</u><br/>           b) <u>any prejudice to the other parties,</u><br/>           c) <u>whether the limitation period for the claim has expired,</u><br/>           d) <u>the tribunal's mandate,</u><br/>           e) <u>whether it is in the interests of justice and fairness, and</u><br/>           f) <u>any other factors the tribunal considers appropriate.</u></p> | New Rule 6.1(5) was added to provide a list of factors that the tribunal may consider when a party requests to pursue a previously withdrawn claim. | <a href="#">Click here</a> to see changes made to this Rule |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE                                   |
|---|---|---|---|
| N/A   | <b>Rule 8.7(3)</b><br><u>3) Every witness may be required to make a solemn affirmation before giving evidence at an oral hearing.</u>   | New Rule 8.7(3) was added to provide a requirement for witnesses to make a solemn affirmation before providing evidence at an oral hearing.   | <a href="#">Click here</a> to see changes made to this Rule |
| <b>Rule 12.1(6)</b><br>6) Unless the tribunal orders otherwise, medical information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute. | <b>Rule 12.1(6)</b><br>6) Unless the tribunal orders otherwise, medical <u>and employment</u> information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute. | Rule 12.1(6) has had the words “and employment” added. This is to include employment records in the class of information which the tribunal typically will not disclose to people or organizations that are not parties to the CRT dispute. | <a href="#">Click here</a> to see changes made to this Rule |

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Amendment Date: January 1, 2020

| PREVIOUS RULE   | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---|--|---|--|
| <p><b>Rule 1.3 (1)</b></p> <p>1) All parties in a dispute being resolved by the tribunal must</p> <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) behave and communicate in a respectful manner, and</li> <li>c) follow the directions provided by tribunal members and case managers.</li> </ul> | <p><b>Rule 1.3 (1)</b></p> <p>1) All parties in a dispute being resolved by the tribunal must</p> <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) <u>participate in any case management activities or hearings held by the tribunal.</u></li> <li><u>c)</u> behave and communicate in a respectful manner, and</li> <li><u>d)</u> follow the directions provided by tribunal members and case managers.</li> </ul> | <p>New Rule 1.3(1)(b) was added to clearly require a party to participate in any case management activities or hearings held by the tribunal.</p> <p>Rule 1.3(1)(c) was previously Rule 1.3(1)(b); numbering was altered due to the addition of the new Rule 1.3(1)(b), but the text was not changed.</p> <p>Rule 1.3(1)(d) was previously Rule 1.3(1)(c); numbering was altered due to the addition of the new Rule 1.3(1)(b), but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE                                   |
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| N/A  | <b>Rule 1.3 (4)</b><br><u>4) All parties, representatives and helpers must comply with the tribunal's Code of Conduct for Parties, Representatives and Helpers.</u>                                   | New Rule 1.3(4) was added to provide for a Code of Conduct for Parties, Representatives and Helpers which sets out the tribunal's expectations for how users must behave, as well as the repercussions for failure to abide by this Code of Conduct.   | <a href="#">Click here</a> to see changes made to this Rule |
| <b>Rule 1.4 (1)</b><br>1) If a party does not comply with the Act, a rule or an order at any stage of a tribunal proceeding, the party is non-compliant. | <b>Rule 1.4 (1)</b><br>1) If a party does not comply with the <u>CRT</u> Act, a rule, <del>or</del> an order <u>or a direction</u> at any stage of a tribunal proceeding, the party is non-compliant. | The word "CRT" was added for clarity and for consistency with the terminology used by the tribunal in other places.<br><br>The words "or a direction" were added for consistency, because the CRT Act and CRT Rules allow the case manager to refer a party's non-compliance with directions to a tribunal member for a decision or order. | <a href="#">Click here</a> to see changes made to this Rule |

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| PREVIOUS RULE   | NEW RULE   | RATIONALE  | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 1.4(2)</b><br/>           2) If a party is non-compliant, the tribunal may</p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule or an order,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply with the Act, a rule or an order, and</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance with the Act, a rule or an order.</li> </ul> | <p><b>Rule 1.4(2)</b><br/>           2) If a party is non-compliant, the tribunal may</p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule <del>or</del> an order <u>or a direction</u>,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply with the Act, a rule <del>or</del> an order <u>or a direction</u>, and</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance with the Act, a rule <del>or</del> an order <u>or a direction</u>.</li> </ul> | <p>The words "or a direction" were added for consistency, because the CRT Act and CRT Rules allow the case manager to refer a party's non-compliance with directions to a tribunal member for a decision or order.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE  |
|---|---|--|--|
| <p><b>Rule 1.8(1)</b></p> <p>1) Every party or representative of a party must provide contact information including</p> <ul style="list-style-type: none"> <li>a) an email address or the reasons why that party or representative cannot provide an email address,</li> <li>b) a mailing address, and</li> <li>c) a telephone number.</li> </ul> | <p><b>Rule 1.8(1)</b></p> <p>1) Every party <del>or</del> <u>and</u> representative of a party must provide contact information including</p> <ul style="list-style-type: none"> <li>a) an email address or the reasons why that party or representative cannot provide an email address,</li> <li>b) a mailing address, and</li> <li>c) a telephone number.</li> </ul>   | <p>The word “or” has been changed to “and” because the CRT process requires contact information for both the representative and the party.</p>   | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 1.14</b></p> <p>1) At any time during the tribunal process, a case manager or tribunal member can restrict the participation of a person providing representation or assistance in the tribunal process.</p>   | <p><b>Rule 1.14</b></p> <p>1) <u>A party may use a helper to assist them in the tribunal process, but a helper may not communicate on behalf of the party or enter into binding agreements on the party's behalf.</u></p> <p>2) At any time during the tribunal process, a case manager or tribunal member can restrict the participation of a person providing representation or assistance in the tribunal process.</p> | <p>New Rule 1.14(1) was added to give context for the new term “helper”, which is a term which has been used by the tribunal since it opened in 2016 but is a new term in the CRT Rules as of April 1, 2019.</p> <p>Rule 1.14(2) was previously Rule 1.14(1); numbering was altered due to the addition of the new Rule 1.14(1), but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE                                   |
|---------------|---|--|---|
| N/A           | <p><b>Rule 1.15(3)</b></p> <p><u>3) In considering a request from a party to pause the tribunal process, the tribunal may consider</u></p> <ul style="list-style-type: none"> <li>a) <u>the reason the party is requesting that the tribunal process be paused.</u></li> <li>b) <u>whether all parties consent to pausing the tribunal process.</u></li> <li>c) <u>any prejudice to the other parties if the tribunal process is paused.</u></li> <li>d) <u>whether there have been previous delays in the tribunal process, and the reasons for those delays.</u></li> <li>e) <u>whether the tribunal's mandate supports pausing the tribunal process.</u></li> <li>f) <u>other legislation which applies to the dispute and to the request for the dispute to be paused.</u></li> <li>g) <u>whether it is in the interests of justice and fairness to pause the tribunal process, and</u></li> <li>h) <u>any other factors the tribunal considers appropriate.</u></li> </ul> | New Rule 1.15(3) was added to provide the list of factors that the tribunal may consider when a party requests that a tribunal proceeding be paused. | <a href="#">Click here</a> to see changes made to this Rule |

