

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.

Table of Contents

| Section A: List of Amendments by Date | 6 |
|---------------------------------------|-----|
| Amendment Date: May 1, 2023 | 6 |
| Amendment Date: September 1, 2022 | 24 |
| Amendment Date: May 1, 2022 | 37 |
| Amendment Date: May 1, 2021 | 79 |
| Amendment Date: May 1, 2020 | 166 |
| Amendment Date: January 1, 2020 | 171 |
| Section B: List of Amendments by Rule | 208 |
| Rule: 1.2 | 208 |
| Rule: 1.3 | 209 |
| Rule: 1.4 | 211 |
| Rule: 1.5 | 215 |
| Rule: 1.6 | 216 |
| Rule: 1.7 | 217 |
| Rule: 1.8 | 218 |
| Rule: 1.9 | 219 |
| Rule 1.10 | 222 |
| Rule: 1.11 | 223 |
| Rule: 1.12 | 225 |
| Rule: 1.13 | 226 |
| Rule: 1.14 | 232 |
| Rule: 1.15 | 236 |

| Rule: 1.16 | 240 |
|------------|-----|
| Rule: 1.17 | 249 |
| Rule: 1.18 | 251 |
| Rule: 1.19 | 252 |
| Rule: 1.20 | 255 |
| Rule: 2.1 | 256 |
| Rule: 2.2 | 258 |
| Rule: 2.3 | 267 |
| Rule: 2.4 | 272 |
| Rule: 2.5 | 277 |
| Rule: 2.6 | 279 |
| Rule: 2.7 | 286 |
| Rule: 2.8 | 294 |
| Rule: 2.9 | 296 |
| Rule: 2.10 | 297 |
| Rule: 3.1 | 299 |
| Rule: 3.2 | 300 |
| Rule: 3.3 | 301 |
| Rule: 4.1 | 303 |
| Rule: 4.2 | 304 |
| Rule: 4.3 | 307 |
| Rule: 5.1 | 309 |
| Rule: 5.2 | 311 |
| Rule: 5.3 | 313 |
| Rule: 5.4 | 314 |

| Rule: 5.5 | 315 |
|------------|-----|
| Rule: 6.1 | 318 |
| Rule: 6.2 | 321 |
| Rule: 7.1 | 322 |
| Rule: 7.3 | 323 |
| Rule: 7.4 | 331 |
| Rule: 8.2 | 332 |
| Rule: 8.3 | 334 |
| Rule: 8.4 | 338 |
| Rule: 8.5 | 341 |
| Rule: 8.6 | 345 |
| Rule: 8.7 | 348 |
| Rule: 8.8 | 350 |
| Rule: 9.1 | 352 |
| Rule: 9.2 | 355 |
| Rule: 9.3 | 356 |
| Rule: 9.4 | 358 |
| Rule: 9.5 | 361 |
| Rule: 10.1 | 365 |
| Rule: 10.2 | 367 |
| Rule: 10.3 | 369 |
| Rule 11.1 | 371 |
| Rule: 12.1 | 372 |
| Rule: 12.3 | 377 |
| Glossary | 378 |