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| PREVIOUS RULE | NEW RULE   | RATIONALE  | LINK TO VIEW LIST BY RULE  |
|---------------|--|--|--|
| N/A           | <p><b>Rule 1.15(4)</b></p> <p><u>4) If a deadline set by the tribunal falls on a weekend or statutory holiday, the deadline is automatically extended to the next day that is not a weekend or statutory holiday.</u></p>  | <p>New Rule 1.15(4) was added to reflect the CRT's practice of extending deadlines which fall on weekends or statutory holidays to the next day which is not a weekend or statutory holiday.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| N/A           | <p><b>Rule 1.18</b></p> <p>1) <u>Under section 11 of the Act, when determining whether to refuse to resolve a claim or dispute that is within the tribunal's jurisdiction, the tribunal may consider</u></p> <ul style="list-style-type: none"> <li>a) <u>the tribunal's mandate,</u></li> <li>b) <u>whether there are related legally binding processes underway,</u></li> <li>c) <u>the relative impacts on each party of the tribunal refusing to resolve the claim or dispute, and</u></li> <li>d) <u>any other factors the tribunal considers appropriate.</u></li> </ul> | <p>New Rule 1.18 was added to provide a list of factors that the tribunal may consider when determining whether to refuse a claim or dispute that is within the tribunal's jurisdiction.</p>     | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE  |
|---|---|--|--|
| <p><b>Rule 2.2(1)</b></p> <p>1) The tribunal will serve the Dispute Notice and instructions for response on a respondent by regular mail if</p> <ul style="list-style-type: none"> <li>a) the applicant has provided the name and address information required for service by ordinary mail,</li> <li>b) the mailing address for the respondent is in Canada, and</li> <li>c) the respondent is a person, corporation, strata corporation, partnership, society, co-operative association or municipality.</li> </ul> | <p><b>Rule 2.2(1)</b></p> <p>1) The tribunal will serve the Dispute Notice and instructions for response <u>on behalf of an applicant</u> on a respondent by regular mail if</p> <ul style="list-style-type: none"> <li>a) the applicant has provided the name and address information required for service by <del>ordinary</del> mail,</li> <li>b) the mailing address for the respondent is in Canada, and</li> <li>c) the respondent is a person, corporation, strata corporation, <u>section of a strata corporation</u>, partnership, society, co-operative association or municipality.</li> </ul> | <p>The words “on behalf of an applicant” were added to Rule 1.1(1) to clarify that if the CRT serves the respondent in these circumstances, then the applicant does not need to do so as well.</p> <p>The word “ordinary” was removed from Rule 1.1(1)(b) because the introduction to this rule sets out that the CRT will serve by regular mail.</p> <p>The words “section of a strata corporation” were added to Rule 2.2(1)(c) to include sections of strata corporations in the list of parties the CRT may serve on the applicant’s behalf. This is consistent with existing tribunal practice.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---|---|---|--|
| <p><b>Rule 2.2(2)</b><br/>           2) A Dispute Notice and instructions for response served by the tribunal are deemed received 10 days after the day they are mailed by the tribunal unless</p> <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response were not received by the respondent.</li> </ul> | <p><b>Rule 2.2(2)</b><br/>           2) A Dispute Notice and instructions for response served by the tribunal <u>by regular mail</u> <del>are deemed</del> <u>considered</u> received 10 days after the day they are mailed by the tribunal unless</p> <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response were not received by the respondent.</li> </ul> | <p>The words “by regular mail” were added to clarify that this rule only applies to Dispute Notices served by regular mail.</p> <p>The word “deemed” was changed to “considered” as a housekeeping amendment for consistency with language used throughout the rules.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---|---|---|--|
| <p><b>Rule 2.2(3)</b><br/>           3) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not provide the tribunal with the information required for the tribunal to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response were not received by the respondent, or</li> <li>c) the tribunal is unable to serve the Dispute Notice and instructions for response for any other reason.</li> </ul> | <p><b>Rule 2.2(3)</b><br/>           3) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not provide the tribunal with the information required for the tribunal to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response <u>sent by the tribunal</u> were not received by the respondent, or</li> <li>c) the tribunal is unable to serve the Dispute Notice and instructions for response for any other reason.</li> </ul> | <p>The words “sent by the tribunal” were added to Rule 2.2(3)(b) to clarify that if the CRT serves the respondent, then the applicant does not need to do so as well.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE  |
|---|---|--|--|
| <p><b>Rule 2.2(4)</b><br/>           4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must</p> <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal,</li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal.</li> </ul> | <p><b>Rule 2.2(4)</b><br/>           4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must</p> <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal <u>by</u> <ul style="list-style-type: none"> <li>i. <u>a method permitted by these rules for serving the type of respondent,</u></li> <li>or</li> <li>ii. <u>another method ordered by the tribunal,</u></li> </ul> </li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal.</li> </ul> | <p>Rules 2.2(4)(i) and 2.2(4)(ii) were added to clarify the methods of service permitted when an applicant is serving the Dispute Notice, and to distinguish this from the tribunal's ability to serve different types of respondents by regular mail under Rule 2.2(1).</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---|--|---|--|
| <p><b>Rule 2.2(5)</b><br/>           5) The tribunal may refuse to resolve or dismiss the dispute if</p> <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.</li> </ul> | <p><b>Rule 2.2(5)</b><br/>           5) The tribunal may refuse to resolve or <del>dismiss the a</del> dispute if</p> <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.</li> </ul> | <p>The words “or dismiss” were removed from Rule 2.2(5) to reflect that the tribunal would not yet have jurisdiction at this stage of the proceeding.</p>   | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 2.2(7)</b><br/>           7) A Dispute Notice and instructions for response can be served on a respondent by email, registered mail, courier delivery requiring a signature or by delivering it in person.</p>   | <p><b>Rule 2.2(7)</b><br/>           7) <u>Unless otherwise specified in these rules</u>, a Dispute Notice and instructions for response can be served <del>on a respondent</del> by email, registered mail, courier delivery requiring a signature or by delivering it in person.</p>   | <p>The words “unless otherwise specified in these rules” were added to Rule 2.2(7) to clarify that there are more specific service requirements for certain types of respondents.</p> <p>The words “on a respondent” were removed from Rule 2.2(7) because they were redundant.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 2.3</b></p> <p>1) Service by email is acceptable to satisfy the service requirements only if the respondent confirms receipt by sending a reply by email to the applicant by the date shown on the Dispute Notice.</p> <p>2) If an attempt to serve by email is not confirmed by the respondent, the applicant can attempt to serve by registered mail, courier delivery requiring a signature, or by delivering it in person.</p> | <p><b>Rule 2.3</b><br/>[repealed]</p>   | <p>Rule 2.3 was repealed because of the changes made to Rule 2.4 (which clarify the rules that apply when serving by email).</p>    | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 2.4(1)</b></p> <p>1) A Dispute Notice and instructions for response served by email are considered received on the date shown on the emailed reply from the respondent.</p>  | <p><b>Rule 2.4(1)</b></p> <p>1) A Dispute Notice and instructions for response <del>served by</del> <u>sent by the tribunal or an applicant by email</u> are considered <del>received on the date shown on the emailed reply from</del> <u>served only if the respondent acknowledges receipt of the Dispute Notice by</u></p> <ul style="list-style-type: none"> <li>a) <u>replying to the email,</u></li> <li>b) <u>contacting the tribunal to make a request specific to the dispute, or</u></li> <li>c) <u>otherwise confirming receipt of the Dispute Notice.</u></li> </ul> | <p>Changes to Rule 2.4(1) clarify the specific situations when a Dispute Notice sent by email will be considered valid service.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 2.6 (1)</b></p> <p>1) If the respondent is a strata corporation or a section of a strata corporation as defined in the <i>Strata Property Act</i>, a Dispute Notice and instructions for response must be served</p> <p>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</p> <p>b) by delivery in person to a council member.</p> | <p><b>Rule 2.6 (1)</b></p> <p>1) If the respondent is a strata corporation <del>or a section of a strata corporation</del> as defined in the <i>Strata Property Act</i>, a Dispute Notice and instructions for response must be served</p> <p>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</p> <p>b) by delivery in person to a council member.</p> | <p>The words “or a section of a strata corporation” were removed from Rule 2.6(1) because of the addition of Rule 2.6(2), which outlines the rules that apply when conducting service on a section of a strata corporation.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p>N/A</p>  | <p><b>Rule 2.6(2)</b></p> <p>2) <u>If the respondent is a section of a strata corporation as defined in the Strata Property Act, a Dispute Notice and instructions for response must be served</u></p> <p>a) <u>by registered mail, courier delivery requiring a signature or delivery in person to the section at its most recent mailing address on file in the Land Title Office, or</u></p> <p>b) <u>by delivery in person to an executive member of the section.</u></p>                | <p>New Rule 2.6(2) was added to address how to serve a section of a strata corporation.</p>   | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE                                   |
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| N/A  | <p><b>Rule 2.6(3)</b></p> <p>3) <u>If a strata corporation or section is served with a Dispute Notice and instructions for response at its most recent mailing address on file in the Land Title Office, an applicant must also provide a copy of the Dispute Notice and instructions for response</u></p> <p>a) <u>if the claim is against a strata corporation, by delivery in person or regular mail to a member of the strata council or the property manager for the strata corporation.</u></p> <p>b) <u>if the claim is against a section of a strata corporation, by delivery in person or regular mail to a member of the section executive or the property manager for the section of the strata corporation.</u></p> | New Rule 2.6(3) was added to ensure that the strata corporation or section of a strata corporation is always provided with notice of a CRT dispute at a currently monitored address. | <a href="#">Click here</a> to see changes made to this Rule |
| <p><b>Rule 4.3(1)</b></p> <p>1) When the tribunal makes a default decision and order, it will</p> <p>a) assume a respondent is liable, and</p> <p>b) resolve the dispute without a respondent's participation.</p> | <p><b>Rule 4.3(1)</b></p> <p>1) <u>Unless the tribunal decides otherwise,</u> when the tribunal makes a default decision and order, it will</p> <p>a) assume a respondent is liable, and</p> <p>b) resolve the dispute without a respondent's participation.</p>  | The words "unless the tribunal decides otherwise" were added to Rule 4.3(1) to provide for circumstances where a tribunal member may not assume the respondent is liable.            | <a href="#">Click here</a> to see changes made to this Rule |

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| PREVIOUS RULE  | NEW RULE   | RATIONALE  | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 5.5(1)</b></p> <p>1) The amount of damages in a motor vehicle injury dispute which involves a minor injury are presumed to be less than or equal to the tribunal limit amount, unless a party establishes that there is a substantial likelihood that the damages will exceed the tribunal limit amount.</p>  | <p><b>Rule 5.5(1)</b><br/>[repealed]</p>   | <p>Rule 5.5(1) was repealed because it is not necessary to reproduce or paraphrase the presumption set out in s.135 of the CRTA.</p>   | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 5.5(2)</b></p> <p>2) If a party informs the tribunal that they believe there is a substantial likelihood that the damages will exceed the tribunal limit amount, the tribunal may</p> <ol style="list-style-type: none"> <li>set timelines for the parties to submit evidence,</li> <li>set timelines for the parties to provide submissions, and</li> <li>refer the determination to a tribunal member.</li> </ol> | <p><b>Rule 5.5(2)</b></p> <p>2) If a party informs the tribunal <del>that they believe there is a substantial likelihood that the damages will, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute may</del> exceed the tribunal limit amount, the tribunal may</p> <ol style="list-style-type: none"> <li>set timelines for the parties to submit evidence,</li> <li>set timelines for the parties to provide arguments, and</li> <li>refer the determination to a tribunal member.</li> </ol> | <p>The text of Rule 5.5(2) was updated because the process will apply whether the motor vehicle dispute involves a minor injury or not.</p> <p>The “substantial likelihood” requirement has been removed from 5.5(2) and incorporated into 5.5(3) for increased clarity.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 5.5(3)</b><br/>3) If the tribunal determines that there is a substantial likelihood that the damages will exceed the tribunal limit amount, the tribunal may refuse to resolve the dispute.</p> | <p><b>Rule 5.5(3)</b><br/>3) <u>The tribunal may refuse to resolve a motor vehicle injury dispute about damages if</u><br/> a) <u>it determines, on the basis of satisfactory evidence, that there is a substantial likelihood the total amount of damages, excluding interest and expenses, that will be awarded for a minor injury in an accident claim will exceed \$50,000, or</u><br/> b) <u>it determines that the total amount of damages, excluding interest and expenses, in an accident claim will likely exceed \$50,000.</u></p> | <p>The text of Rule 5.5(3) was updated to reflect the tests set out in section 135 of the CRT Act, and to provide harmony with Rule 5.5(2).</p>   | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 6.1(2)</b><br/>2) A party can ask the tribunal member for permission to withdraw its claims during the tribunal decision process by contacting the case manager.</p>                            | <p><b>Rule 6.1(2)</b><br/>2) A party can ask the tribunal member for permission to withdraw its claims <u>during after the dispute has been assigned to a tribunal decision-process member for adjudication</u> by contacting the <del>case manager</del> <u>tribunal</u>.</p>   | <p>The text of Rule 6.1(2) has been updated to clarify that this rule applies once a dispute has been assigned to a tribunal member. By distinction, note that Rule 6.1(1) applies when a dispute has not yet been assigned to a tribunal member.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 7.3(1)</b></p> <p>1) The case manager can direct the parties to complete a Tribunal Decision Plan, including directing the parties to</p> <ol style="list-style-type: none"> <li>a) provide information and evidence relating to any claims or issues,</li> <li>b) provide information and explanations relating to their own or to another party's positions and submissions,</li> <li>c) provide an agreed statement of facts,</li> <li>d) exchange all the information and evidence required by the plan with the other parties,</li> <li>e) respond to any submissions or evidence provided by other parties, and</li> <li>f) complete any of the steps required by the plan by specific dates or within specific timelines.</li> </ol> | <p><b>Rule 7.3(1)</b></p> <p>1) The case manager can direct the parties to complete a Tribunal Decision Plan, including directing the parties to</p> <ol style="list-style-type: none"> <li>a) provide information and evidence relating to any claims or issues,</li> <li>b) provide information and explanations relating to their own or to another party's positions and <del>submissions</del> <u>arguments</u>,</li> <li>c) provide an agreed statement of facts,</li> <li>d) exchange all the information and evidence required by the plan with the other parties,</li> <li>e) respond to any <del>submissions</del> <u>arguments</u> or evidence provided by other parties, and</li> <li>f) complete any of the steps required by the plan by specific dates or within specific timelines.</li> </ol> | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 7.3(2)</b><br/>           2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the submissions portion of the Tribunal Decision Plan are</p> <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide submissions,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 3 days for the applicant to reply.</li> </ul> | <p><b>Rule 7.3(2)</b><br/>           2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are</p> <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 3 days for the applicant to reply.</li> </ul> | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 7.3(3)</b><br/>           3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the submissions portion of the Tribunal Decision Plan are</p> <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide submissions,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul>                       | <p><b>Rule 7.3(3)</b><br/>           3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are</p> <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul>                       | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 7.3(4)</b><br/>4) Unless the case manager directs otherwise, the timelines for completing the submissions portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run.</p>   | <p><b>Rule 7.3(4)</b><br/>4) Unless the case manager directs otherwise, the timelines for completing the <u>submissions arguments</u> portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run.</p>  | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p>  | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 7.3(5)</b><br/>5) Unless the case manager directs otherwise, submissions are limited to</p> <ul style="list-style-type: none"> <li>a) 20,000 characters (approximately 10 pages) for the applicant’s submissions,</li> <li>b) 20,000 characters (approximately 10 pages) for the respondent’s submissions, and</li> <li>c) 10,000 characters (approximately 5 pages) for the applicant’s reply.</li> </ul> | <p><b>Rule 7.3(5)</b><br/>5) Unless <del>the case manager directs otherwise, submissions</del> <u>a claim is for interest or dispute-related fees and expenses, arguments</u> are limited to</p> <ul style="list-style-type: none"> <li>a) 20,000 characters <del>(approximately 10 pages)</del> <u>per claim for the an</u> applicant’s <del>submissions</del> <u>arguments</u>,</li> <li>b) 20,000 characters <del>(approximately 10 pages)</del> <u>per claim for the a</u> respondent’s <del>submissions</del> <u>arguments</u>, and</li> <li>c) 10,000 characters <del>(approximately 5 pages)</del> <u>per claim for the an</u> applicant’s reply.</li> </ul> | <p>The words “a claim is for interest or dispute-related fees and expenses, arguments” have been added because of the addition of Rules 7.3(6) and 7.3(7) (which outline the character limits for arguments related to interest and dispute-related fees and expenses).</p> <p>The words “approximately ____ pages” were removed to reduce confusion regarding the allowed</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE | NEW RULE | RATIONALE   | LINK TO VIEW LIST BY RULE |
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|               |          | <p>limits for arguments.</p> <p>The words “per claim” have been added to Rule 7.3(5) to clarify that the maximum number of characters listed applies to each of the party’s claims.</p> <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> |                           |

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| N/A           | <p><b>Rule 7.3(6)</b><br/> <u>6) Arguments are limited to 500 characters per claim in</u><br/> a) <u>a claim for contractual or court order interest, or</u><br/> b) <u>a claim for dispute-related fees and expenses in a dispute that is not under the tribunal's strata property or motor vehicle injury jurisdiction.</u></p> | <p>New Rule 7.3(6) was added to encourage parties to provide concise arguments related to interest and dispute-related fees and expenses, and to prevent the use of this section to add substantive arguments relating to other claims.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| N/A           | <p><b>Rule 7.3(7)</b><br/> <u>7) Arguments are limited to 10,000 characters for a claim for dispute-related fees and expenses in a dispute under the tribunal's strata property or motor vehicle injury jurisdiction.</u></p>   | <p>New Rule 7.3(7) was added to specify a higher character limit for arguments related to strata property and motor vehicle injury disputes, in recognition of the increased complexity of these claims.</p>                                | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| <p><b>Rule 7.3(8)</b><br/>8) A party may contact a case manager to request an extension to the timeline for completing the Tribunal Decision Plan and to the limit on the length of submissions.</p>   | <p><b>Rule 7.3(8)</b><br/>8) A party may contact a case manager to request an extension to the timeline for completing the Tribunal Decision Plan and to the limit on the length of <del>submissions</del> <u>arguments</u>.</p>   | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 8.3 (1)</b><br/>1) A party may not rely on an expert opinion unless the party provides the expert’s evidence to all other parties<br/> a) within 21 days of the case manager notifying the parties that facilitation has ended, or<br/> b) the deadline set by the case manager or tribunal member.</p> | <p><b>Rule 8.3 (1)</b><br/>1) <u>Unless the tribunal decides otherwise</u>, a party may not rely on an expert opinion unless the party provides the expert’s evidence to all other parties<br/> a) within 21 days of the case manager notifying the parties that facilitation has ended, or<br/> b) the deadline set by the case manager or tribunal member.</p> | <p>The words “unless the tribunal decides otherwise” were added to Rule 8.3(1) to reflect the tribunal’s discretion.</p>  | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| <p><b>Rule 8.3(5)</b><br/>5) The case manager can</p> <ul style="list-style-type: none"> <li>a) direct a party to obtain expert opinion evidence, or</li> <li>b) direct multiple parties to retain a joint expert to produce expert opinion evidence.</li> </ul> | <p><b>Rule 8.3(5)</b><br/>5) The <del>case manager</del> <u>tribunal</u> can</p> <ul style="list-style-type: none"> <li>a) direct a party to obtain expert opinion evidence, or</li> <li>b) direct multiple parties to retain a joint expert to produce expert opinion evidence.</li> </ul> | <p>The word “case manager” was changed to “tribunal” in Rule 8.3(5) because “tribunal” is a broader term and reflects that a tribunal member may make these directions.</p>   | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 8.3(8)</b><br/>8) A party wishing to challenge another party’s expert or expert evidence must notify the tribunal of the reasons for the challenge as part of their Tribunal Decision Plan submissions.</p>   | <p><b>Rule 8.3(8)</b><br/>8) A party wishing to challenge another party’s expert or expert evidence must notify the tribunal of the reasons for the challenge as part of their Tribunal Decision Plan <del>submissions</del> <u>arguments</u>.</p>  | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 8.3(10)</b><br/>10) If the tribunal seeks clarification of the report, both the question(s) and the response(s) must be provided in writing and will be disclosed to the parties for submissions.</p>   | <p><b>Rule 8.3(10)</b><br/>10) If the tribunal seeks clarification of the report, both the question(s) and the response(s) must be provided in writing and will be disclosed to the parties for <del>submissions</del> <u>arguments</u>.</p>  | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE                                   |
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| N/A           | <p><b>Rule 8.7</b></p> <p>1) <u>If the tribunal orders an oral hearing, a party must produce a witness list containing the names of the witnesses that the party intends to use to provide evidence at the oral hearing, and any other information about the witnesses required by the tribunal.</u></p> <p>2) <u>Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise.</u></p>   | New Rule 8.7 was added to establish a procedure for what will happen if the tribunal orders an oral hearing.  | <a href="#">Click here</a> to see changes made to this Rule |
| N/A           | <p><b>Rule 9.1</b></p> <p>1) <u>The tribunal has discretion to decide whether a hearing will be held in writing, orally, or a combination of in writing and orally.</u></p> <p>2) <u>A written hearing may be conducted by email, electronic submissions, or paper submissions.</u></p> <p>3) <u>An oral hearing may be conducted by telephone, videoconference, or in person.</u></p> <p>4) <u>A tribunal hearing will be held in writing unless the tribunal orders otherwise.</u></p> <p>5) <u>In considering whether to hold an oral hearing in person, the tribunal</u></p> | <p>New Rule 9.1 was added to set out the rules and procedures related to tribunal hearings.</p> <p>The former Rule 9.1 is now known as Rule 9.2</p> | <a href="#">Click here</a> to see changes made to this Rule |