Section A: List of Amendments by Date

Amendment Date: May 1, 2023

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---------------------------------------|---------------------------|---------------------------|
| Rule 1.9(1) | Rule 1.9(1) | Rule 1.9(1) was amended | <u>Click here</u> to |
| 1) Every party or representative of a | 1) Every party or representative of a | for clarity, as the CRT | see all changes |
| party must | party must | does not restrict a party | made this date |
| a) avoid disclosure of, | a) avoid disclosure of , | or representative from | |
| inappropriate access to or use | inappropriate access to or use | disclosing their contact | |
| of their contact information | of their contact information | information to others. | |
| for tribunal communications | for tribunal communications | | |
| by people other than the | by people other than the | | |
| party or the party's | party or the party's | | |
| representative, | representative, | | |
| b) closely monitor and use their | b) closely monitor and use their | | |
| contact methods for tribunal | contact methods for tribunal | | |
| communications until the | communications until the | | |
| dispute is fully resolved, and | dispute is fully resolved, and | | |
| c) notify the tribunal | c) notify the tribunal | | |
| immediately if their contact | immediately if their contact | | |
| information for tribunal | information for tribunal | | |
| communications changes. | communications changes. | | |
| Rule 1.14(1) | Rule 1.14(1) | Rule 1.14(1) was amended | <u>Click here</u> to |
| 1) A party that is a corporation, | 1) A party that is a corporation, | to specify who may act | see all changes |
| partnership or other form of | partnership or other form of | for a society or a | made this date |
| organization must act through one | organization must act through one | cooperative association. | |
| of the following: | of the following: | Semicolons were | |
| a) if the party is a strata | a) if the party is a strata | changed to commas for | |
| corporation, by an authorized | corporation, by an authorized | consistency with the CRT | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--------------------------|-----------------------------------|
| member of the strata council; b) if the party is a section of a strata corporation, by an authorized member of the section executive, c) if the party is an incorporated entity, by a director, officer or authorized employee, d) if the party is a partnership, by a partner or authorized employee, or e) if the party is an unincorporated entity using a business name, such as a sole proprietorship, by the owner of the business or an authorized employee. | member of the strata council; b) If the party is a section of a strata corporation, by an authorized member of the section executive; c) if the party is an incorporated entity or co-operative association, by a director, officer or authorized employee; d) if the party is a partnership, by a partner or authorized employee; or. e) if the party is an unincorporated entity using a business name, such as a sole proprietorship, by the owner of the business or an authorized employee; or f) if the party is a society, by a director, senior manager, or authorized member or employee. | Style Guide. | |
| Rule 1.16(3) | Rule 1.16(3) | Rule 1.16(3) was amended | <u>Click here</u> to |
| 3) 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. | 3) A party may use a helper to assist them in the tribunal process, but unlike a representative, a helper may not communicate on behalf of the party or enter into binding agreements on the party's behalf. | for clarity. | see all changes made this date |
| Rule 1.16(10) | Rule 1.16(10) | Rule 1.16(10) was | <u>Click here</u> to |
| 10) At any time during the tribunal | 10) At any time during the tribunal | amended to permit the | see all changes |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| process, a case manager or tribunal member can restrict the helper or representative's participation in the tribunal process. | process, a case manager or the tribunal member can may restrict the helper or representative's participation in the tribunal process or withdraw permission for the representative, if the tribunal finds it appropriate to do so after considering the same factors it considered in approving the request. | tribunal to withdraw approval for a representative if appropriate to do so. | made this date |
| A) If the tribunal issues an amended Dispute Notice, it will a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses, b) direct the applicant to serve the amended Dispute Notice on any respondents that have not filed Responses, and c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive. | A) If the tribunal issues an amended Dispute Notice, it will a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses, b) serve, or direct the applicant to serve, the amended Dispute Notice on any new respondents or respondents that have not filed Responses, and c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive. | Rule 1.19(4) was amended to permit the tribunal to serve an amended Dispute Notice to any new respondents. | Click here to see all changes made this date |
| N/A | Rule 1.19(6) 6) The tribunal may at any time order | Rule 1.19(6) was previously Rule 7.3(9). It was moved | Click here to see all changes |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|-----------------------------|---------------------------|
| | that a party be added to the dispute | to improve the flow of the | made this date |
| | and make directions as to the | rules, but the text was not | |
| | process to be followed. | changed. | |
| N/A | Rule 2.2(6) | Rule 2.2(6) was added to | <u>Click here</u> to |
| | 6) If the tribunal serves a Dispute | reflect the tribunal's | see all changes |
| | Notice and instructions for response | practice of requiring the | made this date |
| | on a strata corporation and the | applicant to serve a | |
| | strata corporation does not provide a | Dispute Notice to a strata | |
| | completed Dispute Response Form | council member or strata | |
| | within the timeframe provided for in | manager if the Dispute | |
| | these rules, an applicant must also | Notice is originally served | |
| | provide a copy of the Dispute Notice | by the tribunal and the | |
| | and instructions for response by | strata corporation does | |
| | delivery in person or registered mail | not file a Dispute | |
| | to a member of the strata council or | Response. | |
| | <u>the strata manager.</u> | | |
| N/A | Rule 2.2(8) | Rule 2.2(8) was added to | <u>Click here</u> to |
| | 8) If a respondent makes a | permit the tribunal to | see all changes |
| | counterclaim, the tribunal may serve | serve a counterclaim | made this date |
| | the counterclaim Dispute Notice and | dispute notice by email. | |
| | instructions for response on a | | |
| | counterclaim respondent by email. | | |
| Rule 2.3(1) | Rule 2.3(1)(d) | Rule 2.3(1)(d) was added | <u>Click here</u> to |
| 1) The tribunal will advise the applicant | 2) The tribunal will advise the applicant | to require an applicant to | see all changes |
| that the applicant must serve the | that the applicant must serve the | serve the Dispute Notice | made this date |
| Dispute Notice and instructions for | Dispute Notice and instructions for | when the respondent is | |
| response if | response if | deceased. | |
| a) the applicant does not give | a) the applicant does not give | | |
| the tribunal the information | the tribunal the information | Rule 2.3(1)(e) was | |
| the tribunal requires to serve | the tribunal requires to serve | previously Rule 2.3(1)(d) | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|---|-----------------------------------|
| the Dispute Notice and instructions for response, b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response that the tribunal sent, c) the respondent is an adult with impaired mental capacity or a minor, d) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or e) the applicant chooses to serve the documents. | the Dispute Notice and instructions for response, b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response that the tribunal sent, c) the respondent is an adult with impaired mental capacity or a minor, d) the respondent is a ceased person. e) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or f) the applicant chooses to serve | and Rule 2.3(1)(f) was previously Rule 2.3(1) (e); numbering was altered due to the addition of new Rule 2.3(1)(d), but the text was not altered. | |
| N/A | the documents. Rule 2.4(3) | Rule 2.4(3) was added to | <u>Click here</u> to |
| | 3) If the respondent is a deceased person, a Dispute Notice and instructions for response must be served on the deceased's personal representative by registered mail requiring a signature, courier delivery requiring a signature or delivery in person. | provide a method for serving a Dispute Notice when the respondent is deceased. | see all changes made this date |
| Rule 2.6(4) | [Repealed] | Rule 2.6(4) was repealed | <u>Click here</u> to |
| 4) If a strata corporation is served with | | in conjunction with the | see all changes |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|---|-----------------------------------|
| 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 by delivery in person or regular mail to a member of the strata council or the property manager of the strata corporation. | | addition of Rule 2.2(6), to reflect the tribunal's current practice for serving a Dispute Notice on a strata corporation. | made this date |
| Rule 2.7(1) | Rule 2.7(1) | Rule 2.7(1) was amended | <u>Click here</u> to |
| 1) This rule applies if the tribunal requires an applicant to serve a respondent that is a company, extraprovincial company, society, cooperative association, partnership, or municipality. If a respondent is any other type of entity an applicant must follow the tribunal's directions | 1) This rule applies if the tribunal requires an applicant to serve a respondent that is a company, extraprovincial company, society, cooperative association, partnership, or municipality. If a respondent is any or other type of entity an applicant must follow the tribunal's directions to serve that entity not addressed in these rules. | for clarity. A portion of Rule 2.7(1) was moved to a new rule, Rule 2.7(7). | see all changes made this date |
| Rule 2.7(2) | Rule 2.7(2) | Rule 2.7(2) was amended | <u>Click here</u> to |
| 2) If a respondent is a company as defined in the <i>Business Corporations Act</i>, a Dispute Notice and instructions must be served a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the | 2) If a respondent is a company corporation as defined in the Business Corporations Act, a Dispute Notice and instructions must be served a) by registered mail, courier delivery requiring a signature | for consistency with the Rules and the <i>Business Corporations Act</i> . | see all changes made this date |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| registered office with the Registrar of Companies, b) by delivery in person at the place of business of the company, to a receptionist or a person who appears to manage or control the company's business there, or c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company. | or delivery in person to the address shown for the registered office with the Registrar of Companies, b) by delivery in person at the place of business of the company, to a receptionist or a person who appears to manage or control the company's business there, or c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company. | | |
| N/A | Rule 2.7(7) 7) If a respondent is any other type of entity not addressed in these rules, an applicant must follow the tribunal's directions to serve that entity. | Rule 2.7(7) was added for clarity. It was previously part of Rule 2.7(1). | Click here to see all changes made this date |
| Rule 2.9 1) An applicant who has difficulty serving a respondent can ask the tribunal for direction on using another method to satisfy the service requirements by sending the tribunal a completed Request for Directions on Service Form. 2) An applicant must submit the Request for Directions on Service | Rule 2.9 1) An applicant who has difficulty serving a respondent can ask the tribunal for direction on using another method to satisfy the service requirements by sending the tribunal a completed completing a Request for Directions on Service Form. 2) An applicant must submit the | Rule 2.9 was amended for clarity and to reflect existing tribunal practice of requiring an applicant to attempt all available service methods prior to requesting directions. | Click here to see all changes made this date |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|---|-----------------------------------|
| Form to the tribunal before the deadline for service has passed. | Request for Directions on Service Form to the tribunal before the deadline for service has passed. 3) The tribunal will not consider a Request for Directions on Service until an applicant has attempted to serve the Dispute Notice and instructions for response on a respondent by each of the approved service methods under these rules, or explained why they cannot use an | | |
| | or explained why they cannot use an approved method. | | |
| Rule 4.1 | Rule 4.1 | Rule 4.1 was amended for | <u>Click here</u> to |
| A party named as a respondent to a dispute who fails to respond to a properly served Dispute Notice and instructions for response within the timeframe provided for in the rules, or who has requested an extension to respond and has not responded by the date shown on the extension, is in default. If the tribunal notifies an applicant that no respondent provided a Dispute Response, and the applicant does not request a default decision within 21 days of being notified they may do so, the tribunal may dismiss or refuse to resolve the dispute. | 1) A party named as a respondent to a dispute who fails is in default if they fail to respond provide a Dispute Response Form to a properly served Dispute Notice and instructions for response within a) the timeframe provided for in these rules, or who has requested an extension to respond and has not responded by the date shown on the extension, is in default. b) any extended timeframe granted by the tribunal. 2)—If the tribunal notifies an applicant that no respondent provided a | clarity and to improve the flow of the rules. | see all changes made this date |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--------------------------|---------------------------|
| | Dispute Response, and the applicant | | |
| | does not request a default decision | | |
| | within 21 days of being notified they | | |
| | may do so, the tribunal may dismiss | | |
| | or refuse to resolve the dispute. | | |
| Rule 4.2(2) | Rule 4.2(2) | Rule 4.2(2) was moved | <u>Click here</u> to |
| N/A | 2) If the tribunal notified an applicant | from Rule 4.1(2) to | see all changes |
| | that no respondent provided a | improve the flow of the | made this date |
| | Dispute Response, and the applicant | rules. | |
| | does not request a default decision | | |
| | within 21 days of being notified they | | |
| | may do so, the tribunal may dismiss | | |
| | or refuse to resolve the dispute. | | |
| Rule 5.2(5) | Rule 5.2(5) | Rule 5.2(5) was amended | <u>Click here</u> to |
| 5) If the agreement involves a minor, | 5) If the agreement involves a minor, | for clarity. | see all changes |
| the provision of the <i>Infants Act</i> apply | the provision of the <i>Infants Act</i> apply | | made this date |
| to the agreement and must be met | to the agreement and must be met | | |
| before the parties request a consent | before the parties request a consent | | |
| resolution order. | resolution order . | | |
| Rule 5.3(4) | Rule 5.3(4) | Rule 5.3(4) was amended | <u>Click here</u> to |
| 4) At any time during case | 4) At any time during case | for consistency with the | see all changes |
| management, the case manager can | management, the case manager can | CRTA and to reflect the | made this date |
| a) recommend that-a party take | a) recommend that provide an | neutrality of the case | |
| steps to add a party to the | <u>opportunity for</u> a party take | manager role. | |
| dispute, | steps to add a party to the | | |
| b) permit a party to add, revise, | dispute, | | |
| or withdraw a claim to the | b) permit a party to add, revise, | | |
| dispute, and | or withdraw a claim to the | | |
| c) determine the steps required | dispute, and | | |
| to add a party or claim, | c) determine the steps required | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|------------------------------|---------------------------|
| including who should pay any | to add a party or claim, | | |
| costs associated with those | including who should pay any costs associated with those | | |
| steps. | steps. | | |
| Rule 5.4(3) | Rule 5.4(3) | Rule 5.4(3) was re-ordered | <u>Click here</u> to |
| 3) If no party pays the tribunal decision | 3) If no party pays the tribunal decision | to reflect the most likely | see all changes |
| fee within the time period set by the | fee within the time period set by the | outcomes of a failure to | made this date |
| case manager, the tribunal can | case manager, the tribunal can | pay the tribunal decision | |
| a) refuse to resolve the dispute, | a) refuse to resolve <u>dismiss</u> the | fee. | |
| b) proceed to hear the dispute, or | dispute, | | |
| c) dismiss the dispute. | b) proceed to hear <u>refuse to</u> | | |
| | <u>resolve</u> the dispute, or | | |
| | c) dismiss <u>proceed to hear</u> the | | |
| | dispute. | | |
| Rule 6.1(3) | Rule 6.1(3) | Rule 6.1(3) was amended | <u>Click here</u> to |
| 3) A party who withdraws a claim can | 3) A party who withdraws a claim can | to draw attention to the | see all changes |
| only pursue the claim again at the | only pursue the claim again at the | impact of the limitation | made this date |
| tribunal with the tribunal's | tribunal with the tribunal's | period on a party's ability | |
| permission. | permission <u>subject to the factors in</u> | to pursue a withdrawn | |
| | Rule 6.1(5), including whether the | claim. | |
| | limitation period for the claim has expired. | | |
| Rule 6.1(4) | Rule 6.1(4) | Rule 6.1(4) was amended | <u>Click here</u> to |
| 4) If all claims in a dispute are | 4) If all claims in a dispute are | to reflect existing tribunal | see all changes |
| withdrawn, | withdrawn and all parties consent to | practice of obtaining the | made this date |
| a) the tribunal will treat the | the withdrawal of the claims, | consent of all parties to | Thade this date |
| dispute as resolved and close | a) the tribunal will treat the | the withdrawal of a claim. | |
| the dispute file, and | dispute as resolved and close | Rule 6.1(4)(b) was | |
| b) the applicant may continue | the dispute file , and | removed for redundancy | |
| any withdrawn claim only if | b) the applicant may continue | with Rule 6.1(3). | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------------------------------|---------------------------|
| the tribunal permits the party | any withdrawn claim only if | | |
| to do so. | the tribunal permits the party | | |
| | to do so. | 5 1 5 7(0) | |
| Rule 7.3(2) | Rule 7.3(2) | Rule 7.3(2) was amended | Click here to |
| 2) The default timelines for completing | 2) The default timelines for completing | to reflect existing tribunal | see all changes |
| the arguments portion of a Tribunal | the <u>evidence and</u> arguments portion | procedure regarding | made this date |
| Decision Plan for a final decision are | of a Tribunal Decision Plan for a final decision are | evidence and argument submission. | |
| a) 7 days for the applicant to | | submission. | |
| provide arguments, b) 7 days for the respondent to | a) 7 days for the applicant to provide <u>evidence and</u> | | |
| respond, and | arguments, | | |
| c) 5 days for the applicant to | b) 7 days for the respondent to | | |
| reply. | respond, provide evidence and | | |
| теріу. | response arguments, and | | |
| | c) 5 days for the applicant to | | |
| | <u>provide</u> reply <u>arguments</u> . | | |
| Rule 7.3(5) | Rule 7.3(5) | Rule 7.3(5) was amended | <u>Click here</u> to |
| 5) Unless a claim is for interest or | 5) Unless a claim is for interest or | for clarity. | see all changes |
| dispute related fees and expenses, | dispute related fees and expenses, | | made this date |
| arguments in a Tribunal Decision | arguments in a Tribunal Decision | | |
| Plan for a final decision are limited to | Plan for a final decision are limited to | | |
| a) 20,000 characters per claim | a) 20,000 characters per claim | | |
| for an applicant's arguments, | for an applicant's arguments, | | |
| b) 20,000 characters per claim | b) 20,000 characters per claim | | |
| for a respondent's arguments, | for a respondent's <u>response</u> | | |
| and | arguments, and | | |
| c) 10,000 characters per claim for | c) 10,000 characters per claim for | | |
| an applicant's reply. | an applicant's reply. | | |
| Rule 7.3(8) | Rule 7.3(8) | Rule 7.3(8) was amended | Click here to |
| 8) A party may contact a case manager | 8) A party may contact a case manager | for clarity. | see all changes |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---------------------------|---------------------------|
| to request an extension to the | to request an extension to the | | made this date |
| timeline for completing the Tribunal | timeline for completing the Tribunal | | |
| Decision Plan and to the limit on the | Decision Plan and to the limit on the | | |
| length of arguments. | length of arguments. | | |
| | a) an extension to the timeline | | |
| | for completing the Tribunal | | |
| | <u>Decision Plan, and</u> | | |
| | <u>b)</u> <u>permission to submit</u> | | |
| | arguments that exceed the | | |
| | <u>character limit.</u> | | |
| Rule 7.3(9) | Rule 7.3(9) | Previous Rule 7.3(9) was | <u>Click here</u> to |
| 9) The tribunal may at any time order | 9)—The tribunal may at any time order | moved to Rule 1.19(6) to | see all changes |
| that a party be added to the dispute | that a party be added to the dispute | improve the flow of the | made this date |
| and make directions as to the | and make directions as to the | rules. Rule 7.3(10) was | |
| process to be followed. | process to be followed . | renumbered to Rule | |
| | 9) For decisions other than final | 7.3(9). | |
| | decisions, the tribunal will set | | |
| | character limits and timelines for | | |
| | providing submissions based on the | | |
| | type of decision. | | |
| Rule 7.4(3) | [Repealed] | Rule 7.4(3) was repealed | <u>Click here</u> to |
| 3) The tribunal can make a final | | as it was unnecessary, as | see all changes |
| decision without a Tribunal Decision | | the consequences for | made this date |
| Plan where all respondents are non- | | non-compliance are | |
| compliant. | | addressed in the CRTA | |
| | | and in Rule 1.4. | |
| Rule 8.3(1) | Rule 8.3(1) | Rule 8.3(1) was amended | <u>Click here</u> to |
| 1) A party may rely on expert opinion | 1) A party may rely on expert opinion | to reflect the tribunal's | see all changes |
| only if the party provides the expert's | only if the party provides <u>includes</u> | practice of requiring | made this date |
| evidence to all other parties | the expert's evidence <u>in</u> to all other | parties to provide expert | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|---|--|
| a) within 21 days of the case manager notifying the parties that facilitation has ended, or b) the deadline set by the case manager or tribunal member. | parties a)—within 21 days of the case manager notifying the parties that facilitation has ended, or b) the Tribunal Decision Plan by the deadline set by the case manager-or tribunal member. | evidence as part of the Tribunal Decision Plan. | |
| A party providing written expert evidence to the tribunal must provide a copy of the expert's invoice and any correspondence with that expert relating to the requested opinion to every party by the deadline for providing the expert's evidence to all other parties. | Rule 8.3(4) 4) The tribunal may require a A party providing written expert evidence to the tribunal must to provide a copy of the expert's invoice and any correspondence with that expert relating to the requested opinion to every party by the deadline for providing the expert's evidence to all other parties. | Rule 8.3(4) was amended to provide more flexibility in the expert evidence requirements. | Click here to see all changes made this date |
| Rule 8.3(7)7) The role of an expert giving evidence to the tribunal is to assist the tribunal and not to advocate for any side or party in a dispute. | Rule 8.3(7) 7) The role of an expert giving evidence to the tribunal is to assist the tribunal and not to advocate for any side or party in a dispute:, and a party generally cannot act as their own expert because the party is not neutral about the dispute's outcome. | Rule 8.3(7) was amended to provide guidance to parties about the impartiality requirement of expert evidence. | Click here to see all changes made this date |
| Rule 8.3(9)9) The tribunal may seek clarification of the expert report from the expert without advance notice to the parties. | {Repealed] | Rule 8.3(9) was repealed as it was not necessary. | Click here to see all changes made this date |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|----------------------------|---------------------------|
| Rule 8.3(10) | [Repealed] | Rule 8.3(10) was repealed | <u>Click here</u> to |
| 10) If the tribunal seeks clarification of | | as it was not necessary. | see all changes |
| the report, both the question(s) and | | | made this date |
| the response(s) must be provided in | | | |
| writing and will be disclosed to the | | | |
| parties for argument. | | | |
| Rule 8.4(1) | Rule 8.4(1) | Rule 8.4(1) was amended | <u>Click here</u> to |
| 1) In determining whether additional | 1) In determining whether additional | for clarity. | see all changes |
| expert evidence is reasonably | expert evidence it is reasonably | | made this date |
| necessary and proportionate for | necessary and proportionate <u>to allow</u> | | |
| accident benefit and motor vehicle | expert evidence from more than one | | |
| injury claims the tribunal may | <u>expert</u> for accident benefit and | | |
| consider | motor vehicle injury claims the | | |
| a) the type of bodily injury or | tribunal may consider | | |
| injuries, | a) the type of bodily injury or | | |
| b) the nature of the claim the | injuries, | | |
| tribunal must decide, | b) the nature of the claim the | | |
| c) a fee for the report, | tribunal must decide, | | |
| d) any information or evidence | c) a fee for the report, | | |
| the tribunal wants the expert | d) any information or evidence | | |
| to consider, and | the tribunal wants the expert | | |
| e) the questions to be answered | to consider, and | | |
| in the report. | e) the questions to be answered | | |
| | in the report. | | |
| Rule 9.1(4) | Rule 9.1(4) | Rule 9.1(4) was combined | Click here to |
| 4) An oral hearing may be conducted | 4) An oral hearing may be conducted | with previous Rule 9.1(5) | see all changes |
| by telephone, by videoconference, or | by telephone, by videoconference, or | for clarity and to improve | made this date |
| in person. | in person <u>extraordinary</u> | the flow of the Rules. | |
| | circumstances and where required | | |
| | by the interests of justice, in person. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---|--|
| Rule 9.1(5) 5) In considering whether to hold an oral hearing that is in person, the tribunal may consider whether the nature of the dispute or extraordinary circumstances make an in person hearing necessary in the interests of justice. | [Repealed] | Rule 9.1(5) was repealed as it was combined with Rule 9.1(4) for clarity and to improve the flow of the Rules. | Click here to see all changes made this date |
| Rule 9.1(6) 6) To request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan. Rule 9.3(2) 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 | Rule 9.1(6) 6) To request an oral hearing a party must indicate inform the reasons for their case manager of the request in during the Tribunal Decision Plan case management phase. [Repealed] | Rule 9.1(6) was amended to revise the timing for requesting an oral hearing. Rule 9.3(2) was repealed as it was no longer necessary due to the elimination of the Notice of Objection process on July 1, 2022. | Click here to see all changes made this date Click here to see all changes made this date |
| Rule 9.4(1) 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 | Rule 9.4(1) 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 any affected minors including minor parties, and will use initials in place of full names or use other | Rule 9.4(1) was amended for clarity. | Click here to see all changes made this date |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|----------------------------|---------------------------|
| do so. | descriptions where the tribunal considers it appropriate to do so. | | |
| Rule 9.4(5) | Rule 9.4(5) | New Rule 9.4(5) was | <u>Click here</u> to |
| N/A | 5) An order for a party to pay money | added to specify that | see all changes |
| | will be made in Canadian currency | tribunal orders will be | made this date |
| | (CAD). | made in Canadian | |
| | | currency. | |
| PART 11 – Notice of Objection | [Repealed] | Part 11 was repealed as it | <u>Click here</u> to |
| Rule 11.1 | | was no longer necessary | see all changes |
| 1) To object to a tribunal small claims | | due to the elimination of | made this date |
| decision a party must, within 28 days | | the Notice of Objection | |
| of receiving a Notice of Final | | process on July 1, 2022. | |
| Decision, submit a completed Notice | | | |
| of Objection Form to the tribunal | | | |
| and pay the required fee. | | | |
| 2) A party may not submit a Notice of | | | |
| Objection for a tribunal small claims | | | |
| decision that was made when that | | | |
| party was non-compliant or in | | | |
| default. | | | |
| 3) Once a Notice of Objection Form has | | | |
| been submitted, the tribunal will | | | |
| provide the parties with a copy of | | | |
| the Notice of Objection Form and a | | | |
| Certificate of Completion indicating that the parties have completed the | | | |
| tribunal's process. | | | |
| Rule 12.1(2) | Rule 12.1(2) | Rule 12.1(2) was amended | <u>Click here</u> to |
| 2) A person who wants to know the | 2) A person who wants to know the | for clarity. | see all changes |
| names of parties, or any other | names of parties, or any other | Tor Clarity. | made this date |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--------------------------|---------------------------|
| information in a tribunal dispute | information in a tribunal dispute that | | |
| that is not already publicly available | is not already publicly available | | |
| through the tribunal or another | through the tribunal or another | | |
| public website, can ask the tribunal | public website, can ask the tribunal | | |
| for that information by | for that information by | | |
| a) completing the Public | a) completing the Public | | |
| Information Request Form, | Information <u>Claim</u> Record | | |
| and | Request Form, and | | |
| b) paying the required fee. | b) paying the required fee. | | |
| Rule 12.1(3) | Rule 12.1(3) | Rule 12.1(3) was amended | <u>Click here</u> to |
| 3) In reviewing a public information | 3) In reviewing a public information | for clarity. | see all changes |
| request the tribunal | <u>claim record</u> request the tribunal | | made this date |
| a) must consider whether the | a) must consider whether the | | |
| person making the request | person making the request | | |
| can obtain the information | can obtain the information | | |
| from another publicly | from another publicly | | |
| available source, | available source, | | |
| b) must consider the privacy of | b) must consider the privacy of | | |
| any person whose information | any person whose information | | |
| might be the subject of the | might be the subject of the | | |
| request, | request, | | |
| c) must maintain confidentiality | c) must maintain confidentiality | | |
| of settlement discussions in all | of settlement discussions in all | | |
| open or closed tribunal | open or closed tribunal | | |
| disputes, unless otherwise | disputes, unless otherwise | | |
| required by law, | required by law, | | |
| d) must consider the interests of | d) must consider the interests of | | |
| justice and fairness, both for | justice and fairness, both for | | |
| the person making the | the person making the | | |
| request and for any person | request and for any person | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|----------------------------------|-----------------------------|---------------------------|
| whose information would be | whose information would be | | |
| disclosed, | disclosed, | | |
| e) can redact any part of the | e) can redact any part of the | | |
| information it decides to | information it decides to | | |
| disclose, and | disclose, and | | |
| f) can make an order setting out | f) can make an order setting out | | |
| any limitations on the use or | any limitations on the use or | | |
| handling of any information it | handling of any information it | | |
| chooses to disclose. | chooses to disclose. | | |
| Rule 12.1(6) | Rule 12.1(6) | Rule 12.1(6) was repealed | <u>Click here</u> to |
| 6) If the tribunal receives information | [Repealed] | as it is already addressed | see all changes |
| or evidence related to a party's | | by the tribunal's Access to | made this date |
| health or employment status from a | | Information and Privacy | |
| party or through an independent | | Policy. | |
| medical examination, the tribunal | | | |
| will not disclose it to any non-party | | | |
| to the dispute or use it for any | | | |
| purpose unrelated to the dispute. | | | |