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|               | <p><u>may consider whether the nature of the dispute or extraordinary circumstances that make an in-person hearing necessary in the interests of justice.</u></p> <p>6) <u>Unless the tribunal orders otherwise, to request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan.</u></p> <p>7) <u>If the tribunal orders an oral hearing it will issue a Notice of Hearing containing:</u></p> <ul style="list-style-type: none"> <li>a) <u>the time and date of the hearing</u></li> <li>b) <u>how the hearing will be conducted,</u></li> <li>c) <u>instructions for providing witness lists, and</u></li> <li>d) <u>any other information the tribunal considers necessary.</u></li> </ul> |           |                           |

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| PREVIOUS RULE   | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
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| <p><b>Rule 9.1</b></p> <p>1) A party, or representative of a party, must not contact a tribunal member directly about a dispute.</p> <p>2) If a party, or representative of a party, contacts a tribunal member directly about a dispute, the tribunal may</p> <ol style="list-style-type: none"> <li>a) find the party to be non-compliant if the dispute is ongoing,</li> <li>b) exercise its discretion to refuse to resolve the dispute,</li> <li>c) refuse to resolve future disputes brought by that party, or</li> <li>d) take any other action the tribunal deems necessary.</li> </ol> | <p><b><u>Rule 9.2</u></b></p> <p>1) A party, or representative of a party, must not contact a tribunal member directly about a dispute.</p> <p>2) If a party, or representative of a party, contacts a tribunal member directly about a dispute, the tribunal may</p> <ol style="list-style-type: none"> <li>a) find the party to be non-compliant if the dispute is ongoing,</li> <li>b) exercise its discretion to refuse to resolve the dispute,</li> <li>c) refuse to resolve future disputes brought by that party, or</li> <li>d) take any other action the tribunal deems necessary.</li> </ol> | <p>Rule 9.2 was previously Rule 9.1; numbering was altered due to the addition of the new Rule 9.1, but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

Words that have been added are marked with underlining; words that have been removed are marked with ~~strikethrough~~.

| PREVIOUS RULE  | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|--|---|---|--|
| <p><b>Rule 9.2</b></p> <p>1) When the Chair assigns a dispute to a member for decision, the tribunal will provide the parties with the name of the member assigned to the dispute and an estimated date for release of the decision.</p> <p>2) In small claims disputes the tribunal will provide any Orders resolving the dispute once the time for making a Notice of Objection has passed without the tribunal receiving a Notice of Objection.</p> <p>3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute.</p> <p>4) If the tribunal changes the date for providing its final decision and orders, it will notify the parties of the change.</p> | <p><b><u>Rule 9.3</u></b></p> <p>1) When the Chair assigns a dispute to a member for decision, the tribunal will provide the parties with the name of the member assigned to the dispute and an estimated date for release of the decision.</p> <p>2) In small claims disputes the tribunal will provide any Orders resolving the dispute once the time for making a Notice of Objection has passed without the tribunal receiving a Notice of Objection.</p> <p>3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute.</p> <p>4) If the tribunal changes the date for providing its final decision and orders, it will notify the parties of the change.</p> | <p>Rule 9.3 was previously Rule 9.2; numbering was altered due to the addition of the new Rule 9.1, but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

Words that have been added are marked with underlining; words that have been removed are marked with ~~strikethrough~~.

|  |   |   |  |
|--|---|---|--|
| <p><b>Rule 9.3</b></p> <p>1) On request of a party or on the tribunal's own initiative, 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 considers it appropriate to do so.</p> <p>2) A final decision or order can include</p> <ol style="list-style-type: none"> <li>a) an order for a party to pay money,</li> <li>b) an order requiring a party to do or stop doing something, and</li> <li>c) any order, terms or conditions the tribunal considers appropriate.</li> </ol> <p>3) An order for a party to pay money to another party that is a child can include a requirement to make the payment to</p> <ol style="list-style-type: none"> <li>a) the Public Guardian and Trustee on behalf of that child, or</li> <li>b) a trustee appointed under section 179 of the Family Law Act.</li> </ol> <p>4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement</p> | <p><b><u>Rule 9.4</u></b></p> <p>1) On request of a party or on the tribunal's own initiative, 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 considers it appropriate to do so.</p> <p>2) <u>[repealed]</u></p> <p>3) An order for a party to pay money to another party that is a child can include a requirement to make the payment to</p> <ol style="list-style-type: none"> <li>a) the Public Guardian and Trustee on behalf of that child, or</li> <li>b) a trustee appointed under section 179 of the <i>Family Law Act</i>.</li> </ol> <p>4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement</p> <ol style="list-style-type: none"> <li>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</li> </ol> | <p>Rule 9.4 was previously Rule 9.3. Numbering was altered due to the addition of the new Rule 9.1.</p> <p>Rule 9.4(2) was repealed because it is contained in the CRT Act for strata disputes, and these types of orders are not available in all other disputes under other areas of the tribunal's jurisdiction.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
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Words that have been added are marked with underlining; words that have been removed are marked with ~~strikethrough~~.

| PREVIOUS RULE  | NEW RULE   | RATIONALE  | LINK TO VIEW LIST BY RULE  |
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| <p>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</p> <p>b) to make the payment to the party's legal representative, or</p> <p>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</p> | <p>b) to make the payment to the party's legal representative, or</p> <p>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</p>  |  |  |
| <p><b>Rule 9.4</b></p> <p>1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the unsuccessful party will usually be required to pay the successful party's tribunal fees and reasonable dispute-related expenses unless the tribunal member decides otherwise.</p> <p>2) A final decision or order can also include a requirement for one party</p>   | <p><b>Rule 9.5</b></p> <p>1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the unsuccessful party will usually be required to pay the successful party's tribunal fees and reasonable dispute-related expenses unless the tribunal member decides otherwise.</p> <p>2) A final decision or order can also include a requirement for one party</p> | <p>Rule 9.5 was previously Rule 9.4. Numbering was altered due to the addition of the new Rule 9.1.</p> <p>The word "in" was changed to "to" in Rule 9.5(2)(a) as a housekeeping amendment, to correct a typo.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE  | RATIONALE  | LINK TO VIEW LIST BY RULE |
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| <p>to pay to another party in the dispute some or all of</p> <ul style="list-style-type: none"> <li>a) any tribunal fees paid by the other party in relation in the dispute,</li> <li>b) any fees and expenses paid by a party in relation to witness fees and summonses, and</li> <li>c) any other reasonable expenses and charges that the tribunal considers directly related to the conduct of the tribunal process.</li> </ul> <p>3) 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 unless</p> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal’s motor vehicle injury jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal’s jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees charged by</li> </ul> | <p>to pay to another party in the dispute some or all of</p> <ul style="list-style-type: none"> <li>a) any tribunal fees paid by the other party in relation <del>in</del> <u>to</u> the dispute,</li> <li>b) any fees and expenses paid by a party in relation to witness fees and summonses, and</li> <li>c) any other reasonable expenses and charges that the tribunal considers directly related to the conduct of the tribunal process.</li> </ul> <p>3) 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 unless</p> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal’s motor vehicle injury jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal’s jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees charged by</li> </ul> | <p>Rule 9.5(5) was added to reflect that the tribunal does not typically order one party to pay another party for time spent dealing with a dispute.</p> |                           |

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| PREVIOUS RULE   | NEW RULE   | RATIONALE | LINK TO VIEW LIST BY RULE |
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| <p>a lawyer or other representative.</p> <p>4) To determine whether, and to what degree, to order fees charged by a lawyer or other representative be paid by one party to another party, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul> | <p>a lawyer or other representative.</p> <p>4) To determine whether, and to what degree, to order fees charged by a lawyer or other representative be paid by one party to another party, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul> <p>5) <u>Except in extraordinary circumstances, the tribunal will not order one party to pay another party compensation for time spent dealing with the tribunal proceeding.</u></p> |           |                           |

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| PREVIOUS RULE   | NEW RULE   | RATIONALE  | LINK TO VIEW LIST BY RULE                                   |
|---|--|--|---|
| N/A   | <p><b>Rule 10.1(2)</b></p> <p>2) <u>Unless the tribunal orders otherwise, a party requesting 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 must apply to cancel the decision or order within 28 days after the party is considered to have received notice of the decision or order.</u></p> | New Rule 10.1(2) was added to balance potential prejudice to an applicant associated with the amendments to the CRT Rules on April 1, 2019 which allow the CRT to serve the Dispute Notice and instructions for response in most disputes. | <a href="#">Click here</a> to see changes made to this Rule |
| <p><b>Rule 10.3(1)</b></p> <p>1) If the decision and order are cancelled, the tribunal will</p> <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the parties for resolution of the dispute.</li> </ul> | <p><b>Rule 10.3(1)</b></p> <p>1) If the decision and order are cancelled, the tribunal will</p> <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the <u>participating</u> parties for resolution of the dispute.</li> </ul>           | The word “participating” was added to Rule 10.3(1) because the tribunal will not provide direction to non-participating parties for resolution of the dispute.   | <a href="#">Click here</a> to see changes made to this Rule |