Amendment Date: September 1, 2022

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|----------------------------|---------------------------|
| Rule 1.16(4) | Rule 1.16(4) | The terminology in the | <u>Click here</u> to |
| A party to a dispute under the tribunal's | 4) A party to a dispute under the | rules was changed from | see changes |
| motor vehicle injury jurisdiction does | tribunal's motor vehicle injury | "motor vehicle injury | made to this |
| not need the tribunal's permission to | accident claims jurisdiction does not | jurisdiction" to "accident | Rule |
| have a lawyer represent them. | need the tribunal's permission to | claims jurisdiction" to | |
| | have a lawyer represent them. | align more closely with | |
| | | the language in the Act. | |
| | | The rules now define | |
| | | "motor vehicle injury | |
| | | claims" specifically as | |
| | | claims under s.133(1)(b) | |
| | | and (c) of the Act. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|----------------------------------|--|----------------------------|---------------------------|
| Rule 1.16(7) | Rule 1.16(7) | The terminology in the | <u>Click here</u> to |
| 7) In considering a request for | 7) In considering a request for | rules was changed from | see changes |
| permission to be represented by | permission to be represented by | "motor vehicle injury | made to this |
| someone other than a lawyer or | someone other than a lawyer or | jurisdiction" to "accident | Rule |
| insurer in a dispute under the | insurer in a dispute under the | claims jurisdiction" to | |
| tribunal's motor vehicle injury | tribunal's motor vehicle injury | align more closely with | |
| jurisdiction, the tribunal may | accident claims jurisdiction, the | the language in the Act. | |
| consider | tribunal may consider | The rules now define | |
| a) whether the proposed | a) whether the proposed | "motor vehicle injury | |
| representative has an interest | representative has an interest | claims" specifically as | |
| in the dispute that is adverse | in the dispute that is adverse | claims under s.133(1)(b) | |
| to the party's interest in the | to the party's interest in the | and (c) of the Act. | |
| dispute, | dispute, | | |
| b) whether the proposed | b) whether the proposed | | |
| representative may be a | representative may be a | | |
| witness in the dispute, | witness in the dispute, | | |
| c) the proposed representative's | c) the proposed representative's | | |
| ability to communicate in | ability to communicate in | | |
| English, and | English, and | | |
| d) the proposed representative's | d) the proposed representative's | | |
| ability to respond to | ability to respond to | | |
| communications in a timely | communications in a timely | | |
| manner. | manner. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-------------------------------------|--|----------------------------|---------------------------|
| Rule 1.16(8) | Rule 1.16(8) | The terminology in the | <u>Click here</u> to |
| 8) In considering a request for | 8) In considering a request for | rules was changed from | see changes |
| permission to be represented in a | permission to be represented in a | "motor vehicle injury | made to this |
| dispute other than a dispute under | dispute other than a dispute under | jurisdiction" to "accident | Rule |
| the tribunal's motor vehicle injury | the tribunal's motor vehicle injury | claims jurisdiction" to | |
| jurisdiction, the tribunal may | accident claims jurisdiction, the | align more closely with | |
| consider | tribunal may consider | the language in the Act. | |
| a) the reasons provided by the | a) the reasons provided by the | The rules now define | |
| party requesting | party requesting | "motor vehicle injury | |
| representation, | representation, | claims" specifically as | |
| b) whether every party in the | b) whether every party in the | claims under s.133(1)(b) | |
| dispute has agreed to the | dispute has agreed to the | and (c) of the Act. | |
| representation, and if not, | representation, and if not, | | |
| their reasons for opposing it, | their reasons for opposing it, | | |
| c) whether allowing the | c) whether allowing the | | |
| representation will prejudice | representation will prejudice | | |
| the other party, considering | the other party, considering | | |
| that party's circumstances, | that party's circumstances, | | |
| d) if any other party in the | d) if any other party in the | | |
| dispute is represented and if | dispute is represented and if | | |
| so, whether that | so, whether that | | |
| representative is a lawyer or | representative is a lawyer or | | |
| person supervised by a lawyer, | person supervised by a lawyer, | | |
| e) the potential impact of a | e) the potential impact of a | | |
| representative on the efficient | representative on the efficient | | |
| resolution of the dispute, and | resolution of the dispute, and | | |
| f) whether, in the interests of | f) whether, in the interests of | | |
| justice and fairness, the party | justice and fairness, the party | | |
| should be permitted to be | should be permitted to be | | |
| represented. | represented. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|--|----------------------------|---------------------------|
| Rule 2.1(3) | Rule 2.1(3) | The terminology in the | <u>Click here</u> to |
| 3) Before applying for a minor injury | 3) Before applying for a minor injury | rules was changed from | see changes |
| determination under the tribunal's | determination under the tribunal's | "motor vehicle injury | made to this |
| motor vehicle injury jurisdiction a | motor vehicle injury accident claims | jurisdiction" to "accident | Rule |
| person must have | jurisdiction a person must have | claims jurisdiction" to | |
| a) received a decision from the | a) received a decision from the | align more closely with | |
| insurer that the insurer's | insurer that the insurer's | the language in the Act. | |
| position is that the injury is a | position is that the injury is a | The rules now define | |
| minor injury under the | minor injury under the | "motor vehicle injury | |
| Insurance (Vehicle) Act, or | Insurance (Vehicle) Act, or | claims" specifically as | |
| b) requested a decision from the | b) requested a decision from the | claims under s.133(1)(b) | |
| insurer about whether the | insurer about whether the | and (c) of the Act. | |
| insurer's position is that the | insurer's position is that the | | |
| injury is a minor injury under | injury is a minor injury under | | |
| the Insurance (Vehicle) Act. | the Insurance (Vehicle) Act. | | |
| Rule 2.8(4) | Rule 2.8(4) | Rule 2.8(4) was amended | <u>Click here</u> to |
| 4) If ICBC does not accept service on | 4) If ICBC does not accept service on | to clarify what happens if | see changes |
| behalf of a respondent, the service | behalf of a respondent, the service | ICBC does not accept | made to this |
| requirements for non-motor vehicle | requirements for non-motor vehicle- | service on behalf of a | Rule |
| injury claims will apply to the | injury claims will in rules 2.2 to 2.7 | respondent. | |
| dispute. | and 2.9 to 2.10 apply to the dispute. | | |
| | | | |
| | | | |
| | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|----------------------------|---------------------------|
| Rule 5.5 | Rule 5.5 | The terminology in the | <u>Click here</u> to |
| Damages in Motor Vehicle Injury | Damages in Motor Vehicle Injury | rules was changed from | see changes |
| Disputes | Disputes <u>Claims</u> | "motor vehicle injury | made to this |
| | | jurisdiction" to "accident | Rule |
| | | claims jurisdiction" to | |
| | | align more closely with | |
| | | the language in the Act. | |
| | | The rules now define | |
| | | "motor vehicle injury | |
| | | claims" specifically as | |
| | | claims under s.133(1)(b) | |
| | | and (c) of the Act. | |
| Rule 5.5(2) | Rule 5.5(2) | The terminology in the | <u>Click here</u> to |
| 2) If a party informs the tribunal, or the | 2) If a party informs the tribunal, or the | rules was changed from | see changes |
| case manager identifies, that the | case manager identifies, that the | "motor vehicle injury | made to this |
| damages that will be awarded in a | damages that will be awarded in a | jurisdiction" to "accident | Rule |
| motor vehicle injury dispute may | motor vehicle injury dispute <u>claim</u> | claims jurisdiction" to | |
| exceed \$50,000, the tribunal may | may exceed \$50,000, the tribunal | align more closely with | |
| a) set timelines for the parties to | may | the language in the Act. | |
| submit evidence, | a) set timelines for the parties to | The rules now define | |
| b) set timelines for the parties to | submit evidence, | "motor vehicle injury | |
| provide arguments, and | b) set timelines for the parties to | claims" specifically as | |
| c) refer the determination to a | provide arguments, and | claims under s.133(1)(b) | |
| tribunal member. | c) refer the determination to a | and (c) of the Act. | |
| | tribunal member. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 5.5(3) 3) The tribunal may refuse to resolve a motor vehicle injury dispute about damages if a) 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 b) it determines that the total amount of damages, excluding interest and expenses, in an accident claim will likely exceed \$50,000. | Rule 5.5(3) 3) The tribunal may refuse to resolve a motor vehicle injury dispute claim about damages if a) 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 a motor vehicle injury claim will exceed \$50,000, or b) it determines that the total amount of damages, excluding interest and expenses, in an accident a motor vehicle injury claim will likely exceed \$50,000. | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|---|---|
| Rule 8.4 Limits on Expert Evidence for Motor Vehicle Injury Claims | Rule 8.4 Limits on Expert Evidence for Accident Benefit and Motor Vehicle Injury Claims | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. The heading for Rule 8.4(1) was amended to | Click here to see changes made to this Rule |
| | | add the term "accident benefit" because this rule also applies to claims under s.133(1)(a) of the Act. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--------------------------------------|----------------------------|------------------------------|
| Rule 8.4(1) | Rule 8.4(1) | The terminology in the | <u>Click here</u> to |
| 1) In determining whether additional | 1) In determining whether additional | rules was changed from | see changes |
| expert evidence is reasonably | expert evidence is reasonably | "motor vehicle injury | made to this |
| necessary and proportionate for | necessary and proportionate for | jurisdiction" to "accident | Rule |
| motor vehicle injury claims the | accident benefit and motor vehicle | claims jurisdiction" to | |
| tribunal may consider | injury claims the tribunal may | align more closely with | |
| a) the type of bodily injury or | consider | the language in the Act. | |
| injuries, | a) the type of bodily injury or | The rules now define | |
| b) the nature of the claim the | injuries, | "motor vehicle injury | |
| tribunal must decide, | b) the nature of the claim the | claims" specifically as | |
| c) the other evidence available, | tribunal must decide, | claims under s.133(1)(b) | |
| d) the amount claimed, | c) the other evidence available, | and (c) of the Act. | |
| e) the timeliness of the request, | d) the amount claimed, | | |
| and | e) the timeliness of the request, | Rule 8.4(1)was amended | |
| f) any other factors the tribunal | and | to add the term "accident | |
| considers appropriate. | f) any other factors the tribunal | benefit" because this rule | |
| | considers appropriate. | also applies to claims | |
| | | under s.133(1)(a) of the | |
| | | Act. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|----------------------------|------------------------------|
| Rule 8.5(1) | Rule 8.5(1) | The terminology in the | <u>Click here</u> to |
| 1) For disputes filed under the | 1) For disputes filed under the | rules was changed from | see changes |
| tribunal's motor vehicle injury | tribunal's accident benefit and | "motor vehicle injury | made to this |
| jurisdiction the tribunal may, on the | motor vehicle injury jurisdiction | jurisdiction" to "accident | Rule |
| tribunal's own initiative or on the | <u>claims</u> the tribunal may, on the | claims jurisdiction" to | |
| request of a party, order an | tribunal's own initiative or on the | align more closely with | |
| independent medical examination | request of a party, order an | the language in the Act. | |
| of the injured party at any point after | independent medical examination | The rules now define | |
| a dispute response has been filed. | of the injured party at any point after | "motor vehicle injury | |
| | a dispute response has been filed. | claims" specifically as | |
| | | claims under s.133(1)(b) | |
| | | and (c) of the Act. | |
| | | Rule 8.5(1) was amended | |
| | | to add the term "accident | |
| | | benefit" because this rule | |
| | | also applies to claims | |
| | | under s.133(1)(a) of the | |
| | | Act. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-------------------------------------|---|----------------------------|------------------------------|
| Rule 8.6 | Rule 8.6 | The terminology in the | <u>Click here</u> to |
| Costs of Expert Evidence in a Motor | Costs of Expert Evidence in a for | rules was changed from | see changes |
| Vehicle Injury Dispute | Accident Benefit and Motor Vehicle | "motor vehicle injury | made to this |
| | Injury Dispute <u>Claims</u> | jurisdiction" to "accident | Rule |
| | | claims jurisdiction" to | |
| | | align more closely with | |
| | | the language in the Act. | |
| | | The rules now define | |
| | | "motor vehicle injury | |
| | | claims" specifically as | |
| | | claims under s.133(1)(b) | |
| | | and (c) of the Act. | |
| | | The heading for Rule 8.6 | |
| | | was amended to add the | |
| | | term "accident benefit" | |
| | | because this rule also | |
| | | applies to claims under | |
| | | s.133(1)(a) of the Act. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|----------------------------|------------------------------|
| Rule 8.6(1) | Rule 8.6(1) | The terminology in the | <u>Click here</u> to |
| 1) A party who cannot afford to pay the | 1) A party who cannot afford to pay the | rules was changed from | see changes |
| cost of obtaining expert evidence in | cost of obtaining expert evidence in | "motor vehicle injury | made to this |
| a motor vehicle injury dispute may | a <u>an accident benefit or </u> motor | jurisdiction" to "accident | Rule |
| request that the tribunal order an | vehicle injury dispute <u>claim</u> may | claims jurisdiction" to | |
| independent medical examination | request that the tribunal order an | align more closely with | |
| and that another party pay the cost | independent medical examination | the language in the Act. | |
| of obtaining the independent | and that another party pay the cost | The rules now define | |
| medical examination by | of obtaining the independent | "motor vehicle injury | |
| a) completing the Independent | medical examination by | claims" specifically as | |
| Medical Examination Request | a) completing the Independent | claims under s.133(1)(b) | |
| Form, | Medical Examination Request | and (c) of the Act. | |
| b) completing the steps required | Form, | | |
| by the cost waiver section of | b) completing the steps required | Rule 8.6(1) was amended | |
| the Independent Medical | by the cost waiver section of | to add the term "accident | |
| Examination Request Form, | the Independent Medical | benefit" because this rule | |
| and | Examination Request Form, | also applies to claims | |
| c) providing any other | and | under s.133(1)(a) of the | |
| information the tribunal | c) providing any other | Act. | |
| requests. | information the tribunal | | |
| | requests. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|----------------------------|---------------------------|
| Rule 9.5(3) | Rule 9.5(3) | The terminology in the | <u>Click here</u> to |
| 3) The tribunal will not order one party | 3) The tribunal will not order one party | rules was changed from | see changes |
| to pay to another party any fees a | to pay to another party any fees a | "motor vehicle injury | made to this |
| lawyer has charged in the tribunal | lawyer has charged in the tribunal | jurisdiction" to "accident | Rule |
| dispute process, except the tribunal | dispute process, except the tribunal | claims jurisdiction" to | |
| has the discretion to make such an | has the discretion to make such an | align more closely with | |
| order if | order if | the language in the Act. | |
| a) the dispute is under the | a) the dispute is under the | The rules now define | |
| tribunal's motor vehicle injury | tribunal's motor vehicle injury | "motor vehicle injury | |
| jurisdiction, or | accident claims jurisdiction, or | claims" specifically as | |
| b) the dispute is under another | b) the dispute is under another | claims under s.133(1)(b) | |
| area of the tribunal's | area of the tribunal's | and (c) of the Act. | |
| jurisdiction, and the tribunal | jurisdiction, and the tribunal | | |
| determines that there are | determines that there are | | |
| extraordinary circumstances | extraordinary circumstances | | |
| which make it appropriate to | which make it appropriate to | | |
| order one party to pay to | order one party to pay to | | |
| another party fees that a | another party fees that a | | |
| lawyer has charged. | lawyer has charged. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|----------------------------|---------------------------|
| Glossary | Glossary | The terminology in the | <u>Click here</u> to |
| "Accident claim" in the Act is the same | "Accident claim" in the Act is the same | rules was changed from | see changes |
| as "motor vehicle injury" in the rules. | as "motor vehicle injury" in the rules. | "motor vehicle injury | made to the |
| | | jurisdiction" to "accident | Glossary |
| | "Accident benefits claim" means a claim | claims jurisdiction" to | |
| | under section 133(1)(a) of the Act. | align more closely with | |
| | | the language in the Act. | |
| | "Accident claims jurisdiction" means | The rules now define | |
| | <u>claims under Part 10 – Division 7 of the</u> | "motor vehicle injury | |
| | Act. | claims" specifically as | |
| | | claims under s.133(1)(b) | |
| | | and (c) of the Act. | |
| Glossary | Glossary | The terminology in the | <u>Click here</u> to |
| N/A | <u>"Motor vehicle injury claim" means a</u> | rules was changed from | see changes |
| | claim under section 133(1)(b) or (c) of the | "motor vehicle injury | made to the |
| | Act. | jurisdiction" to "accident | Glossary |
| | | claims jurisdiction" to | |
| | | align more closely with | |
| | | the language in the Act. | |
| | | The rules now define | |
| | | "motor vehicle injury | |
| | | claims" specifically as | |
| | | claims under s.133(1)(b) | |
| | | and (c) of the Act. | |