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| PREVIOUS RULE | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---------------|---|---|--|
| N/A           | <p><b>Rule 10.3(2)</b></p> <p>2) <u>If the tribunal decides that not all of the respondents who are in default have established that the decision and order should be cancelled against them, the tribunal may find those respondents non-compliant and proceed with the dispute resolution process without the participation of the non-compliant respondents.</u></p> | <p>New Rule 10.3(2) was added so that if a decision is cancelled as against one respondent but not all respondents, the tribunal may find that the respondents who the decision is not cancelled against are non-compliant. This prevents those respondents from receiving a windfall from one respondent successfully having the decision cancelled.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| N/A           | <p><b>Rule 12.1(1)</b></p> <p>1) <u>Public requests for information and access to records are governed by the CRT Access to Information and Privacy Policy.</u></p>   | <p>New Rule 12.1(1) was added to provide for the CRT Access to Information and Privacy Policy.</p>  | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE   | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|---|---|---|--|
| <p><b>Rule 12.1 (1)</b></p> <p>1) A person who wants to know the names of parties, or any other information in a tribunal dispute that is not already publicly available through the tribunal or another public website, can ask the tribunal for that information by</p> <ul style="list-style-type: none"> <li>a) completing the Public Information Request Form, and</li> <li>b) paying the required fee.</li> </ul> | <p><b><u>Rule 12.1(2)</u></b></p> <p>2) A person who wants to know the names of parties, or any other information in a tribunal dispute that is not already publicly available through the tribunal or another public website, can ask the tribunal for that information by</p> <ul style="list-style-type: none"> <li>a) completing the Public Information Request Form, and</li> <li>b) paying the required fee.</li> </ul> | <p>Rule 12.1(2) was previously Rule 12.1(1); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE  | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|--|---|---|--|
| <p><b>Rule 12.1(2)</b></p> <p>2) 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 limitations on the use or handling of any information it chooses to release.</li> </ul> | <p><b><u>Rule 12.1(3)</u></b></p> <p>3) 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 limitations on the use or handling of any information it chooses to release.</li> </ul> | <p>Rule 12.1(3) was previously Rule 12.1(2); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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| PREVIOUS RULE  | NEW RULE   | RATIONALE   | LINK TO VIEW LIST BY RULE  |
|--|--|---|--|
| <p><b>Rule 12.1(3)</b><br/>3) The tribunal can require a party to pay fees for obtaining copies of information or records from the tribunal.</p> | <p><b>Rule 12.1(4)</b><br/>4) The tribunal can require a party to pay fees for obtaining copies of information or records from the tribunal.</p>   | <p>Rule 12.1(4) was previously Rule 12.1(3); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p><b>Rule 12.1(4)</b><br/>4) A tribunal member can, at any time, order that some or all information in a dispute be sealed or redacted.</p>     | <p><b>Rule 12.1(5)</b><br/>5) A tribunal member can, at any time, order that some or all information in a dispute be sealed or redacted.</p>   | <p>Rule 12.1(5) was previously Rule 12.1(4); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p><a href="#">Click here</a> to see changes made to this Rule</p> |
| <p>N/A</p>   | <p><b>Rule 12.1(6)</b><br/>6) <u>Unless the tribunal orders otherwise, medical information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute.</u></p> | <p>New Rule 12.1(6) was added to protect the privacy and sensitive medical information of parties to CRT disputes.</p>                            | <p><a href="#">Click here</a> to see changes made to this Rule</p> |

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## Section B: List of Amendments by Rule

### Rule: 1.3

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|--|---|-----------------|--|
| <p><b>Rule 1.3 (1)</b></p> <p>1) All parties in a dispute being resolved by the tribunal must</p> <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) <u>participate in any case management activities or hearings held by the tribunal.</u></li> <li><u>c)</u> behave and communicate in a respectful manner, and</li> <li><u>d)</u> follow the directions provided by tribunal members and case managers.</li> </ul> | <p>New Rule 1.3(1)(b) was added to clearly require a party to participate in any case management activities or hearings held by the tribunal.</p> <p>Rule 1.3(1)(c) was previously Rule 1.3(1)(b); numbering was altered due to the addition of the new Rule 1.3(1)(b), but the text was not changed.</p> <p>Rule 1.3(1)(d) was previously Rule 1.3(1)(c); numbering was altered due to the addition of the new Rule 1.3(1)(b), but the text was not changed.</p> | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 1.3 (4)</b><br/> <u>4) All parties, representatives and helpers must comply with the tribunal's Code of Conduct for Parties, Representatives and Helpers.</u></p> | <p>New Rule 1.3(4) was added to provide for a Code of Conduct for Parties, Representatives and Helpers which sets out the tribunal's expectations for how users must behave, as well as the repercussions for failure to abide by this Code of Conduct.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 1.4

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|--|---|-----------------|--|
| <p><b>Rule 1.4 (1)</b></p> <p>1) If a party does not comply with the <u>CRT</u> Act, a rule, <del>or an order</del> <u>or a direction</u> at any stage of a tribunal proceeding, the party is non-compliant.</p> | <p>The word “CRT” was added for clarity and for consistency with the terminology used by the tribunal in other places.</p> <p>The words “or a direction” were added for consistency, because the CRT Act and CRT Rules allow the case manager to refer a party’s non-compliance with directions to a tribunal member for a decision or order.</p> | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

Words that have been added are marked with underlining; words that have been removed are marked with ~~strikethrough~~.

| AMENDED RULE   | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|--|------------------------|---|
| <p><b>Rule 1.4(2)</b></p> <p>2) If a party is non-compliant, the tribunal may</p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule <del>or</del> an order <u>or a direction</u>,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply with the Act, a rule <del>or</del> an order <u>or a direction</u>, and</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance with the Act, a rule <del>or</del> an order <u>or a direction</u>.</li> </ul> | <p>The words "or a direction" were added for consistency, because the CRT Act and CRT Rules allow the case manager to refer a party's non-compliance with directions to a tribunal member for a decision or order.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 1.8

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|--|------------------------|---|
| <p><b>Rule 1.8(1)</b></p> <p>1) Every party <del>or</del> <u>and</u> representative of a party must provide contact information including</p> <ul style="list-style-type: none"> <li>a) an email address or the reasons why that party or representative cannot provide an email address,</li> <li>b) a mailing address, and</li> <li>c) a telephone number.</li> </ul> | <p>The word “or” has been changed to “and” because the CRT process requires contact information for both the representative and the party.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 1.13

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE     | LINK TO VIEW LIST BY DATE   |
|--|---|--------------------|---|
| <p><b>Rule 1.13(11)</b><br/>           11) An insurer <del>who</del> <u>may represent their insured without requiring the permission of the tribunal if they:</u><br/>               a) <u>are making a claim from a third party to recover an amount paid under an insurance policy, or</u><br/>               b) may be required to provide coverage to pay damages in a dispute.<br/> <del>can request to be added as a party to the dispute.</del></p> | <p>Rule 1.13(11) has been expanded to provide circumstances where insurers may act as a representative without requiring the tribunal's permission.</p> | <p>May 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 1.13(12)</b><br/>           12) An insurer who is a <u>representative or a party</u> in a dispute must act through<br/>               a) a director or authorized employee of the insurer, or<br/>               b) another person permitted by a tribunal employee or member to represent the insurer.</p>   | <p>Rule 1.13(12) has been amended to include the words "representative or a", for consistency with the amendment made to Rule 1.13(11).</p>             | <p>May 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 1.14

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE   |
|---|--|-----------------|---|
| <p><b>Rule 1.14</b></p> <p>1) <u>A party may use a helper to assist them in the tribunal process, but a helper may not communicate on behalf of the party or enter into binding agreements on the party's behalf.</u></p> <p>2) At any time during the tribunal process, a case manager or tribunal member can restrict the participation of a person providing representation or assistance in the tribunal process.</p> | <p>New Rule 1.14(1) was added to give context for the new term “helper”, which is a term which has been used by the tribunal since it opened in 2016 but is a new term in the CRT Rules as of April 1, 2019.</p> <p>Rule 1.14(2) was previously Rule 1.14(1); numbering was altered due to the addition of the new Rule 1.14(1), but the text was not changed.</p> | January 1, 2020 | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 1.15

| AMENDED RULE  | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|---|------------------------|---|
| <p><b>Rule 1.15(3)</b></p> <p>3) <u>In considering a request from a party to pause the tribunal process, the tribunal may consider</u></p> <ul style="list-style-type: none"> <li>a) <u>the reason the party is requesting that the tribunal process be paused,</u></li> <li>b) <u>whether all parties consent to pausing the tribunal process,</u></li> <li>c) <u>any prejudice to the other parties if the tribunal process is paused,</u></li> <li>d) <u>whether there have been previous delays in the tribunal process, and the reasons for those delays,</u></li> <li>e) <u>whether the tribunal's mandate supports pausing the tribunal process,</u></li> <li>f) <u>other legislation which applies to the dispute and to the request for the dispute to be paused,</u></li> <li>g) <u>whether it is in the interests of justice and fairness to pause the tribunal process, and</u></li> <li>h) <u>any other factors the tribunal considers appropriate.</u></li> </ul> | <p>New Rule 1.15(3) was added to provide the list of factors that the tribunal may consider when a party requests that a tribunal proceeding be paused.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

Words that have been added are marked with underlining; words that have been removed are marked with ~~strikethrough~~.