Amendment Date: May 1, 2022

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|---|-------------------------------------|
| Rule 1.2(2) | Rule 1.2(2) | Rule 1.2 was amended to | <u>Click here</u> to |
| 2) The tribunal can waive the | 2) The tribunal can waive <u>or vary</u> the | confirm the tribunal's | see changes |
| application of a rule or timeline to | application of a rule or timeline to | flexibility to vary the | made to this |
| facilitate the fair, affordable, and | facilitate the fair, affordable, and | application of a rule. | Rule |
| efficient resolution of disputes. | efficient resolution of disputes. | | |
| Rule 1.4(2) | Rule 1.4(2) | Rule 1.4(2) was amended | <u>Click here</u> to |
| 2) If a party does not comply with the Act, a rule, an order, or a direction at any stage of a tribunal proceeding, the tribunal may determine the party is non-compliant and a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order, or a direction, 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, c) dismiss the claims brought by | 2) If a party does not comply with the Act, a rule, an order, or a direction at any stage of a tribunal proceeding, the tribunal may determine the party is non-compliant and a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order, or a direction, 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, | to align with the options available to the tribunal under the Civil Resolution Tribunal Act (CRTA). | see changes made to this Rule |
| a party that did not comply | c) dismiss <u>or refuse to resolve</u> the claims brought by a party | | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------|---------------------------|
| with the Act, a rule, an order, or a direction, and 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, an order, or a direction. | that did not comply with the Act, a rule, an order, or a direction, and 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, an order, or a direction. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|--|---------------------------|---------------------------|
| Rule 1.11(1) | Rule 1.11(1) | Rule 1.11(1) was amended | <u>Click here</u> to |
| 1) Communications made attempting | 1) Communications made attempting | to align with s.89 of the | see changes |
| to settle claims by agreement in the | to settle claims by agreement in the | CRTA. | made to this |
| tribunal process are confidential and | tribunal process are confidential and | | Rule |
| must not be disclosed during the | must not be disclosed during the <u>to</u> | | |
| tribunal decision process or in any | <u>a</u> tribunal decision process <u>member,</u> | | |
| court proceeding or other legally | or in any court proceeding or other | | |
| binding process unless | legally binding process, unless | | |
| a) the parties agree that they | a) the parties agree that they | | |
| can be disclosed, | can be disclosed, | | |
| b) a court or tribunal requires | b) a court or tribunal requires the | | |
| the parties to disclose them, | parties to disclose them, | | |
| c) they would ordinarily be | c) they would ordinarily be | | |
| disclosed or produced in a | disclosed or produced in a | | |
| tribunal decision process, | tribunal decision process, | | |
| court proceeding or other | court proceeding or other | | |
| legally binding process, or | legally binding process, or | | |
| d) the content of those | d) the content of those | | |
| communications is abusive or | communications is abusive or | | |
| includes threats of bodily | includes threats of bodily | | |
| harm. | harm. | | |
| Rule 1.13 | Rule 1.13 | The heading for Rule 1.13 | <u>Click here</u> to |
| Disputes Involving Minors and Persons | Disputes Involving Minors and Persons | was amended for clarity. | see changes |
| with Impaired Mental Capacity | Adults with Impaired Mental Capacity | | made to this |
| | and Minors | | Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--|--|
| Rule 1.13(1) 1) A minor or a person with impaired mental capacity a) must participate in the tribunal process through a litigation guardian, and b) b) does not need the tribunal's permission to be represented. | Rule 1.13(1) 1) A minor or a person An adult with impaired mental capacity or a minor a) must participate in the tribunal process through a litigation guardian, and b) does not need the tribunal's permission to be represented. | Rule 1.13(1) was amended for clarity. | Click here to see changes made to this Rule |
| Rule 1.13(2) 2) A litigation guardian acting for a minor or a person with impaired mental capacity must provide a completed Litigation Guardian Declaration Form to the tribunal. | Rule 1.13(2) 2) A litigation guardian acting seeking to act for a minor or a person an adult with impaired mental capacity or a minor must provide a completed Litigation Guardian Declaration Form to the tribunal. including: a) information about the nature of their relationship with the adult with impaired mental capacity or minor. b) their reasons for believing the person requires a litigation guardian, including the person's age and the nature and extent of any impairments. c) confirmation that they have no conflict of interest. | Rule 1.13(2) was amended to provide the criteria that the tribunal will require from a person seeking to act as a litigation guardian for an adult with impaired mental capacity or a minor. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|-----------|---------------------------|
| | <u>d)</u> indication of any legal | | |
| | authority they have to act on | | |
| | behalf of the person, | | |
| | e) confirmation that any other | | |
| | person with custody, | | |
| | guardianship, power of | | |
| | attorney, or other legal | | |
| | authority has been provided | | |
| | with all relevant materials | | |
| | about the CRT proceeding | | |
| | and has been notified of the | | |
| | proposed litigation guardian's | | |
| | intention to act in that | | |
| | <u>capacity, and</u> | | |
| | f) confirmation that they are at | | |
| | least 19 years of age and | | |
| | understand the nature of the | | |
| | CRT proceedings and their | | |
| | responsibilities as litigation | | |
| | <u>guardian.</u> | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|---|----------------------------|------------------------------|
| N/A | Rule 1.13(3) | New Rule 1.13(3) was | <u>Click here</u> to |
| | 3) A litigation guardian must agree to | added to set out the | see changes |
| | act in the best interests of the | standards of conduct that | made to this |
| | person they are acting for, including: | a litigation guardian must | Rule |
| | a) informing and consulting the | agree to. | |
| | person about the proceeding | | |
| | to the extent reasonable, | | |
| | b) considering the impact of the | | |
| | proceeding on the person, | | |
| | c) deciding whether to obtain | | |
| | <u>legal advice, and</u> | | |
| | <u>d)</u> assisting with gathering | | |
| | evidence for the CRT | | |
| | <u>proceeding.</u> | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|---|----------------------------|------------------------------|
| N/A | Rule 1.13(4) | New Rule 1.13(4) was | <u>Click here</u> to |
| | 4) The tribunal may refuse to allow a | added to set out the | see changes |
| | person to act as litigation guardian, | tribunal's authority to | made to this |
| | or restrict or remove a litigation | refuse to allow a person | Rule |
| | guardian who has been previously | to act as a litigation | |
| | approved, if: | guardian or to restrict or | |
| | <u>a)</u> <u>no guardian is needed.</u> | remove them from acting | |
| | b) the litigation guardian is | in that capacity. | |
| | <u>unable or unwilling to</u> | | |
| | <u>continue,</u> | | |
| | c) a more appropriate person | | |
| | seeks to be litigation | | |
| | guardian, | | |
| | <u>d)</u> the litigation guardian has a | | |
| | conflict of interest, or | | |
| | <u>e)</u> the tribunal otherwise | | |
| | <u>determines that the person</u> | | |
| | should not be permitted to | | |
| | act as litigation guardian. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--|--|
| Rule 1.13(3)3) If an application for dispute resolution involves a personal injury, | Rule 1.13(5)5) If an application for dispute resolution involves a personal injury, | Rule 1.13(5) was previously Rule 1.13(3); numbering was altered due to the | Click here to see changes made to this |
| then a minor or person with impaired mental capacity must also be represented by a lawyer or a | then a minor or person <u>the tribunal</u> <u>may require an adult</u> with impaired mental capacity must <u>or minor to</u> | addition of new Rules 1.13(3) and 1.13(4). | Rule |
| person supervised by a lawyer, unless the litigation guardian is the Public Guardian and Trustee. | also be represented by a lawyer or a person supervised by a lawyer, unless the litigation guardian is the | The text was amended to make it discretionary for a lawyer to have to | |
| Public Guardian and Trustee. | Public Guardian and Trustee. | represent an adult with impaired mental capacity or a minor when a claim involves a personal injury. | |
| Rule 1.13(4) | [Repealed] | Rule 1.13(4) was repealed | <u>Click here</u> to |
| 4) If an application for dispute resolution involves a minor or person with impaired mental capacity, and that party's litigation guardian intends to abandon more than 20% of the claim's value so it falls within the tribunal's monetary jurisdiction, the litigation guardian must first obtain the consent of the Public Guardian and Trustee. | | and replaced with new rule 1.13(6). See Rule 1.13(6) for further explanation. | see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|----------------------------|---------------------------|
| N/A | Rule 1.13(6) | New Rule 1.13(6) replaced | <u>Click here</u> to |
| | 6) The CRT may require a litigation | previous Rule 1.13(4). | see changes |
| | guardian to obtain the consent of | | made to this |
| | the Public Guardian and Trustee | New Rule 1.13(6) was | Rule |
| | before proceeding with or settling a | added to incorporate | |
| | claim relating to a personal injury. | proportionality principles | |
| | | and provide more | |
| | | flexibility about when the | |
| | | tribunal may require the | |
| | | approval of the Public | |
| | | Guardian and Trustee. | |
| | | This new rule allows the | |
| | | tribunal to require | |
| | | approval later in the | |
| | | tribunal process, unlike | |
| | | the former rule, which | |
| | | required approval at the | |
| | | time it was filed. | |
| N/A | Rule 1.15(2) | New Rule 1.15(2) was | <u>Click here</u> to |
| | 2) If an insurer is representing a party | added to set out the | see changes |
| | and wants to act through a person | factors the tribunal will | made to this |
| | other than a director or authorized | consider when an insurer | Rule |
| | employee, the insurer must request | is automatically allowed | |
| | the tribunal's permission and the | to represent their insured | |
| | tribunal will apply the same factors | under the CRT Rules, but | |
| | <u>as when a party requests</u> | the insurer wants to act | |
| | <u>representation.</u> | through someone other | |
| | | than a director or | |
| | | authorized employee. | |

Rule 1.16(8)

- 8) In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's motor vehicle injury jurisdiction, the tribunal may consider
 - a) if any other party in the dispute is represented and if so, whether that representative is a lawyer or person supervised by a lawyer,
 - b) whether every party in the dispute has agreed to representation.
 - c) whether the person proposed as the representative is appropriate,
 - d) the stage in the dispute resolution process, and
 - e) whether, in the interests of justice and fairness, the party should be permitted to be represented.

Rule 1.16(8)

- 8) In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's motor vehicle injury jurisdiction, the tribunal may consider
 - a) the reasons provided by the party requesting representation,
 - b) whether every party in the dispute has agreed to the representation, and if not, their reasons for opposing it,
 - c) whether allowing the representation will prejudice the other party, considering that party's circumstances.
 - d) if any other party in the dispute is represented and if so, whether that representative is a lawyer or person supervised by a lawyer,
 - e) the potential impact of a representative on the efficient resolution of the dispute, and
 - <u>f</u>) whether, in the interests of justice and fairness, the party should be permitted to be represented.

Rule 1.16(8)(d) was previously Rule 1.16(8)(a).

Rule 1.16(8)(f) was previously Rule 1.16(8)(e).

Former Rules 1.16(8)(c) and (d) were repealed.