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|--|------------------------|---|
| <p><b>Rule 1.15(3)</b></p> <p>3) In considering a request from a party to <u>extend or shorten any timeline for any step or phase of the tribunal process, or to</u> pause the tribunal process, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) <del>the reason the party is requesting that the tribunal process be paused for the request,</del></li> <li>b) whether all parties consent <del>to pausing the tribunal process,</del></li> <li>c) any prejudice to the other parties <del>if the tribunal process is paused,</del></li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) <del>whether the tribunal's mandate supports pausing the tribunal process,</del></li> <li>f) other legislation which applies to the dispute and to the request <del>for the dispute to be paused,</del></li> <li>g) whether it is in the interests of justice and fairness <del>to pause the tribunal process,</del> and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul> | <p>Rule 1.15(3) is expanded so that it applies to requests to extend or shorten timelines, in addition to requests to pause a dispute.</p>   | <p>May 1, 2020</p>     | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 1.15(4)</b></p> <p>4) <u>If a deadline set by the tribunal falls on a weekend or statutory holiday, the deadline is automatically extended to the next day that is not a weekend or statutory holiday.</u></p>   | <p>New Rule 1.15(4) was added to reflect the CRT's practice of extending deadlines which fall on weekends or statutory holidays to the next day which is not a weekend or statutory holiday.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 1.18

| AMENDED RULE   | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|--|------------------------|---|
| <p><b>Rule 1.18</b></p> <p>1) <u>Under section 11 of the Act, when determining whether to refuse to resolve a claim or dispute that is within the tribunal's jurisdiction, the tribunal may consider</u></p> <ul style="list-style-type: none"> <li>a) <u>the tribunal's mandate.</u></li> <li>b) <u>whether there are related legally binding processes underway.</u></li> <li>c) <u>the relative impacts on each party of the tribunal refusing to resolve the claim or dispute, and</u></li> <li>d) <u>any other factors the tribunal considers appropriate.</u></li> </ul> | <p>New Rule 1.18 was added to provide a list of factors that the tribunal may consider when determining whether to refuse a claim or dispute that is within the tribunal's jurisdiction.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 2.1

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE | LINK TO VIEW LIST BY DATE                                    |
|---|--|----------------|--|
| <b>Rule 2.1(4)</b><br><u>4) An application for dispute resolution must not exceed the character limits set out in the Dispute Application Form.</u> | New Rule 2.1(4) establishes a character limit for applications for dispute resolution, whether filed electronically or in hard copy. | May 1, 2020    | <a href="#">Click here</a> to see all changes made this date |

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## Rule: 2.2

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|---|--|-----------------|--|
| <p><b>Rule 2.2(1)</b></p> <p>1) The tribunal will serve the Dispute Notice and instructions for response <u>on behalf of an applicant</u> on a respondent by regular mail if</p> <ul style="list-style-type: none"> <li>a) the applicant has provided the name and address information required for service by <del>ordinary</del> mail,</li> <li>b) the mailing address for the respondent is in Canada, and</li> <li>c) the respondent is a person, corporation, strata corporation, <u>section of a strata corporation</u>, partnership, society, co-operative association or municipality.</li> </ul> | <p>The words “on behalf of an applicant” were added to Rule 1.1(1) to clarify that if the CRT serves the respondent in these circumstances, then the applicant does not need to do so as well.</p> <p>The word “ordinary” was removed from Rule 1.1(1)(b) because the introduction to this rule sets out that the CRT will serve by regular mail.</p> <p>The words “section of a strata corporation” were added to Rule 2.2(1)(c) to include sections of strata corporations in the list of parties the CRT may serve on the applicant’s behalf. This is consistent with existing tribunal practice.</p> | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE  | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|---|---|-----------------|--|
| <p><b>Rule 2.2(2)</b><br/>           2) A Dispute Notice and instructions for response served by the tribunal <u>by regular mail</u> are <del>deemed</del> <u>considered</u> received 10 days after the day they are mailed by the tribunal unless</p> <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response were not received by the respondent.</li> </ul>   | <p>The words “by regular mail” were added to clarify that this rule only applies to Dispute Notices served by regular mail.</p> <p>The word “deemed” was changed to “considered” as a housekeeping amendment for consistency with language used throughout the rules.</p> | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |
| <p><b>Rule 2.2(3)</b><br/>           3) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not provide the tribunal with the information required for the tribunal to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response <u>sent by the tribunal</u> were not received by the respondent, or</li> <li>c) the tribunal is unable to serve the Dispute Notice and instructions for response for any other reason.</li> </ul> | <p>The words “sent by the tribunal” were added to Rule 2.2(3)(b) to clarify that if the CRT serves the respondent, then the applicant does not need to do so as well.</p>   | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE   | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|--|------------------------|---|
| <p><b>Rule 2.2(4)</b><br/>           4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must</p> <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal <u>by</u> <ul style="list-style-type: none"> <li>i. <u>a method permitted by these rules for serving the type of respondent, or</u></li> <li>ii. <u>another method ordered by the tribunal.</u></li> </ul> </li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal.</li> </ul> | <p>Rules 2.2(4)(i) and 2.2(4)(ii) were added to clarify the methods of service permitted when an applicant is serving the Dispute Notice, and to distinguish this from the tribunal's ability to serve different types of respondents by regular mail under Rule 2.2(1).</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 2.2(5)</b><br/>           5) The tribunal may refuse to resolve <del>or dismiss</del> <u>the a</u> dispute if</p> <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.</li> </ul>  | <p>The words "or dismiss" were removed from Rule 2.2(5) to reflect that the tribunal would not yet have jurisdiction at this stage of the proceeding.</p>  | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE   | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE   |
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| <p><b>Rule 2.2(7)</b><br/>           7) <u>Unless otherwise specified in these rules</u>, a Dispute Notice and instructions for response can be served <del>on a respondent</del> by email, registered mail, courier delivery requiring a signature or by delivering it in person.</p> | <p>The words “unless otherwise specified in these rules” were added to Rule 2.2(7) to clarify that there are more specific service requirements for certain types of respondents.</p> <p>The words “on a respondent” were removed from Rule 2.2(7) because they were redundant.</p> | January 1, 2020 | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 2.3

| AMENDED RULE                  | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|-------------------------------|---|-----------------|--|
| <b>Rule 2.3</b><br>[repealed] | Rule 2.3 was repealed because of the changes made to Rule 2.4 (which clarify the rules that apply when serving by email). | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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## Rule: 2.4

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 2.4(1)</b></p> <p>1) A Dispute Notice and instructions for response <del>served by</del> <u>sent by the tribunal or an applicant by email</u> are considered <del>received on the date shown on the emailed reply from</del> <u>served only if the respondent <u>acknowledges receipt of the Dispute Notice by</u></u></p> <ul style="list-style-type: none"> <li>a) <u>replying to the email.</u></li> <li>b) <u>contacting the tribunal to make a request specific to the dispute, or</u></li> <li>c) <u>otherwise confirming receipt of the Dispute Notice.</u></li> </ul> | <p>Changes to Rule 2.4(1) clarify the specific situations when a Dispute Notice sent by email will be considered valid service.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 2.6

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|--|------------------------|---|
| <p><b>Rule 2.6 (1)</b><br/> 1) If the respondent is a strata corporation <del>or a section of a strata corporation</del> as defined in the <i>Strata Property Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by delivery in person to a council member.</li> </ul> | <p>The words “or a section of a strata corporation” have been removed from Rule 2.6(1) because of the addition of Rule 2.6(2), which outlines the rules that apply when conducting service on a section of a strata corporation.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 2.6(2)</b><br/> 2) <u>If the respondent is a section of a strata corporation as defined in the Strata Property Act, a Dispute Notice and instructions for response must be served</u></p> <ul style="list-style-type: none"> <li>a) <u>by registered mail, courier delivery requiring a signature or delivery in person to the section at its most recent mailing address on file in the Land Title Office, or</u></li> <li>b) <u>by delivery in person to an executive member of the section.</u></li> </ul>                | <p>New Rule 2.6(2) was added to address how to serve a section of a strata corporation.</p>  | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE  | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|---|------------------------|---|
| <p><b>Rule 2.6(3)</b></p> <p>3) <u>If a strata corporation or section is served with a Dispute Notice and instructions for response at its most recent mailing address on file in the Land Title Office, an applicant must also provide a copy of the Dispute Notice and instructions for response</u></p> <p>a) <u>if the claim is against a strata corporation, by delivery in person or regular mail to a member of the strata council or the property manager for the strata corporation.</u></p> <p>b) <u>if the claim is against a section of a strata corporation, by delivery in person or regular mail to a member of the section executive or the property manager for the section of the strata corporation.</u></p> | <p>New Rule 2.6(3) was added to ensure that the strata corporation or section of a strata corporation is always provided with notice of a CRT dispute at a currently monitored address.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 4.3

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|--|------------------------|---|
| <p><b>Rule 4.3(1)</b><br/>           1) <u>Unless the tribunal decides otherwise</u>, when the tribunal makes a default decision and order, it will</p> <ul style="list-style-type: none"> <li>a) assume a respondent is liable, and</li> <li>b) resolve the dispute without a respondent's participation.</li> </ul> | <p>The words "unless the tribunal decides otherwise" were added to Rule 4.3(1) to provide for circumstances where a tribunal member may not assume the respondent is liable.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 5.5