Rule 1.16(8)(b) was amended and new Rules 1.16(8)(a), (c) and (e) were added to clarify the factors the tribunal will consider when making a decision on a request for permission to be represented in a dispute. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---|----------------------------|---------------------------|
| | c)—whether the person proposed | | |
| | as the representative is | | |
| | appropriate, | | |
| | d) the stage in the dispute | | |
| | resolution process, and | | |
| N/A | Rule 1.16(9) | New Rule 1.16(9) was | <u>Click here</u> to |
| | 9) If the tribunal approves a request for | added to clarify that the | see changes |
| | permission to be represented and | tribunal will consider the | made to this |
| | the proposed representative is not a | appropriateness of a | Rule |
| | lawyer, the tribunal will consider | proposed representative | |
| | whether the proposed | as a separate issue from | |
| | representative is appropriate. | the request to be | |
| | | represented. | |
| Rule 1.16(9) | Rule 1.16(<u>10</u>) | Rule 1.16(10) was | <u>Click here</u> to |
| 9) At any time during the tribunal | 10) At any time during the tribunal | previously Rule 1.16(9); | see changes |
| process, a case manager or tribunal | process, a case manager or tribunal | numbering was altered | made to this |
| member can restrict the helper or | member can restrict the helper or | due to the addition of | Rule |
| representative's participation in the | representative's participation in the | new Rule 1.16(9). The text | |
| tribunal process. | tribunal process. | was not altered. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|------------------------------------|---------------------------|---------------------------|
| Rule 1.20(1) | [Repealed] | Rule 1.20(1) was repealed | <u>Click here</u> to |
| 1) Under section 11 of the Act, when | | because it mirrored the | see changes |
| determining whether to refuse to | | CRTA and was not | made to this |
| resolve a claim or dispute that is | | necessary. | Rule |
| within the tribunal's jurisdiction, the | | | |
| tribunal may consider | | | |
| a) the tribunal's mandate, | | | |
| b) whether there are related | | | |
| legally binding processes | | | |
| underway, | | | |
| c) the relative impacts on each | | | |
| party if the tribunal refuses to | | | |
| resolve the claim or dispute, | | | |
| and | | | |
| d) any other factors the tribunal | | | |
| considers appropriate. | | | |
| N/A | Rule 2.1(5) | New Rule 2.1(5) was | <u>Click here</u> to |
| | 5) All of the claims in a Dispute | added to clarify that | see changes |
| | Application Form or Dispute Notice | applicants with multiple, | made to this |
| | must be related to each other. | unrelated claims should | Rule |
| | | submit separate | |
| | | applications for the | |
| | | unrelated claims. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|-----------------------------|------------------------------|
| N/A | Rule 2.1(6) | New Rule 2.1(6) was | <u>Click here</u> to |
| | 6) If the claims in a Dispute Application | added to set out what the | see changes |
| | Form or Dispute Notice are not | tribunal may do if an | made to this |
| | related to each other, the tribunal | applicant files multiple, | Rule |
| | <u>may</u> | unrelated claims in one | |
| | a) direct the applicant to provide | Dispute Application Form | |
| | separate Dispute Application | or Dispute Notice. | |
| | Forms for the unrelated | | |
| | claims and pay the required | | |
| | application fees, | | |
| | <u>b)</u> <u>refuse to resolve the</u> | | |
| | applicant's claims, or | | |
| | c) refuse to issue a Dispute | | |
| | Notice for the applicant's | | |
| | <u>claims.</u> | | |
| Rule 2.2(1) | Rule 2.2(1) | Rule 2.2(1) was amended | <u>Click here</u> to |
| 1) If the tribunal serves a respondent | 1) If the tribunal serves a respondent | to clarify that the rule on | see changes |
| under this rule, then rules 2.6 and 2.7 | under this rule, then rules <u>2.4,</u> 2.6 | CRT service also does not | made to this |
| do not apply. | and 2.7 do not apply. | apply to new Rule 2.4. | Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 2.2(2) 2) On behalf of an applicant, the tribunal may serve the Dispute Notice and instructions for response on a respondent by regular mail if the respondent is an individual, corporation, strata corporation, section of a strata corporation, partnership, society, co-operative association or municipality. | Rule 2.2(2) 2) On behalf of an applicant, the tribunal may serve the Dispute Notice and instructions for response on a respondent by regular mail if a) the respondent is an individual, corporation, strata corporation, section of a strata corporation, partnership, society, co-operative association or municipality, and b) the respondent's mailing address is in Canada. | Rule 2.2(2) was amended to remove regular mail as an option for service on a section of a strata corporation, and to add the requirement that the tribunal will only serve by regular mail if a respondent's mailing address is in Canada. | Click here to see changes made to this Rule |
| Rule 2.2(4) 4) If the respondent is an individual or partnership, the applicant must provide a name and mailing address that is in Canada for the respondent. | [Repealed] | Rule 2.2(4) was repealed to remove the requirement for an applicant to provide a mailing address in Canada for only certain types of respondents in order for the tribunal to serve by regular mail. The tribunal only serves in Canada, regardless of respondent type. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--------------------------|---------------------------|
| Rule 2.2(5) | Rule 2.2(5) | Rule 2.2(5) was amended | <u>Click here</u> to |
| 5) If the respondent is a corporation, | 5) If the respondent is a corporation, | to remove the ability of | see changes |
| society, co-operative association, | society, co-operative association, | the tribunal to serve a | made to this |
| strata corporation, section of a strata | strata corporation, section of a strata | section of a strata | Rule |
| corporation, or municipality, the | corporation, or municipality, the | corporation by regular | |
| tribunal may send the Dispute | tribunal may send the Dispute | mail. | |
| Notice and instructions for response | Notice and instructions for response | | |
| to the respondent by regular mail to | to the respondent by regular mail to | | |
| a) the corporation's registered | a) the corporation's registered | | |
| office, head office or attorney's | office, head office or attorney's | | |
| office; | office; | | |
| b) the most recent mailing | b) the most recent mailing | | |
| address on file in the Land | address on file in the Land | | |
| Title Office, if the respondent | Title Office, if the respondent | | |
| is a strata corporation or a | is a strata corporation or a | | |
| section of a strata corporation; | section of a strata corporation ; | | |
| or | or | | |
| c) the clerk, deputy clerk or a | c) the clerk, deputy clerk or a | | |
| similar official, if the | similar official, if the | | |
| respondent is a municipality. | respondent is a municipality. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|-----------------------------|---------------------------|
| Rule 2.3(1) | Rule 2.3(1) | New Rule 2.3(1)(c) was | <u>Click here</u> to |
| 1) The tribunal will advise the applicant | 1) The tribunal will advise the applicant | added to provide that the | see changes |
| that the applicant must serve the | that the applicant must serve the | tribunal will not serve by | made to this |
| Dispute Notice and instructions for | Dispute Notice and instructions for | regular mail if a | Rule |
| response if | response if | respondent is an adult | |
| a) the applicant does not give | a) the applicant does not give | with impaired mental | |
| the tribunal the information | the tribunal the information | capacity or a minor. If a | |
| the tribunal requires to serve | the tribunal requires to serve | respondent is an adult | |
| the Dispute Notice and | the Dispute Notice and | with impaired mental | |
| instructions for response, | instructions for response, | capacity or a minor, there | |
| b) the tribunal receives | b) the tribunal receives | are additional people that | |
| satisfactory information that | satisfactory information that | may be required to be | |
| the respondent did not | the respondent did not | served under the CRT | |
| receive the Dispute Notice | receive the Dispute Notice | Rules. As a result, the | |
| and instructions for response | and instructions for response | tribunal will require the | |
| the tribunal sent, | <u>that</u> the tribunal sent, | applicant to serve. | |
| c) the tribunal cannot serve the | c) the respondent is an adult | | |
| Dispute Notice and | with impaired mental | Rule 2.3(1)(d) was | |
| instructions for response for | capacity or a minor | previously Rule 2.3(1)(c) | |
| any other reason, or | <u>d)</u> the tribunal cannot serve the | and Rule 2.3(1)(e) was | |
| d) the applicant chooses to serve | Dispute Notice and | previously Rule 2.3(1)(d); | |
| the documents. | instructions for response for | numbering was altered | |
| | any other reason, or | due to the addition of | |
| | <u>e)</u> the applicant chooses to serve | new Rule 2.3(1)(c), but the | |
| | the documents. | text was not altered. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-------------------------------------|--|-----------------------------|------------------------------|
| Rule 2.4 | Rule 2.4 | The heading for Rule 2.4 | <u>Click here</u> to |
| When a Dispute Notice is Considered | When a Dispute Notice is Considered | was amended to reflect | see changes |
| Served | Served | that this rule now covers | made to this |
| | How to Serve Individuals | a different topic. | Rule |
| | | Former Rule 2.4 was | |
| | | relocated to Rule 2.10. See | |
| | | Rule 2.10 for further | |
| | | information about the | |
| | | changes made to former | |
| | | Rule 2.4. | |
| N/A | Rule 2.4(1) | New Rule 2.4(1) was | <u>Click here</u> to |
| | 1) This rule applies if an applicant is | added to say that the | see changes |
| | serving the Dispute Notice and | rules for how to serve | made to this |
| | instructions for response on an | individuals only apply | Rule |
| | <u>individual.</u> | when an applicant is | |
| | | serving. | |
| N/A | Rule 2.4(2) | New Rule 2.4(2) was | <u>Click here</u> to |
| | 2) If the respondent is an individual, a | added to clarify the rules | see changes |
| | <u>Dispute Notice and instructions for</u> | for how an applicant | made to this |
| | response must be served by | must serve individuals. | Rule |
| | registered mail requiring a signature, | | |
| | courier delivery requiring a signature | | |
| | <u>or delivery in person.</u> | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|---|---|
| Rule 2.5(1) 1) If an applicant knows that a respondent has a committee of estate, a representative appointed in a representation agreement, or an attorney appointed in an enduring power of attorney, the applicant must serve the Dispute Notice and instructions for response on that person and a) the respondent or the person with whom the respondent normally resides, and b) the Public Guardian and Trustee. | Rule 2.5(1) 1) If an applicant knows or the CRT becomes aware that a an adult respondent has impaired mental capacity, the applicant must serve the Dispute Notice and instructions for response by registered mail requiring a signature, courier delivery requiring a signature, or delivery in person to a) the respondent, and b) anyone that the applicant is aware of having legal authority for the respondent including a committee of estate, a representative appointed in a representation agreement, or an attorney appointed in an enduring power of attorney the applicant must serve the Dispute Notice and instructions for response on that person and a) the respondent or the person with whom the respondent normally resides, and b) the Public Guardian and Trustee. | Rule 2.5(1) was amended to clarify that the requirement to serve additional people applies when a respondent has impaired mental capacity, not just where there is a committee of estate, a representation agreement, or a power of attorney. This service requirement now also applies if the tribunal becomes aware that the respondent has impaired mental capacity. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|--|--|
| Rule 2.5(2) 2) If the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a respondent who is a minor, the applicant must serve the Dispute Notice and instructions for response on that respondent's parent or guardian. | Rule 2.5(2) 2) If the tribunal requires an applicant to serve the Dispute Notice and instructions for response on knows or the CRT becomes aware that a respondent who is a minor, the applicant must serve the Dispute Notice and instructions for response on that by registered mail requiring a signature, courier delivery requiring a signature, or delivery in person to a) the respondent, and b) the respondent's parent or quardian. | Rule 2.5(2) was amended to clarify that service is required on both a respondent who is a minor, and their parent or guardian. The service rule now also applies if the tribunal becomes aware that the respondent is a minor. | Click here to see changes made to this Rule |
| Rule 2.6(1) 1) This rule applies if the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a respondent that is a strata corporation or section of a strata corporation, as defined in the Strata Property Act. | Rule 2.6(1) 1) This rule applies if the tribunal requires an applicant to serve is serving the Dispute Notice and instructions for response on a respondent that is a strata corporation or section of a strata corporation, as defined in the Strata Property Act. | Rule 2.6(1) was amended to clarify that it applies if an applicant chooses to serve a respondent that is a strata or strata section as well as if the tribunal directs the applicant to serve. (The tribunal provides applicants with the option to serve respondents, even in situations where the CRT Rules permit the tribunal to serve.) | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-----------------------------------|--|----------------------------|---------------------------|
| Rule 2.6(2) | Rule 2.6(2) | Rule 2.6(2) was amended | <u>Click here</u> to |
| 2) If the respondent is a strata | 2) If the respondent is a strata | to specify that service by | see changes |
| corporation, a Dispute Notice and | corporation, a Dispute Notice and | registered mail requires a | made to this |
| instructions for response must be | instructions for response must be | signature, and to provide | Rule |
| served | served | alternatives for how to | |
| a) by registered mail, courier | a) by registered mail <u>requiring a</u> | serve a strata council | |
| delivery requiring a signature | <u>signature,</u> courier delivery | member. | |
| or delivery in person to the | requiring a signature or | | |
| strata corporation at its most | delivery in person to the strata | | |
| recent mailing address on file | corporation at its most recent | | |
| in the Land Title Office, or | mailing address on file in the | | |
| b) by delivery in person to a | Land Title Office, or | | |
| council member. | b) by <u>registered mail requiring a</u> | | |
| | signature, courier delivery | | |
| | <u>requiring a signature or</u> | | |
| | delivery in person to a <u>strata</u> | | |
| | council member. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|----------------------------|------------------------------|
| Rule 2.6(3) | Rule 2.6(3) | Rule 2.6(3) was amended | <u>Click here</u> to |
| 3) If the respondent is a section of a | 3) If the respondent is a section of a | to remove references to | see changes |
| strata corporation, a Dispute Notice | strata corporation, a Dispute Notice | the address on file in the | made to this |
| and instructions for response must | and instructions for response must | Land Title Office because | Rule |
| be served | be served a) by registered mail | sections are not required | |
| a) by registered mail, courier | <u>requiring a signature</u> , courier | to have an address on file | |
| delivery requiring a signature | delivery requiring a signature or | in the Land Title Office. | |
| or delivery in person to the | delivery in person to the section at | Often, they will use the | |
| section at its most recent | its most recent mailing address on | same mailing address as | |
| mailing address on file in the | file in the Land Title Office, or b) by | the strata corporation, | |
| Land Title Office, or | delivery in person to an executive | but CRT disputes | |
| b) by delivery in person to an | member of the section. | involving strata sections | |
| executive member of the | | also often involve the | |
| section. | | strata corporation, so | |
| | | serving the section of a | |
| | | strata corporation at the | |
| | | strata corporation's | |
| | | address may not be | |
| | | appropriate. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-------------------------|---------------------------|
| Rule 2.6(4) | Rule 2.6(4) | Rule 2.6(4) was amended | <u>Click here</u> to |
| 4) If a strata corporation or a section of | 4) If a strata corporation or a section of | to align with the | see changes |
| a strata corporation is served with a | a strata corporation is served with a | amendments to Rule | made to this |
| Dispute Notice and instructions for | Dispute Notice and instructions for | 2.6(3). | Rule |
| response at its most recent mailing | response at its most recent mailing | | |
| address on file in the Land Title | address on file in the Land Title | | |
| Office, an applicant must also | Office, an applicant must also | | |
| provide a copy of the Dispute Notice | provide a copy of the Dispute Notice | | |
| and instructions for response | and instructions for response a) if the | | |
| a) if the claim is against a strata | claim is against a strata corporation, | | |
| corporation, by delivery in | by delivery in person or regular mail | | |
| person or regular mail to a | to a member of the strata council or | | |
| member of the strata council | the property manager for the strata | | |
| or the property manager for | corporation, or | | |
| the strata corporation, or | b)-if the claim is against a section | | |
| b) if the claim is against a section | of a strata corporation, by | | |
| of a strata corporation, by | delivery in person or regular | | |
| delivery in person or regular | mail to a member of the | | |
| mail to a member of the | section executive or the | | |
| section executive or the | property manager for the | | |
| property manager for the | section of the strata | | |
| section of the strata | corporation. | | |
| corporation. | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|---|--|
| Rule 2.7(1) 1) This rule applies if the tribunal requires an applicant to serve a respondent that is a company, extraprovincial company, society, cooperative association, partnership, or municipality. If a respondent is any other type of entity an applicant must follow the tribunal's directions to serve that entity. | Rule 2.7(1) 1) This rule applies if the tribunal requires an applicant to serve is serving a respondent that is a company, extraprovincial company, society, cooperative association, partnership, or municipality. If a respondent is any other type of entity an applicant must follow the tribunal's directions to serve that entity. | Rule 2.7(1) was amended to clarify that it applies both when the applicant chooses to serve the respondent and when the CRT or the CRT Rules require applicant service. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--|----------------------------|---------------------------|
| Rule 2.7(2) | Rule 2.7(2) | Rule 2.7(2) was amended | <u>Click here</u> to |
| 2) If a respondent is a company as | 2) If a respondent is a company as | to specify that service by | see changes |
| defined in the Business Corporations | defined in the Business Corporations | registered mail requires a | made to this |
| Act, a Dispute Notice and | Act, a Dispute Notice and | signature. | Rule |
| instructions for response must be | instructions for response must be | | |
| served | served | | |
| a) by registered mail, courier | a) by registered mail <u>requiring a</u> | | |
| delivery requiring a signature | <u>signature,</u> courier delivery | | |
| or delivery in person to the | requiring a signature or | | |
| address shown for the | delivery in person to the | | |
| registered office with the | address shown for the | | |
| Registrar of Companies, | registered office with the | | |
| b) by delivery in person at the | Registrar of Companies, | | |
| place of business of the | b) by delivery in person at the | | |
| company, to a receptionist or | place of business of the | | |
| a person who appears to | company, to a receptionist or | | |
| manage or control the | a person who appears to | | |
| company's business there, or | manage or control the | | |
| c) by delivery in person to a | company's business there, or | | |
| director, officer, liquidator, | c) by delivery in person to a | | |
| trustee in bankruptcy or | director, officer, liquidator, | | |
| receiver manager of the | trustee in bankruptcy or | | |
| company. | receiver manager of the | | |
| | company. | | |

Rule 2.7(3)

- 3) If a respondent is an extraprovincial company as defined in the *Business Corporations Act*, a Dispute Notice and instructions for response must be served
 - a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,
 - b) by registered mail, courier delivery requiring a signature or delivery in person to the address shown in the office of the Registrar of Companies for any attorney appointed for the extraprovincial company,
 - c) by delivery in person to the place of business in British Columbia of the extraprovincial company, to a receptionist or a person who appears to manage or control the company's business there, or
 - d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or

Rule 2.7(3)

- 3) If a respondent is an extraprovincial company as defined in the *Business Corporations Act*, a Dispute Notice and instructions for response must be served
 - a) by registered mail requiring a signature, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,
 - b) by registered mail requiring a signature, courier delivery requiring a signature or delivery in person to the address shown in the office of the Registrar of Companies for any attorney appointed for the extraprovincial company,
 - c) by delivery in person to the place of business in British Columbia of the extraprovincial company, to a receptionist or a person who appears to manage or control the company's business there, or