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|--|---|-----------------|--|
| <b>Rule 5.5</b><br>Damages in Motor Vehicle Injury Disputes <del>with a Minor Injury</del>   | The heading for Rule 5.5 was updated to reflect amendments made January 1, 2020.  | May 1, 2020     | <a href="#">Click here</a> to see all changes made this date |
| <b>Rule 5.5(1)</b><br>[repealed]   | Rule 5.5(1) was repealed because it is not necessary to reproduce or paraphrase the presumption set out in s.135 of the CRTA.   | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |
| <b>Rule 5.5(2)</b><br>2) If a party informs the tribunal <del>that they believe there is a substantial likelihood that the damages will, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute may exceed the tribunal limit</del> amount, the tribunal may <ol style="list-style-type: none"> <li>a) set timelines for the parties to submit evidence,</li> <li>b) set timelines for the parties to provide arguments, and</li> <li>c) refer the determination to a tribunal member.</li> </ol> | The text of Rule 5.5(2) was updated because the process will apply whether the motor vehicle dispute involves a minor injury or not.<br><br>The “substantial likelihood” requirement has been removed from 5.5(2) and incorporated into 5.5(3) for increased clarity. | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE  | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|---|------------------------|---|
| <p><b>Rule 5.5(3)</b></p> <p>3) <u>The tribunal may refuse to resolve a motor vehicle injury dispute about damages if</u></p> <p style="padding-left: 20px;">a) <u>it determines, on the basis of satisfactory evidence, that there is a substantial likelihood the total amount of damages, excluding interest and expenses, that will be awarded for a minor injury in an accident claim will exceed \$50,000, or</u></p> <p style="padding-left: 20px;">b) <u>it determines that the total amount of damages, excluding interest and expenses, in an accident claim will likely exceed \$50,000.</u></p> | <p>The text of Rule 5.5(3) was updated to reflect the tests set out in section 135 of the CRT Act, and to provide harmony with Rule 5.5(2).</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 6.1

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 6.1(2)</b><br/>           2) A party can ask the tribunal member for permission to withdraw its claims <del>during</del> <u>after the dispute has been assigned to a tribunal decision-process member for adjudication</u> by contacting the <del>case manager</del> <u>tribunal</u>.</p>                               | <p>The text of Rule 6.1(2) has been updated to clarify that this rule applies once a dispute has been assigned to a tribunal member. By distinction, note that Rule 6.1(1) applies when a dispute has not yet been assigned to a tribunal member.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 6.1(2)</b><br/>           2) A party can ask the tribunal member for permission to withdraw <u>one or more of</u> its claims after the dispute has been assigned to a tribunal member for adjudication by contacting the tribunal.</p>  | <p>Rule 6.1(2) has had the words “one or more of” added for consistency with the language used in Rule 6.1(1).</p>  | <p>May 1, 2020</p>     | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 6.1(3)</b><br/>           3) <u>A party who withdraws a claim can only pursue the claim with the permission of the tribunal.</u></p>  | <p>New Rule 6.1(3) was added to make it clear that a party who withdraws their claim may not pursue it without the tribunal’s permission.</p>   | <p>May 1, 2020</p>     | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 6.1(4)</b><br/>           4) <u>If all claims in a dispute are withdrawn, the tribunal will</u><br/>               a) <u>treat the dispute as resolved and close the dispute file, and</u><br/>               b) <u>only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim.</u></p> | <p>New Rule 6.1(4) was added to provide guidance with respect to how a dispute file will be handled when all of the claims in a dispute are withdrawn.</p>  | <p>May 1, 2020</p>     | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE  | RATIONALE  | AMENDMENT DATE     | LINK TO VIEW LIST BY DATE   |
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| <p><b>Rule 6.1(5)</b><br/> <u>5) In considering a request to pursue a withdrawn claim the tribunal may consider</u><br/> <u>a) the reason for the withdrawal,</u><br/> <u>b) any prejudice to the other parties,</u><br/> <u>c) whether the limitation period for the claim has expired,</u><br/> <u>d) the tribunal's mandate,</u><br/> <u>e) whether it is in the interests of justice and fairness, and</u><br/> <u>f) any other factors the tribunal considers appropriate.</u></p> | <p>New Rule 6.1(5) was added to provide a list of factors that the tribunal may consider when a party requests to pursue a previously withdrawn claim.</p> | <p>May 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 7.3

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 7.3(1)</b></p> <p>1) The case manager can direct the parties to complete a Tribunal Decision Plan, including directing the parties to</p> <ul style="list-style-type: none"> <li>a) provide information and evidence relating to any claims or issues,</li> <li>b) provide information and explanations relating to their own or to another party's positions and <del>submissions</del> <u>arguments</u>,</li> <li>c) provide an agreed statement of facts,</li> <li>d) exchange all the information and evidence required by the plan with the other parties,</li> <li>e) respond to any <del>submissions</del> <u>arguments</u> or evidence provided by other parties, and</li> <li>f) complete any of the steps required by the plan by specific dates or within specific timelines.</li> </ul> | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 7.3(2)</b></p> <p>2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are</p> <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 3 days for the applicant to reply.</li> </ul>   | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 7.3(3)</b><br/>           3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are</p> <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul> | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 7.3(4)</b><br/>           4) Unless the case manager directs otherwise, the timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run.</p>   | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE   | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|--|---|-----------------|--|
| <p><b>Rule 7.3(5)</b></p> <p>5) Unless the case manager directs otherwise, <u>submissions a claim is for interest or dispute-related fees and expenses, arguments</u> are limited to</p> <ul style="list-style-type: none"> <li>a) 20,000 characters <del>(approximately 10 pages)</del> <u>per claim</u> for the <u>an</u> applicant's <u>submissions arguments</u>,</li> <li>b) 20,000 characters <del>(approximately 10 pages)</del> <u>per claim</u> for the <u>a</u> respondent's <u>submissions arguments</u>, and</li> <li>c) 10,000 characters <del>(approximately 5 pages)</del> <u>per claim</u> for the <u>an</u> applicant's reply.</li> </ul> | <p>The words "a claim is for interest or dispute-related fees and expenses, arguments" have been added because of the addition of Rules 7.3(6) and 7.3(7) (which outline the character limits for arguments related to interest and dispute-related fees and expenses).</p> <p>The words "approximately ____ pages" were removed to reduce confusion regarding the allowed limits for arguments.</p> <p>The words "per claim" have been added to Rule 7.3(5) to clarify that the maximum number of characters listed applies to each of the party's claims.</p> <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE  | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|---|------------------------|---|
| <p><b>Rule 7.3(6)</b><br/> 6) <u>Arguments are limited to 500 characters per claim in</u><br/> a) <u>a claim for contractual or court order interest, or</u><br/> b) <u>a claim for dispute-related fees and expenses in a dispute that is not under the tribunal's strata property or motor vehicle injury jurisdiction.</u></p> | <p>New Rule 7.3(6) was added to encourage parties to provide concise arguments related to interest and dispute-related fees and expenses, and to prevent the use of this section to add substantive arguments relating to other claims.</p>     | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 7.3(7)</b><br/> 7) <u>Arguments are limited to 10,000 characters for a claim for dispute-related fees and expenses in a dispute under the tribunal's strata property or motor vehicle injury jurisdiction.</u></p>   | <p>New Rule 7.3(7) was added to specify a higher character limit for arguments related to strata property and motor vehicle injury disputes, in recognition of the increased complexity of these claims.</p>                                    | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 7.3(8)</b><br/> 8) A party may contact a case manager to request an extension to the timeline for completing the Tribunal Decision Plan and to the limit on the length of <del>submissions</del> <u>arguments</u>.</p>   | <p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 8.3

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 8.3 (1)</b><br/>           1) <u>Unless the tribunal decides otherwise</u>, a party may not rely on an expert opinion unless the party provides the expert's evidence to all other parties</p> <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul> | <p>The words “unless the tribunal decides otherwise” were added to Rule 8.3(1) to reflect the tribunal’s discretion.</p>  | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 8.3(5)</b><br/>           5) The <del>case manager</del> <u>tribunal</u> can</p> <ul style="list-style-type: none"> <li>a) direct a party to obtain expert opinion evidence, or</li> <li>b) direct multiple parties to retain a joint expert to produce expert opinion evidence.</li> </ul>   | <p>The word “case manager” was changed to “tribunal” in Rule 8.3(5) because “tribunal” is a broader term and reflects that a tribunal member may make these directions.</p>   | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 8.3(8)</b><br/>           8) A party wishing to challenge another party’s expert or expert evidence must notify the tribunal of the reasons for the challenge as part of their Tribunal Decision Plan <del>submissions</del> <u>arguments</u>.</p>  | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE  | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|---|------------------------|---|
| <p><b>Rule 8.3(10)</b><br/>           10) If the tribunal seeks clarification of the report, both the question(s) and the response(s) must be provided in writing and will be disclosed to the parties for <del>submissions</del> <u>arguments</u>.</p> | <p>The word “submissions” was changed to “arguments” throughout the rules. The term “submissions” is broader, and includes both arguments and evidence. Using the term “arguments” when referring to arguments is clearer and more precise.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 8.7

| AMENDED RULE   | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|--|------------------------|---|
| <p><b>Rule 8.7</b></p> <p>1) <u>If the tribunal orders an oral hearing, a party must produce a witness list containing the names of the witnesses that the party intends to use to provide evidence at the oral hearing, and any other information about the witnesses required by the tribunal.</u></p> <p>2) <u>Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise.</u></p> | <p>New Rule 8.7 was added to establish a procedure for what will happen if the tribunal orders an oral hearing.</p>                                | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 8.7(3)</b></p> <p><u>Every witness may be required to make a solemn affirmation before giving evidence at an oral hearing.</u></p>  | <p>New Rule 8.7(3) was added to provide a requirement for witnesses to make a solemn affirmation before providing evidence at an oral hearing.</p> | <p>May 1, 2020</p>     | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 9.1