Rule 2.7(3) was amended to specify that service by registered mail requires a signature. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--|----------------------------|---------------------------|
| receiver manager of the | d) by delivery in person to a | | |
| extraprovincial company. | director, officer, liquidator, | | |
| | trustee in bankruptcy or | | |
| | receiver manager of the | | |
| | extraprovincial company. | | |
| Rule 2.7(4) | Rule 2.7(4) | Rule 2.7(4) was amended | <u>Click here</u> to |
| 4) If a respondent is a society | 4) If a respondent is a society | to specify that service by | see changes |
| incorporated under the Societies Act | incorporated under the Societies Act | registered mail requires a | made to this |
| or a co-operative association | or a co-operative association | signature. | Rule |
| incorporated under the Co-operative | incorporated under the Co-operative | | |
| Association Act a Dispute Notice and | Association Act a Dispute Notice and | | |
| instructions for response must be | instructions for response must be | | |
| served | served | | |
| a) by registered mail, courier | a) by registered mail <u>requiring a</u> | | |
| delivery requiring a signature | <u>signature</u> , courier delivery | | |
| or delivery in person to the | requiring a signature or | | |
| address shown for the | delivery in person to the | | |
| registered office with the | address shown for the | | |
| Registrar of Companies, or | registered office with the | | |
| b) by delivery in person to a | Registrar of Companies, or | | |
| director, officer, receiver | b) by delivery in person to a | | |
| manager or liquidator of the | director, officer, receiver | | |
| society or co-operative | manager or liquidator of the | | |
| association. | society or co-operative | | |
| | association. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|----------------------------|---------------------------|
| Rule 2.7(5) | Rule 2.7(5) | Rule 2.7(5) was amended | <u>Click here</u> to |
| 5) If a respondent is a partnership, a | 5) If a respondent is a partnership, a | to specify that service by | see changes |
| Dispute Notice and instructions for | Dispute Notice and instructions for | registered mail requires a | made to this |
| response must be served | response must be served | signature. | Rule |
| a) by registered mail, courier | a) by registered mail <u>requiring a</u> | | |
| delivery requiring a signature | <u>signature</u> , courier delivery | | |
| or delivery in person to a | requiring a signature or | | |
| partner, or | delivery in person to a partner, | | |
| b) by delivery in person to the | or | | |
| partnership's place of | b) by delivery in person to the | | |
| business, to a receptionist or | partnership's place of | | |
| to a person who appears to | business, to a receptionist or | | |
| manage or control the | to a person who appears to | | |
| partnership's business there. | manage or control the | | |
| | partnership's business there. | | |
| Rule 2.7(6) | Rule 2.7(6) | Rule 2.7(6) was amended | <u>Click here</u> to |
| 6) If a respondent is a municipality | 6) If a respondent is a municipality | to specify that service by | see changes |
| located in British Columbia, a | located in British Columbia, a | registered mail requires a | made to this |
| Dispute Notice and instructions for | Dispute Notice and instructions for | signature. | Rule |
| response must be served by | response must be served by | | |
| providing a copy to the clerk, deputy | providing a copy to the clerk, deputy | | |
| clerk or a similar official by registered | clerk or a similar official by registered | | |
| mail, courier delivery requiring a | mail <u>requiring a signature,</u> courier | | |
| signature or delivery in person. | delivery requiring a signature or | | |
| | delivery in person. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 2.4 When a Dispute Notice is Considered Served | Rule 2.10 When a Dispute Notice is Considered Served | Rule 2.10 was previously Rule 2.4. It was moved to the end of the section to improve the flow of the rules, and to create room to insert new Rule 2.4. | Click here to see changes made to this Rule |
| Rule 2.4(1) 1) A Dispute Notice and instructions for response that the tribunal or an applicant sends by email are considered served only if the respondent acknowledges receipt of the Dispute Notice by a) replying to the email, b) contacting the tribunal to make a request specific to the dispute, or c) otherwise confirming receipt of the Dispute Notice. | Rule 2.10(1) 1) A Dispute Notice and instructions for response that the tribunal or an applicant sends by email are considered served only if the respondent acknowledges receipt of the Dispute Notice by a) replying to the email, b) contacting the tribunal to make a request specific to the dispute, or c) otherwise confirming receipt of the Dispute Notice. | Rule 2.10(1) was previously Rule 2.4(1); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------------------------|------------------------------|
| Rule 2.4(2) | Rule 2.10(2) | Rule 2.10(2) was | <u>Click here</u> to |
| 2) A Dispute Notice and instructions for | 2) A Dispute Notice and instructions for | previously Rule 2.4(2); | see changes |
| response that the tribunal serves by | response that the tribunal serves by | numbering was altered | made to this |
| regular mail are considered served | regular mail are considered served | due to the movement of | Rule |
| on the fifteenth day after the | on the fifteenth day after the | this Rule to the end of the | |
| tribunal gives the mail to its mail | tribunal gives the mail to its mail | section. The text was not | |
| services provider unless | services provider unless | altered. | |
| a) the tribunal receives | a) the tribunal receives | | |
| notification that the Dispute | notification that the Dispute | | |
| Notice and instructions for | Notice and instructions for | | |
| response are received earlier, | response are received earlier, | | |
| or | or | | |
| b) the tribunal receives | b) the tribunal receives | | |
| satisfactory information that | satisfactory information that | | |
| respondent did not receive | respondent did not receive | | |
| the Dispute Notice and | the Dispute Notice and | | |
| instructions for response. | instructions for response. | | |
| Rule 2.4(3) | Rule 2.10(3) | Rule 2.10(3) was | <u>Click here</u> to |
| 3) A Dispute Notice and instructions for | 3) A Dispute Notice and instructions for | previously Rule 2.4(3); | see changes |
| response that the applicant serves | response that the applicant serves | numbering was altered | made to this |
| by registered mail are considered | by registered mail are considered | due to the movement of | Rule |
| served on the date and time shown | served on the date and time shown | this Rule to the end of the | |
| on the delivery receipt. | on the delivery receipt. | section. The text was not | |
| | | altered. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------------------------|---------------------------|
| Rule 2.4(4) | Rule 2.10(4) | Rule 2.10(4) was | <u>Click here</u> to |
| 4) A Dispute Notice and instructions for | 4) A Dispute Notice and instructions for | previously Rule 2.4(4); | see changes |
| response that the applicant serves | response that the applicant serves | numbering was altered | made to this |
| by courier are considered served on | by courier are considered served on | due to the movement of | Rule |
| the date and time shown on the | the date and time shown on the | this Rule to the end of the | |
| signed proof of delivery. | signed proof of delivery. | section. The text was not | |
| | | altered. | |
| Rule 2.4(5) | Rule 2.10(5) | Rule 2.10(5) was | <u>Click here</u> to |
| 5) A Dispute Notice and instructions for | 5) A Dispute Notice and instructions for | previously Rule 2.4(5); | see changes |
| response that the applicant serves | response that the applicant serves | numbering was altered | made to this |
| by delivery in person are considered | by delivery in person are considered | due to the movement of | Rule |
| served on the date and time it is | served on the date and time it is | this Rule to the end of the | |
| delivered to the respondent. | delivered to the respondent. | section. The text was not | |
| | | altered. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-----------------------------|------------------------------|
| Rule 2.4(6) | Rule 2.10(6) | Rule 2.10(6) was | <u>Click here</u> to |
| 6) Despite these rules, the tribunal may | 6) Despite these rules, the tribunal may | previously Rule 2.4(6); | see changes |
| determine that the applicant has | determine that a respondent has | numbering was altered | made to this |
| served a respondent with a Dispute | been served if | due to the movement of | Rule |
| Notice and instructions for response | <u>a)</u> the applicant has served a the | this Rule to the end of the | |
| using another method the tribunal | respondent with a Dispute | section. | |
| permits. | Notice and instructions for | | |
| | response using another | New Rule 2.10(6) (b) | |
| | method <u>directed by</u> the | clarifies that the tribunal | |
| | tribunal <u>permits,</u> <u>or</u> | may find that a person | |
| | b) the tribunal is satisfied that | was served, if the tribunal | |
| | the respondent has seen a | is satisfied that the | |
| | copy of the Dispute Notice | respondent has seen a | |
| | naming them as a respondent | copy of the Dispute | |
| | and the instructions for | Notice naming them as a | |
| | <u>response.</u> | respondent and the | |
| | | instructions for response. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---|-------------------------------|------------------------------|
| Rule 3.3(1) | Rule 3.3(1) | Rule 3.3(1) was amended | <u>Click here</u> to |
| 1) A respondent who thinks another | 1) A respondent who thinks another | to clarify that a third party | see changes |
| person is responsible for a claim can | person is responsible for a <u>the</u> | claim must relate to the | made to this |
| make a third party claim against that | applicant's claim can make a third | claim that was brought | Rule |
| other person by | party claim against that other | against the respondent. | |
| a) indicating in a completed | person by | | |
| Dispute Response Form that | a) indicating in a completed | | |
| the respondent will apply for | Dispute Response Form that | | |
| dispute resolution against the | the respondent will apply for | | |
| other person, | dispute resolution against the | | |
| b) completing a Application | other person, | | |
| Form for the third party claim | b) completing a <u>an</u> Application | | |
| that identifies the other | Form for the third party claim | | |
| person and describes any | that identifies the other | | |
| claims against that person, | person and describes any | | |
| c) providing the Application | claims against that person, | | |
| Form to the tribunal, and | c) providing the Application | | |
| d) paying the required fee to add | Form to the tribunal, and | | |
| a claim. | d) paying the required fee to add | | |
| | a claim. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| Rule 4.2(1) 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by a) providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims, b) providing a completed Proof of Service Form, if applicable, and c) paying the required fee to request a default decision and order. | Rule 4.2(1) 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by a) providing a completed Request for Default Decision and Order form together with supporting evidence of claimed dispute-related expenses and the value of non-debt claims, b) providing a completed Proof of Service Form, if applicable, and c) paying the required fee to request a default decision and order. | Rule 4.2(1) was amended to clarify that an applicant requesting a default decision and order only needs to provide evidence of dispute-related expenses if they are claiming dispute-related expenses. | Click here to see changes made to this Rule |
| Rule 4.3(2) 2) In a request for a default decision and order for a debt claim, the tribunal will order payment of a) the amount claimed, and b) applicable interest, claimed tribunal fees and reasonable dispute-related expenses. | Rule 4.3(2) 2) In a request for a default decision and order for a debt claim, the tribunal will may order payment of a) the amount claimed, and b) applicable interest, claimed tribunal fees and reasonable dispute-related expenses. | Rule 4.3(2) was amended to indicate that this rule is discretionary. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|-----------------------------|------------------------------|
| Rule 5.2(3) | Rule 5.2(3) | Rule 5.2(3) was amended | <u>Click here</u> to |
| 3) The agreement that is the subject of | 3) The agreement that is the subject of | for clarity, since the | see changes |
| a requested consent resolution order | a requested consent resolution order | tribunal can only make a | made to this |
| must set out | must set out a) the terms of | consent resolution order | Rule |
| a) the terms of agreement | agreement among the parties , and | that is within its | |
| among the parties, and | b)_any other information the | jurisdiction to make. | |
| b) any other information the | parties or the case manager | | |
| parties or the case manager | think should be included. | | |
| think should be included. | | | |
| Rule 6.2(3) | Rule 6.2(3) | Rule 6.2(3) was amended | <u>Click here</u> to |
| 3) A person requesting the consent | 3) A person requesting the consent | to clarify that written | see changes |
| dismissal of a claim relating to | dismissal of a claim relating to | consent from the Public | made to this |
| personal injuries made by a minor or | personal injuries made by a minor or | Guardian and Trustee will | Rule |
| an adult with impaired mental | an adult wit h impaired mental | only be required if an | |
| capacity must include written | capacity who is legally incapable | adult is legally incapable. | |
| consent from the Public Guardian | must include written consent from | | |
| and Trustee for that request. | the Public Guardian and Trustee for | | |
| | that request. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---------------------------|---------------------------|
| Rule 7.3(2) | Rule 7.3(2) | Rule 7.3(2) was amended | <u>Click here</u> to |
| 2) For all disputes other than disputes | 2) For all disputes other than disputes | to standardize the | see changes |
| under the tribunal's motor vehicle | under the tribunal's motor vehicle | argument submission | made to this |
| injury jurisdiction, the default | injury jurisdiction, t <u>T</u> he default | timelines across all | Rule |
| timelines for completing the | timelines for completing the | dispute areas. The | |
| arguments portion of the Tribunal | arguments portion of the <u>a</u> Tribunal | tribunal's technology | |
| Decision Plan are | Decision Plan <u>for a final decision</u> are | platform uses one | |
| a) 7 days for the applicant to | a) 7 days for the applicant to | timeline, and parties can | |
| provide arguments, | provide arguments, | always ask for extensions | |
| b) 7 days for the respondent to | b) 7 days for the respondent to | if they have a reasonable | |
| respond, and | respond, and | basis for needing one. | |
| c) 5 days for the applicant to | c) 5 days for the applicant to | | |
| reply. | reply. | | |
| Rule 7.3(3) | [Repealed] | Rule 7.3(3) was repealed | <u>Click here</u> to |
| 3) For disputes under the tribunal's | | to standardize the | see changes |
| motor vehicle injury jurisdiction, the | | argument submission | made to this |
| default timelines for completing the | | timelines across all | Rule |
| arguments portion of the Tribunal | | dispute areas. The | |
| Decision Plan are | | tribunal's technological | |
| a) 10 days for the applicant to | | platform uses one | |
| provide arguments, | | timeline, and parties can | |
| b) 10 days for the respondent to | | always ask for extensions | |
| respond, and | | if needed. | |
| c) 7 days for the applicant to | | | |
| reply. | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--|--|
| Rule 7.3(4) 4) The timelines for completing the arguments portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run. | Rule 7.3(4) 4) The timelines for completing the arguments portion of the a Tribunal Decision Plan for a final decision start when the case manager tribunal notifies the parties that a timeline is starting to run. | Rule 7.3(4) was amended to clarify that this rule only applies to the Tribunal Decision Plan for a final decision, and to provide flexibility with respect to which staff position notifies parties of this. | Click here to see changes made to this Rule |
| Rule 7.3(5) 5) Unless a claim is for interest or dispute-related fees and expenses, arguments are limited to a) 20,000 characters per claim for an applicant's arguments, b) 20,000 characters per claim for a respondent's arguments, and c) 10,000 characters per claim for an applicant's reply. | Rule 7.3(5) 5) Unless a claim is for interest or dispute-related fees and expenses, arguments in a Tribunal Decision Plan for a final decision are limited to a) 20,000 characters per claim for an applicant's arguments, b) 20,000 characters per claim for a respondent's arguments, and c) 10,000 characters per claim for an applicant's reply. | Rule 7.3(5) was amended to clarify that these requirements are only for final decisions. Rule 7.3(5) does not apply to other types of CRT decisions such as preliminary jurisdiction decisions or representative requests. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-------------------------------------|--|----------------------------|---------------------------|
| Rule 7.3(6) | Rule 7.3(6) | Rule 7.3(6) was amended | <u>Click here</u> to |
| 6) Arguments are limited to 500 | 6) Arguments <u>in a Tribunal Decision</u> | to standardize the | see changes |
| characters per claim in | Plan for a final decision are limited to | character counts across | made to this |
| a) a claim for contractual or | 500 <u>2500</u> characters per claim in | areas of CRT jurisdiction. | Rule |
| court order interest, or | a) a claim for contractual or | | |
| b) a claim for dispute-related | court order interest, or | | |
| fees and expenses in a dispute | b) a claim for dispute-related | | |
| that is not under the tribunal's | fees and expenses in a dispute | | |
| strata property or motor | that is not under the tribunal's | | |
| vehicle injury jurisdiction. | strata property or motor | | |
| | vehicle injury jurisdiction. | | |
| Rule 7.3(7) | [Repealed] | Rule 7.3(7) was repealed | <u>Click here</u> to |
| 7) Arguments are limited to 10,000 | | to standardize the | see changes |
| characters for a claim for dispute- | | character counts across | made to this |
| related fees and expenses in a | | areas of CRT jurisdiction. | Rule |
| dispute under the tribunal's strata | | | |
| property or motor vehicle injury | | | |
| jurisdiction. | | | |
| N/A | Rule 7.3(10) | New Rule 7.3(10) was | <u>Click here</u> to |
| | 10) For decisions other than final | added to provide | see changes |
| | decisions, the tribunal will set | direction on the process | made to this |
| | character limits and timelines for | for decisions other than | Rule |
| | providing submissions based on the | final decisions. | |
| | type of decision. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-------------------------------|------------------------------|
| Rule 8.2(1) | Rule 8.2(1) | Rule 8.2(1) was amended | <u>Click here</u> to |
| 1) A party must contact the other | 1) A party must contact the other | for clarity because it is not | see changes |
| person in writing to request the | person <u>or organization</u> in writing to | always a person that | made to this |
| evidence, record, or other thing in | request the evidence, record, or | information is requested | Rule |
| that person's control, before issuing | other thing in that person's <u>or</u> | from. | |
| a summons. | <u>organization's</u> control, before issuing | | |
| | a summons. | | |
| Rule 8.2(2) | Rule 8.2(2) | Rule 8.2(2) was amended | Click here to |
| 2) If a party requires a person to | 2) If a party requires a person <u>or</u> | for clarity because it is not | see changes |
| provide evidence or to produce a | <u>organization</u> to provide evidence or | always a person that | made to this |
| record or other thing in that person's | to produce a record or other thing in | information is requested | Rule |
| control, the party can issue a | that person's <u>or organization's</u> | from. | |
| summons by | control, the party can issue a | | |
| a) consulting with the case | summons by | | |
| manager, | a) consulting with the case | | |
| b) completing the summons | manager, | | |
| according to the case | b) completing the summons | | |
| manager's directions, | according to the case | | |
| c) providing the summons | manager's directions, | | |
| according to the instructions | c) providing the summons | | |
| in the Summons Form or the | according to the instructions | | |
| tribunal's directions, and | in the Summons Form or the | | |
| d) including with the summons | tribunal's directions, and | | |
| the fees shown on the | d) including with the summons | | |
| Summons Form. | the fees shown on the | | |
| | Summons Form. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------|---------------------------------|--------------------------|---------------------------|
| Rule 8.5(2) | Rule 8.5(2) | Rule 8.5(2) was amended | <u>Click here</u> to |
| 2) A party may request that the | 2) A party may request that the | to clarify that both | see changes |
| tribunal order an independent | tribunal order an independent | elements of the Rule are | made to this |
| medical examination by | medical examination by | required. | Rule |
| a) filling out the Independent | a) filling out the Independent | | |
| Medical Examination Request | Medical Examination Request | | |
| Form, | Form, <u>and</u> | | |
| b) paying the required fee. | b) paying the required fee. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|-------------------------|---------------------------|
| Rule 9.4(4) | Rule 9.4(4) | Rule 9.4(4) was amended | <u>Click here</u> to |
| 4) An order for a party to pay money to | 4) An order for a party to pay money to | for clarity. | see changes |
| a party who is a person with | a party who is a person <u>an adult</u> with | | made to this |
| impaired mental capacity can | impaired mental capacity can | | Rule |
| include a requirement | include a requirement | | |
| a) to make the payment to the | a) to make the payment to the | | |
| committee of estate, the | committee of estate, the | | |
| representative appointed in a | representative appointed in a | | |
| representation agreement, or | representation agreement, or | | |
| the attorney appointed in an | the attorney appointed in an | | |
| enduring power of attorney, | enduring power of attorney, | | |
| for that person, | for that person, | | |
| b) to make the payment to the | b) to make the payment to the | | |
| party's legal representative, or | party's legal representative, or | | |
| c) if there is no committee of | c) if there is no committee of | | |
| estate, representative | estate, representative | | |
| appointed in a representation | appointed in a representation | | |
| agreement, or attorney | agreement, or attorney | | |
| appointed in an enduring | appointed in an enduring | | |
| power of attorney for that | power of attorney for that | | |
| person, to make the payment | person, to make the payment | | |
| to the Public Guardian and | to the Public Guardian and | | |
| Trustee. | Trustee. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|---|-----------------------------|------------------------------|
| Rule 10.2(1) | Rule 10.2(1) | Rule 10.2(1) was amended | <u>Click here</u> to |
| 1) In reviewing the request for | 1) In reviewing the <u>a</u> request for | to clarify and reflect that | see changes |
| cancellation, a tribunal member will | cancellation, a tribunal member will | a request for cancellation | made to this |
| consider whether | consider whether | may be made following a | Rule |
| a) the requesting party's failure | a) the requesting party's failure | non-compliance decision | |
| to respond to the Dispute | to respond to the Dispute | or a default decision. | |
| Notice or to comply with the | Notice or to comply with the | | |
| Act, rules or regulations was | Act, rules or regulations was | | |
| willful or deliberate, | willful or deliberate, | | |
| b) the request was made as soon | b) the request was made as soon | | |
| as reasonably possible after | as reasonably possible after | | |
| the requesting party learned | the requesting party learned | | |
| about the decision and order, | about the decision and order, | | |
| and | and | | |
| c) the Dispute Response Form | c) the Dispute <u>Notice or Dispute</u> | | |
| shows a defence that has | Response Form shows a <u>claim</u> | | |
| merit or is at least worth | <u>or</u> defence that has merit or is | | |
| investigating, in the case of a | at least worth investigating , in | | |
| default decision. | the case of a default decision. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--|--|
| Rule 10.3(1) 1) If the tribunal cancels the decision and order, the tribunal will a) accept the Dispute Response Form as a Dispute Response, b) provide the Dispute Response to all parties, and c) provide further direction to the participating parties to resolve the dispute. | Rule 10.3(1) 1) If the tribunal cancels the decision and order, the tribunal will a)—accept the Dispute Response-Form as a Dispute Response-to all parties, and a) provide the Dispute Response to all parties to resolve the dispute; and b) in the case of a default decision, accept the Dispute Response Form as a Dispute Response and provide the Dispute Response and provide the Dispute Response to all parties. | Rule 10.3(1) was amended to more accurately reflect the tribunal process. | Click here to see changes made to this Rule |
| Rule 10.3(2) 2) 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. | [Repealed] | Rule 10.3(2) was repealed to more accurately reflect the tribunal process. | Click here to see changes made to this Rule |

Amendment Date: May 1, 2021

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------------------------|---------------------------|
| Rule 1.2(2) | Rule 1.2(2) | Rule 1.2 was amended to | <u>Click here</u> to |
| 2) In exceptional circumstances, the | 2) In exceptional circumstances, The | make it easier for the | see changes |
| tribunal can waive the application of | tribunal can waive the application of | tribunal to waive a rule or | made to this |
| a rule or timeline to facilitate the fair, | a rule or timeline to facilitate the fair, | timeline when needed. | Rule |
| affordable, and efficient resolution of | affordable, and efficient resolution of | | |
| disputes. | disputes. | | |
| Rule 1.3(1) | Rule 1.3(1) | Rule 1.3 was amended to | <u>Click here</u> to |
| 2) All parties in a dispute being | 1) All parties in a dispute being | make the language | see changes |
| resolved by the tribunal must | resolved by the tribunal <u>is resolving</u> | clearer. We have also | made to this |
| a) make themselves available to | must | clarified that other | Rule |
| participate in the tribunal | a) make themselves available to | tribunal staff may give | |
| process, | participate in the tribunal | directions that parties | |
| b) participate in any case | process, | must follow. 2 | |
| management activities or | b) participate in any <u>all of the</u> | | |
| hearings held by the tribunal, | <u>tribunal's</u> case management | | |
| c) behave and communicate in a | activities or hearings held by | | |
| respectful manner, and | the tribunal , | | |
| d) follow the directions provided | c) behave and communicate in a | | |
| by tribunal members and case | respectful manner, and | | |
| managers. | d) follow the directions provided | | |
| | by <u>that</u> tribunal members, and | | |
| | case managers <u>and other</u> | | |
| | <u>tribunal staff provide.</u> | | |
| Rule 1.3(3) | Rule 1.3(3) | Rule 1.3(3) was amended | <u>Click here</u> to |
| 3) No person can record a case | 3) No A person can record a case | to put it in more plain | see changes |
| management discussion or tribunal | management discussion or tribunal | language. | made to this |
| decision process without permission | decision process without <u>only with</u> | | Rule |
| from the tribunal. | permission from the tribunal. | | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|-------------|--|------------------------------|
| Rule 1.4(1) | Rule 1.4(1) | Rule 1.4(1) was repealed | <u>Click here</u> to |
| 1) If a party does not comply with the CRT Act, a rule, an order or a | [repealed] | and combined with Rule 1.4(2). We have clarified | see changes made to this |
| direction at any stage of a tribunal proceeding, the party is non-compliant. | | when the tribunal may determine that a party is non-compliant. | Rule |

Rule 1.4(2)

- 2) If a party is non-compliant, the tribunal may
 - a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order or a direction,
 - b) conclude that the noncompliant 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,
 - c) dismiss the claims brought by a party that did not comply with the Act, a rule, an order or a direction, and
 - 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, an order or a direction.

Rule 1.4(2)

- 2) If a party is non-compliant, the tribunal may If a party does not comply with the Act, a rule, an order, or a direction at any stage of a tribunal proceeding, the tribunal may determine the party is non-compliant and
 - a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order or a direction.
 - b) conclude that the noncompliant 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,
 - c) dismiss the claims brought by a party that did not comply with the Act, a rule, an order or a direction, and
 - 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