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 9.1</b></p> <p>1) <u>The tribunal has discretion to decide whether a hearing will be held in writing, orally, or a combination of in writing and orally.</u></p> <p>2) <u>A written hearing may be conducted by email, electronic submissions, or paper submissions.</u></p> <p>3) <u>An oral hearing may be conducted by telephone, videoconference, or in person.</u></p> <p>4) <u>A tribunal hearing will be held in writing unless the tribunal orders otherwise.</u></p> <p>5) <u>In considering whether to hold an oral hearing in person, the tribunal may consider whether the nature of the dispute or extraordinary circumstances that make an in-person hearing necessary in the interests of justice.</u></p> <p>6) <u>Unless the tribunal orders otherwise, to request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan.</u></p> <p>7) <u>If the tribunal orders an oral hearing it will issue a Notice of Hearing containing:</u></p> <ul style="list-style-type: none"> <li>a) <u>the time and date of the hearing</u></li> <li>b) <u>how the hearing will be conducted.</u></li> <li>c) <u>instructions for providing witness lists, and</u></li> <li>d) <u>any other information the tribunal considers necessary.</u></li> </ul> | <p>New Rule 9.1 was added to set out the rules and procedures related to tribunal hearings.</p> <p>The former Rule 9.1 is now known as Rule 9.2</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 9.2

| AMENDED RULE  | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|---|---|------------------------|---|
| <p><b>Rule 9.2</b></p> <p>1) A party, or representative of a party, must not contact a tribunal member directly about a dispute.</p> <p>2) If a party, or representative of a party, contacts a tribunal member directly about a dispute, the tribunal may</p> <ul style="list-style-type: none"> <li>a) find the party to be non-compliant if the dispute is ongoing,</li> <li>b) exercise its discretion to refuse to resolve the dispute,</li> <li>c) refuse to resolve future disputes brought by that party, or</li> <li>d) take any other action the tribunal deems necessary.</li> </ul> | <p>Rule 9.2 was previously Rule 9.1; numbering was altered due to the addition of the new Rule 9.1, but the text was not changed.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 9.3

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 9.3</b></p> <p>1) When the Chair assigns a dispute to a member for decision, the tribunal will provide the parties with the name of the member assigned to the dispute and an estimated date for release of the decision.</p> <p>2) In small claims disputes the tribunal will provide any Orders resolving the dispute once the time for making a Notice of Objection has passed without the tribunal receiving a Notice of Objection.</p> <p>3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute.</p> <p>4) If the tribunal changes the date for providing its final decision and orders, it will notify the parties of the change.</p> | <p>Rule 9.3 was previously Rule 9.2; numbering was altered due to the addition of the new Rule 9.1, but the text was not changed.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 9.4

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 9.4</b></p> <p>1) On request of a party or on the tribunal's own initiative, 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 considers it appropriate to do so.</p> <p>2) <u>[repealed]</u></p> <p>3) An order for a party to pay money to another party that is a child can include a requirement to make the payment to</p> <ul style="list-style-type: none"> <li>a) the Public Guardian and Trustee on behalf of that child, or</li> <li>b) a trustee appointed under section 179 of the <i>Family Law Act</i>.</li> </ul> <p>4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement</p> <ul style="list-style-type: none"> <li>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</li> <li>b) to make the payment to the party's legal representative, or</li> <li>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney</li> </ul> | <p>Rule 9.4 was previously Rule 9.3. Numbering was altered due to the addition of the new Rule 9.1.</p> <p>Rule 9.4(2) was repealed because it is contained in the CRT Act for strata disputes, and these types of orders are not available in all other disputes under other areas of the tribunal's jurisdiction.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE  | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
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| appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee. |           |                |                           |

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## Rule: 9.5

| AMENDED RULE  | RATIONALE   | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|---|---|-----------------|--|
| <p><b>Rule 9.5</b></p> <p>1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the unsuccessful party will usually be required to pay the successful party's tribunal fees and reasonable dispute-related expenses unless the tribunal member decides otherwise.</p> <p>2) A final decision or order can also include a requirement for one party to pay to another party in the dispute some or all of</p> <ol style="list-style-type: none"> <li>a) any tribunal fees paid by the other party in relation <u>in</u> <del>to</del> the dispute,</li> <li>b) any fees and expenses paid by a party in relation to witness fees and summonses, and</li> <li>c) any other reasonable expenses and charges that the tribunal considers directly related to the conduct of the tribunal process.</li> </ol> <p>3) 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 unless</p> <ol style="list-style-type: none"> <li>a) the dispute is under the tribunal's motor vehicle injury jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal's jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to</li> </ol> | <p>Rule 9.5 was previously Rule 9.4. Numbering was altered due to the addition of the new Rule 9.1.</p> <p>The word "in" was changed to "to" in Rule 9.5(2)(a) as a housekeeping amendment, to correct a typo.</p> <p>Rule 9.5(5) was added to reflect that the tribunal does not typically order one party to pay another party for time spent dealing with a dispute.</p> | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE   | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
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| <p>order one party to pay to another party fees charged by a lawyer or other representative.</p> <p>4) To determine whether, and to what degree, to order fees charged by a lawyer or other representative be paid by one party to another party, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul> <p>5) <u>Except in extraordinary circumstances, the tribunal will not order one party to pay another party compensation for time spent dealing with the tribunal proceeding.</u></p> |           |                |                           |

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## Rule: 10.1

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 10.1(2)</b><br/>           2) <u>Unless the tribunal orders otherwise, a party requesting 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 must apply to cancel the decision or order within 28 days after the party is considered to have received notice of the decision or order.</u></p> | <p>New Rule 10.1(2) was added to balance potential prejudice to an applicant associated with the amendments to the CRT Rules on April 1, 2019 which allow the CRT to serve the Dispute Notice and instructions for response in most disputes.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 10.3

| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
|--|---|------------------------|---|
| <p><b>Rule 10.3(1)</b></p> <p>1) If the decision and order are cancelled, the tribunal will</p> <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the <u>participating</u> parties for resolution of the dispute.</li> </ul> | <p>The word “participating” was added to Rule 10.3(1) because the tribunal will not provide direction to non-participating parties for resolution of the dispute.</p>   | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 10.3(2)</b></p> <p>2) <u>If the tribunal decides that not all of the respondents who are in default have established that the decision and order should be cancelled against them, the tribunal may find those respondents non-compliant and proceed with the dispute resolution process without the participation of the non-compliant respondents.</u></p>            | <p>New Rule 10.3(2) was added so that if a decision is cancelled as against one respondent but not all respondents, the tribunal may find that the respondents who the decision is not cancelled against are non-compliant. This prevents those respondents from receiving a windfall from one respondent successfully having the decision cancelled.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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## Rule: 12.1

| AMENDED RULE  | RATIONALE  | AMENDMENT DATE  | LINK TO VIEW LIST BY DATE                                    |
|---|--|-----------------|--|
| <b>Rule 12.1(1)</b><br>1) <u>Public requests for information and access to records are governed by the CRT Access to Information and Privacy Policy.</u>  | New Rule 12.1(1) was added to provide for the CRT Access to Information and Privacy Policy.  | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |
| <b>Rule 12.1(2)</b><br>2) A person who wants to know the names of parties, or any other information in a tribunal dispute that is not already publicly available through the tribunal or another public website, can ask the tribunal for that information by <ol style="list-style-type: none"> <li>a) completing the Public Information Request Form, and</li> <li>b) paying the required fee.</li> </ol> | Rule 12.1(2) was previously Rule 12.1(1); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed. | January 1, 2020 | <a href="#">Click here</a> to see all changes made this date |

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| AMENDED RULE   | RATIONALE   | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
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| <p><b>Rule 12.1(3)</b></p> <p>3) 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 limitations on the use or handling of any information it chooses to release.</li> </ul> | <p>Rule 12.1(3) was previously Rule 12.1(2); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 12.1(4)</b></p> <p>4) The tribunal can require a party to pay fees for obtaining copies of information or records from the tribunal.</p>  | <p>Rule 12.1(4) was previously Rule 12.1(3); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 12.1(5)</b></p> <p>5) A tribunal member can, at any time, order that some or all information in a dispute be sealed or redacted.</p>  | <p>Rule 12.1(5) was previously Rule 12.1(4); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.</p> | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |

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| AMENDED RULE   | RATIONALE  | AMENDMENT DATE         | LINK TO VIEW LIST BY DATE   |
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| <p><b>Rule 12.1(6)</b><br/> 6) <u>Unless the tribunal orders otherwise, medical information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute.</u></p>                | <p>New Rule 12.1(6) was added to protect the privacy and sensitive medical information of parties to CRT disputes.</p>   | <p>January 1, 2020</p> | <p><a href="#">Click here</a> to see all changes made this date</p> |
| <p><b>Rule 12.1(6)</b><br/> 6) Unless the tribunal orders otherwise, medical <u>and employment</u> information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute.</p> | <p>Rule 12.1(6) has had the words “and employment” added. This is to include employment records in the class of information which the tribunal typically will not disclose to people or organizations that are not parties to the CRT dispute.</p> | <p>May 1, 2020</p>     | <p><a href="#">Click here</a> to see all changes made this date</p> |

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