Rule 1.4(1) was repealed and combined with Rule 1.4(2). We have clarified when the tribunal may determine that a party is non-compliant. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-------------------------|---------------------------|
| | with the Act, a rule, an order | | |
| | or a direction. | | |
| Rule 1.5(1) | Rule 1.5(1) | Rule 1.5(1) was amended | <u>Click here</u> to |
| 1) The official versions of the tribunal's | 1) The official versions of the tribunal's | to put it in more plain | see changes |
| forms are | forms are | language. | made to this |
| a) the electronic versions | a) the electronic versions | | Rule |
| provided by the tribunal, and | provided by the tribunal | | |
| b) the paper versions authorized | <u>provides</u> , and | | |
| by the tribunal. | b) the paper versions authorized | | |
| | by the tribunal <u>authorizes</u> . | | |
| Rule 1.6(1) | Rule 1.6(1) | Rule 1.6(1) was amended | <u>Click here</u> to |
| 1) If a tribunal form or rule indicates a | 1) If a tribunal form or rule indicates a | to put it in more plain | see changes |
| fee is required in order to take a step, | fee is required in order to take a step, | language. | made to this |
| the fee shown in the Civil Resolution | the fee shown in the Civil Resolution | | Rule |
| <u>Tribunal Fees</u> must be paid before | <u>Tribunal Fees</u> must be paid before | | |
| the tribunal will complete the step. | the tribunal will complete the step. | | |
| Rule 1.6(2) | Rule 1.6(2) | Rule 1.6(2) was amended | <u>Click here</u> to |
| 2) A person who cannot afford to pay a | 2) A person who cannot afford to pay a | to put it in more plain | see changes |
| fee can ask the tribunal to waive | fee can ask the tribunal to waive | language. | made to this |
| payment of fees by | payment of fees by | | Rule |
| a) completing the steps required | a) completing the steps required | | |
| by the Fee Waiver Request | by the Fee Waiver Request | | |
| Form, and | Form, and | | |
| b) providing any other | b) providing any other | | |
| information requested by the | information requested by the | | |
| tribunal. | tribunal <u>requests</u> . | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|------------------------------|---------------------------|
| Rule 1.7(5) | Rule 1.7(5) | Rule 1.7(5) was amended | <u>Click here</u> to |
| 5) Unless the tribunal otherwise allows, | 5) Unless the tribunal otherwise allows, | to remove the language | see changes |
| all evidence and materials relied on | all <u>All information and evidence</u> and | that creates an exception | made to this |
| by a party must be in English or | materials relied on by <u>that</u> a party | to it. The tribunal may rely | Rule |
| translated to English. | <u>relies on</u> must be in English or | on the general exception | |
| | translated to English. | in Rule 1.2(2) instead. We | |
| | | have also put the rule in | |
| | | more plain language. | |
| N/A | Rule 1.8(2) | New Rule 1.18(2) was | <u>Click here</u> to |
| | 2) A party must create a CRT account | added to require a party | see changes |
| | to access the CRT's online services. | to create an online | made to this |
| | | account to use the | Rule. |
| | | tribunal's online services. | |
| Rule 1.8(2) | Rule 1.8(3) | Rule 1.8(3) was previously | <u>Click here</u> to |
| 2) The tribunal will send | 3) The tribunal will send | 1.8(2); numbering was | see changes |
| communications electronically | communications electronically | altered due to the | made to this |
| unless it is satisfied that the party is | unless it is satisfied that the party is- | addition of the new Rule | Rule. |
| unable to use electronic | unable to <u>cannot</u> use electronic | 1.8(2). The text was | |
| communication methods. | communication methods. | amended to put it in | |
| | | more plain language. | |
| Rule 1.9 | Rule 1.9 | The heading for Rule 1.9 | <u>Click here</u> to |
| Monitoring and Use of Contact | Monitoring <u>of Contact Methods</u> and Use | was amended to clarify | see changes |
| Information for Tribunal | of Contact Information for Tribunal | that parties must monitor | made to this |
| Communications | Communications | their methods of | Rule |
| | | communicating with the | |
| | | tribunal and to remove | |
| | | unnecessary words. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|----------------------------|---------------------------|
| Rule 1.9(1) | Rule 1.9(1) | Rule 1.9(1) was amended | <u>Click here</u> to |
| Every party or representative of a party | 1) Every party or representative of a | to clarify that parties | see changes |
| must | party must | must monitor their | made to this |
| a) avoid disclosure of, inappropriate | a) avoid disclosure of, | methods of | Rule |
| access to or use of their contact | inappropriate access to or use | communicating with the | |
| information for tribunal | of their contact information | tribunal, such as an email | |
| communications by people other | for tribunal communications | account. | |
| than the party or the party's | by people other than the party | | |
| representative, | or the party's representative, | | |
| b) closely monitor and use their | b) closely monitor and use their | | |
| contact information for tribunal | contact information <u>methods</u> | | |
| communications until the | for tribunal communications | | |
| dispute is fully resolved, and | until the dispute is fully | | |
| c) notify the tribunal immediately if | resolved, and | | |
| their contact information for | c) notify the tribunal | | |
| tribunal communications | immediately if their contact | | |
| change. | information for tribunal | | |
| | communications change. | | |
| Rule 1.9(2) | Rule 1.9(2) | Rule 1.9(2) was repealed | <u>Click here</u> to |
| At any time during the tribunal process, | [repealed] | because the tribunal | see changes |
| the tribunal can require a party or | | generally expects parties | made to this |
| representative to use communication | | to use the CRT portal to | Rule |
| types other than the ones selected by | | communicate, unless | |
| that party or representative. | | they tell us they cannot | |
| | | use electronic | |
| | | communication | |
| | | methods. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---|--|
| Rule 1.10(1) 1) Electronic information and communications are considered received 24 hours after they are sent unless the electronic communication is made to serve a party with a Dispute Notice. Rule 1.10(2) | Rule 1.10(1) 1) Electronic information and Except for electronic communications made to serve a party with a Dispute Notice, electronic communications are considered received 24 hours after they are sent, unless the electronic tribunal is satisfied the recipient has received the communication is made to serve a party with a Dispute Notice earlier. Rule 1.10(2) | Rule 1.10(1) was amended to clarify that the tribunal can consider that a party has received an electronic communication sooner than 24 hours after it is sent. Rule 1.10(2) was amended | Click here to see changes made to this Rule Click here to |
| 2) Information and communications sent by ordinary mail are considered received at noon on the 10th day after they are postmarked. | 2) Information and Except for communications made to serve a party with a Dispute Notice, communications sent by ordinary regular mail are considered received at noon on the 10th-fifteenth day after they are postmarked the tribunal gives the mail to its mail services provider, unless the tribunal is satisfied the recipient has received the communication earlier. | to extend the date on which the tribunal considers a party to have received regular mail and to clarify when that time starts to run. We have also clarified that the tribunal can consider that a party has received regular mail sooner than this date. | see changes made to this Rule |
| Rule 1.10(3) 3) Information and communications sent by registered mail and courier delivery requiring a signature are considered received at the time shown on the delivery receipt. | Rule 1.10(3) 3) Information and communications sent by registered mail and courier delivery requiring a signature are considered received at the time shown on the delivery receipt. | Rule 1.10(3) was amended to put it in more plain language. | Click here to see changes made to this Rule |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--------------------------|---------------------------|
| Rule 1.11(1) | Rule 1.11(1) | Rule 1.11(1) was amended | <u>Click here</u> to |
| 1) Discussions, negotiations and other | 1) Discussions, negotiations and other | to put it in more plain | see changes |
| communications made attempting | <u>C</u> ommunications made attempting | language and to remove | made to this |
| to settle claims by agreement in the | to settle claims by agreement in the | unnecessary phrases. | Rule |
| tribunal process, including | tribunal process, including | | |
| information exchanged as part of | information exchanged as part of | | |
| those communications, are | those communications, are | | |
| confidential and must not be | confidential and must not be | | |
| disclosed during the tribunal | disclosed during the tribunal | | |
| decision process or in any court | decision process or in any court | | |
| proceeding or other legally binding | proceeding or other legally binding | | |
| process unless | process unless | | |
| a) the parties agree that they | a) the parties agree that they | | |
| can be disclosed, | can be disclosed, | | |
| b) the parties are required by a | b) the parties are required by a | | |
| court or tribunal to disclose | court or tribunal <u>requires the</u> | | |
| them, | <u>parties</u> to disclose them, | | |
| c) it is information or evidence | c) it is information or evidence | | |
| that would ordinarily be | that <u>they</u> would ordinarily be | | |
| disclosed or produced in a | disclosed or produced in a | | |
| tribunal decision process, | tribunal decision process, | | |
| court proceeding or other | court proceeding or other | | |
| legally binding process, or | legally binding process, or | | |
| d) the content of those | d) the content of those | | |
| communications or | communications or | | |
| information is abusive, or | information is abusive , or | | |
| includes threats of bodily | includes threats of bodily | | |
| harm, made during or in | harm , made during or in | | |
| connection with negotiation | connection with negotiation | | |
| or settlement processes. | or settlement processes . | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---------------------------|---------------------------|
| Rule 1.12(3) | Rule 1.12(3) | Rule 1.12(3) was amended | <u>Click here</u> to |
| 3) The tribunal can decide which party | 3) The tribunal can decide which party | to put it in more plain | see changes |
| must bear the costs of translation or | must bear the costs of <u>pay for</u> | language. | made to this |
| interpretation and can direct any | translation or interpretation <u>services</u> | | Rule |
| party to take further steps in relation | and can direct any party to take | | |
| to translation or interpretation of | further steps in relation to | | |
| communications. | translation or interpretation of | | |
| | communications. | | |
| Rule 1.13 | Rule 1.13 | The heading for Rule 1.13 | <u>Click here</u> to |
| Representation of Parties in the | Representation of Parties in the Tribunal | was amended to reflect | see changes |
| Tribunal Process | Process | that the rule now | made to this |
| | <u>Disputes Involving Minors and Persons</u> | addresses a more specific | Rule |
| | with Impaired Mental Capacity | topic. | |
| Rule 1.13(1) | Rule 1.13(1) | Rule 1.13(1) was amended | <u>Click here</u> to |
| 1) A child who is under 19 years old or a | 1) A child who is under 19 years old | to use the term "minor" | see changes |
| person with impaired mental | <u>minor</u> or a person with impaired | instead of "child who is | made to this |
| capacity | mental capacity | under 19 years old". The | Rule |
| a) must participate in the | a) must participate in the | glossary defines "minor" | |
| tribunal process through a | tribunal process through a | to reflect its legal | |
| litigation guardian, and | litigation guardian, and | meaning in British | |
| b) is not required to request | b) is <u>does</u> not required to | Columbia, which is an | |
| permission from the tribunal | request <u>need the tribunal's</u> | individual younger than | |
| to be represented. | permission from the tribunal | 19 years old. We also | |
| | to be represented. | rewrote some of the rule | |
| | | in more plain language. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| Rule 1.13(2) 2) A litigation guardian acting for a child or a person with impaired mental capacity must provide a completed Litigation Guardian Declaration Form to the tribunal. | Rule 1.13(2) 2) A litigation guardian acting for a child minor or a person with impaired mental capacity must provide a completed Litigation Guardian Declaration Form to the tribunal. | Rule 1.13(2) was amended to use "minor" instead of "child". | Click here to see changes made to this Rule |
| Rule 1.13(3) 3) If an application for dispute resolution involves a personal injury then a child or person with impaired mental capacity must also be represented by a lawyer or a person supervised by a lawyer unless the litigation guardian is the Public Guardian and Trustee. | Rule 1.13(3) 3) If an application for dispute resolution involves a personal injury then a child minor or person with impaired mental capacity must also be represented by a lawyer or a person supervised by a lawyer unless the litigation guardian is the Public Guardian and Trustee. | Rule 1.13(2) was amended to use "minor" instead of "child". | Click here to see changes made to this Rule |
| Rule 1.13(4) 4) If an application for dispute resolution involves a minor or person with impaired mental capacity, and that party's litigation guardian intends to abandon more than 20% of the claim so it falls within the monetary jurisdiction of the tribunal, the litigation guardian must first obtain the consent of the Public Guardian and Trustee. | A) If an application for dispute resolution involves a minor or person with impaired mental capacity, and that party's litigation guardian intends to abandon more than 20% of the claim's value so it falls within the tribunal's monetary jurisdiction of the tribunal, the litigation guardian must first obtain the consent of the Public Guardian and Trustee. | Rule 1.13(4) was amended to clarify that it applies to the monetary value of a claim and to put the rule in more plain language. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--|------------------------------|---------------------------|
| Rule 1.14 | Rule 1.14 | The heading for Rule 1.14 | <u>Click here</u> to |
| Participation of Helpers and | Participation of Helpers and | was amended to reflect | see changes |
| Representatives | Representatives Disputes Involving | that this rule now covers | made to this |
| | Corporations, Partnerships or Other | a different topic. | Rule |
| | <u>Organizations</u> | | |
| Rule 1.13(10) | Rule 1.14(1) | Rule 1.14(1) was previously | <u>Click here</u> to |
| 10) Unless the tribunal authorizes | <u>1)</u> Unless the tribunal authorizes | Rule 1.13(10). | see changes |
| otherwise, a party that is a | otherwise , A party that is a | | made to Rule |
| corporation, partnership or other | corporation, partnership or other | The text was amended to | 1.13 |
| form of organization must act | form of organization must act | remove the language | |
| through one of the following: | through one of the following: | that creates an exception | <u>Click here</u> to |
| a) if the party is a strata | a) if the party is a strata | to this rule because the | see changes |
| corporation, by an authorized | corporation, by an | tribunal may rely on the | made to Rule |
| member of the strata council; | authorized member of the | general exception in Rule | 1.14 |
| b) if the party is an incorporated | strata council; | 1.2(2) instead. | |
| entity, by a director, officer or | b) <u>if the party is a section of a</u> | | |
| authorized employee; | strata corporation, by an | New Rule 1.14(1)(b) was | |
| c) if the party is a partnership, by | <u>authorized member of the</u> | added to state who must | |
| a partner or authorized | section executive; | act for a section of a | |
| employee; or | c) if the party is an incorporated | strata corporation. | |
| d) if the party is an | entity, by a director, officer or | | |
| unincorporated entity using a | authorized employee; | Rule 1.14(1)(c) was | |
| business name, by the owner | d) if the party is a partnership, by | previously Rule 1.13(10)(b); | |
| of the business or any | a partner or authorized | numbering was altered | |
| authorized employee. | employee; or | due to the addition of | |
| | e) if the party is an | new Rule 1.14(1)(b), but | |
| | unincorporated entity using a | the text was not altered. | |
| | business name, <u>such as a sole</u> | | |
| | <u>proprietorship,</u> by the owner | Rule 1.14(1)(d) was | |
| | | previously Rule 1.13(10)(c); | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--------------------------------------|------------------------------|---------------------------|
| | of the business or an y | numbering was altered | |
| | authorized employee. | due to the addition of | |
| | | new Rule 1.14(1)(b), but | |
| | | the text was not altered. | |
| | | Rule 1.14(1)(e) was | |
| | | previously Rule 1.13(10)(d); | |
| | | numbering was altered | |
| | | due to the addition of | |
| | | new Rule 1.14(1)(b), The | |
| | | text was amended to list | |
| | | a sole proprietorship as | |
| | | an example of an | |
| | | unincorporated entity | |
| | | using a business name. | |
| Rule 1.13(13) | Rule 1.14(2) | Rule 1.14(2) was previously | <u>Click here</u> to |
| 13) A person acting for or representing a | <u>2)</u> A person acting for or | Rule 1.13(13), but the text | see changes |
| corporation, partnership or other | representing a corporation, | was not altered. | made to Rule |
| form of organization must have the | partnership or other form of | | 1.13 |
| authority to bind the party at all | organization must have the | | |
| stages of the tribunal process. | authority to bind the party at all | | <u>Click here</u> to |
| | stages of the tribunal process. | | see changes |
| | | | made to Rule |
| | | | 1.14 |
| Rule 1.15 | Rule 1.15 | The heading for Rule 1.15 | <u>Click here</u> to |
| Timelines | Timelines | was amended to reflect | see changes |
| | <u>Disputes Involving an Insurer</u> | that this rule now covers | made to this |
| | | a different topic. | Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|------------------------------|---------------------------|
| Rule 1.13(12) | Rule 1.15(1) | Rule 1.15(1) was previously | <u>Click here</u> to |
| 12) An insurer who is a representative or | <u>1)</u> An insurer who is a <u>party or</u> | Rule 1.13(12). | see changes |
| a party in a dispute must act | representative or <u>of</u> a party in a | | made to Rule |
| through | dispute must act through | The text was amended to | 1.13 |
| a) a director or authorized | a) a director or authorized | put it in more plain | |
| employee of the insurer, or | employee of the insurer, or | language and to simplify | <u>Click here</u> to |
| b) another person permitted by | b) another person permitted by | the reference to the | see changes |
| a tribunal employee or | a <u>the</u> tribunal employee or | tribunal. | made to Rule |
| member to represent the | member <u>permits</u> to represent | | 1.15 |
| insurer. | the insurer. | | |
| Rule 1.16 | Rule 1.16 | The heading for Rule 1.16 | <u>Click here</u> to |
| Linking Disputes | Linking Disputes | was amended to reflect | see changes |
| | Representatives and Helpers | that this rule now covers | made to this |
| | | a different topic. | Rule |
| N/A | Rule 1.16(1) | New Rule 1.16 was | <u>Click here</u> to |
| | 1) Unless these rules state a party does | inserted to clarify that the | see changes |
| | not need the tribunal's permission to | tribunal must permit a | made to this |
| | be represented, a party must receive | party to be represented, | Rule |
| | the tribunal's permission to have a | unless the rules have a | |
| | <u>representative.</u> | specific exception | |
| Rule 1.13(9) | Rule 1.16(2) | Rule 1.16(2) was previously | <u>Click here</u> to |
| 9) A party who is represented must be | <u>2)</u> A party who is represented must be | Rule 1.13(9). | see changes |
| present during all tribunal | present during all tribunal | | made to Rule |
| proceedings, or otherwise fully | proceedings, or otherwise fully | The text was amended to | 1.13 |
| informed and providing direct input, | informed and providing direct input, | remove the language | |
| unless the tribunal excuses the party | unless the tribunal excuses the party | that creates an exception | <u>Click here</u> to |
| from doing so. | from doing so . | to this rule because the | see changes |
| | | tribunal may rely on the | made to Rule |
| | | general exception in Rule | 1.16 |
| | | 1.2(2) instead. | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---|-----------------------------|---------------------------|
| Rule 1.14(1) | Rule 1.16(3) | Rule 1.16(3) was previously | <u>Click here</u> to |
| 1) A party may use a helper to assist | 3) A party may use a helper to assist | Rule 1.14(1). The text was | see changes |
| them in the tribunal process, but a | them in the tribunal process, but a | not altered. | made to Rule |
| helper may not communicate on | helper may not communicate on | | 1.14 |
| behalf of the party or enter into | behalf of the party or enter into | | |
| binding agreements on the party's | binding agreements on the party's | | <u>Click here</u> to |
| behalf. | behalf. | | see changes |
| | | | made to Rule |
| | | | 1.16 |
| Rule 1.13(7) | Rule 1.16(4) | Rule 1.16(4) was previously | <u>Click here</u> to |
| 7) A party to a dispute under the | 4) A party to a dispute under the | Rule 1.13(7). | see changes |
| tribunal's motor vehicle injury | tribunal's motor vehicle injury | | made to Rule |
| jurisdiction can be represented by | jurisdiction can be represented by | The text was amended to | 1.13 |
| a) a lawyer, | a) –a lawyer, | remove unnecessary | |
| b) an authorized employee of an | b) an authorized employee of an | language and put the | <u>Click here</u> to |
| insurer when the insurer may | insurer when the insurer may | rule in more plain | see changes |
| be required to provide | be required to provide | language. | made to Rule |
| coverage to pay damages in | coverage to pay damages in | | 1.16 |
| the dispute, or | the dispute, or | | |
| c) any other representative the | c)—any other representative the- | | |
| tribunal considers | tribunal considers | | |
| appropriate. | appropriate. | | |
| | does not need the tribunal's | | |
| | permission to have a lawyer | | |
| | <u>represent them.</u> | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-----------------------------|---------------------------|
| Rule 1.13(11) | Rule 1.16(5) | Rule 1.16(5) was previously | <u>Click here</u> to |
| 11) An insurer may represent their | <u>5)</u> An insurer may represent their | Rule 1.13(11). | see changes |
| insured without requiring the | insured without requiring the | | made to Rule |
| permission of the tribunal if they: | permission of the tribunal <u>'s</u> | The text was amended to | 1.13 |
| a) are making a claim to recover | permission if they | put the rule in more plain | |
| from a third party an amount | a) are making a claim to recover | language. | <u>Click here</u> to |
| paid under an insurance | from a third party an amount | | see changes |
| policy, or | paid under an insurance | | made to Rule |
| b) may be required to provide | policy, or | | 1.16 |
| coverage to pay damages in a | b) may be required to provide | | |
| dispute. | coverage to pay damages in a | | |
| | dispute. | | |
| Rule 1.13(5) | Rule 1.16(6) | Rule 1.16(6) was previously | <u>Click here</u> to |
| 5) A party requesting permission to be | 6) A party requesting If a party requests | Rule 1.13(5). | see changes |
| represented in a dispute must | the tribunal's permission to be | | made to this |
| provide information to the tribunal | represented in a dispute, the party | The text was amended to | Rule |
| explaining why representation is in | must provide information to the | make it clearer and more | |
| the interests of justice and fairness. | tribunal explaining why | specific. | |
| - | representation is in the interests of | | |
| | justice and fairness. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|------------------------------------|--|-----------------------------|---------------------------|
| Rule 1.13(8) | Rule 1.16(7) | Rule 1.16(7) was previously | <u>Click here</u> to |
| 8) In considering whether a | <u>7)</u> In considering whether a | Rule 1.13(8). | see changes |
| representative is appropriate, the | representative is appropriate, <u>a</u> | | made to Rule |
| tribunal may consider | request for permission to be | The text was amended to | 1.13 |
| a) whether the proposed | represented by someone other than | clarify when it applies. | |
| representative has an interest | <u>a lawyer or insurer in a dispute under</u> | | <u>Click here</u> to |
| in the dispute that is adverse | the tribunal's motor vehicle injury | | see changes |
| to the party's interest in the | <u>jurisdiction</u> , the tribunal may | | made to Rule |
| dispute, | consider | | 1.16 |
| b) whether the proposed | a) whether the proposed | | |
| representative may be a | representative has an interest | | |
| witness in the dispute, | in the dispute that is adverse | | |
| c) the proposed representative's | to the party's interest in the | | |
| ability to communicate in | dispute, | | |
| English, and | b) whether the proposed | | |
| d) the proposed representative's | representative may be a | | |
| ability to respond to | witness in the dispute, | | |
| communications in a timely | c) the proposed representative's | | |
| manner. | ability to communicate in | | |
| | English, and | | |
| | d) the proposed representative's | | |
| | ability to respond to | | |
| | communications in a timely | | |
| | manner. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--|-----------------------------|---------------------------|
| Rule 1.13(6) | Rule 1.16(8) | Rule 1.16(8) was previously | <u>Click here</u> to |
| 6) In considering a request for | 8) In considering a request for | Rule 1.13(6). | see changes |
| permission to be represented in a | permission to be represented in a | | made to Rule |
| dispute other than a dispute under | dispute other than a dispute under | The text was amended to | 1.13 |
| the tribunal's motor vehicle injury | the tribunal's motor vehicle injury | simplify the reference to | |
| jurisdiction, a tribunal employee or | jurisdiction, a <u>the</u> tribunal employee | the tribunal. | <u>Click here</u> to |
| member may consider | or member may consider | | see changes |
| a) if any other party in the | a) if any other party in the | | made to Rule |
| dispute is represented and if | dispute is represented and if | | 1.16 |
| so, whether that | so, whether that | | |
| representative is a lawyer or | representative is a lawyer or | | |
| person supervised by a lawyer, | person supervised by a lawyer, | | |
| b) whether every party in the | b) whether every party in the | | |
| dispute has agreed to | dispute has agreed to | | |
| representation, | representation, | | |
| c) whether the person proposed | c) whether the person proposed | | |
| as the representative is | as the representative is | | |
| appropriate, | appropriate, | | |
| d) the stage in the dispute | d) the stage in the dispute | | |
| resolution process, and | resolution process, and | | |
| e) whether, in the interests of | e) whether, in the interests of | | |
| justice and fairness, the party | justice and fairness, the party | | |
| should be permitted to be | should be permitted to be | | |
| represented. | represented. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--|--|
| Rule 1.14(2) 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. Rule 1.17 | Rule 1.16(9) 9) At any time during the tribunal process, a case manager or tribunal member can restrict the helper or representative's participation of a person providing representation or assistance in the tribunal process. Rule 1.17 | Rule 1.16(9) was previously Rule 1.14(2). The text was amended to put it in more plain language. The heading for Rule 1.17 | Click here to |
| Amendments to Dispute Notices and Dispute Response Forms | Amendments to Dispute Notices and Dispute Response Forms <u>Timelines</u> | was amended to reflect that this rule now covers a different topic. | see changes made to this Rule |
| Rule 1.15(1) 1) A tribunal officer can extend or shorten any timeline for any step or phase of the tribunal process. | Rule 1.17(1) 1) A The tribunal officer can extend or shorten any timeline for any step or phase of the tribunal process. | Rule 1.17(1) was previously Rule 1.15(1). The text was amended to use a consistent word throughout the rules. | Click here to see changes made to Rule 1.15 Click here to see changes made to Rule 1.17 |
| Rule 1.15(2)2) The tribunal can pause the tribunal process and resume it at a future date. | Rule 1.17(2) 2) The tribunal can pause the tribunal process and resume it at a future date. | Rule 1.17(2) was previously Rule 1.15(2). The text was not altered. | Click here to see changes made to Rule 1.15 Click here to see changes made to Rule 1.17 |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------------------------|---------------------------|
| Rule 1.15(3) | Rule 1.17(3) | Rule 1.17(3) was previously | <u>Click here</u> to |
| 3) In considering a request from a party | 3) In considering a request from a party | Rule 1.15(3). The text was | see changes |
| to extend or shorten any timeline for | to extend or shorten any timeline for | not altered. | made to Rule |
| any step or phase of the tribunal | any step or phase of the tribunal | | 1.15 |
| process, or to pause the tribunal | process, or to pause the tribunal | | |
| process, the tribunal may consider | process, the tribunal may consider | | <u>Click here</u> to |
| a) the reason for the request, | a) the reason for the request, | | see changes |
| b) whether all parties consent , | b) whether all parties consent , | | made to Rule |
| c) any prejudice to the other | c) any prejudice to the other | | 1.17 |
| parties, | parties, | | |
| d) whether there have been | d) whether there have been | | |
| previous delays in the tribunal | previous delays in the tribunal | | |
| process, and the reasons for | process, and the reasons for | | |
| those delays, | those delays, | | |
| e) the tribunal's mandate, | e) the tribunal's mandate, | | |
| f) other legislation which applies | f) other legislation which applies | | |
| to the dispute and to the | to the dispute and to the | | |
| request, | request, | | |
| g) whether it is in the interests of | g) whether it is in the interests of | | |
| justice and fairness, and | justice and fairness, and | | |
| h) any other factors the tribunal | h) any other factors the tribunal | | |
| considers appropriate. | considers appropriate. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------------------------|---------------------------|
| Rule 1.15(4) | Rule 1.17(4) | Rule 1.17(4) was previously | <u>Click here</u> to |
| 4) If a deadline set by the tribunal falls | 4) If a deadline set by the tribunal falls | Rule 1.15(4). | see changes |
| on a weekend or statutory holiday, | on a weekend or statutory holiday, | | made to Rule |
| the deadline is automatically | the deadline is automatically | The text was amended to | 1.15 |
| extended to the next day that is not | extended to the next <u>business</u> day | make it more plain | |
| a weekend or statutory holiday. | that is not a weekend or statutory | language. | <u>Click here</u> to |
| | holiday . | | see changes |
| | | | made to Rule |
| | | | 1.17 |
| Rule 1.16 | Rule 1.18 | Rule 1.18 was previously | <u>Click here</u> to |
| Linking Disputes | Linking Disputes | Rule 1.16. The heading was | see changes |
| | | not altered. | made to Rule |
| | | | 1.16 |
| | | | |
| | | | <u>Click here</u> to |
| | | | see changes |
| | | | made to Rule |
| | | | 1.18 |
| Rule 1.16(1) | Rule 1.18(1) | Rule 1.18(1) was previously | <u>Click here</u> to |
| 1) At any time during the tribunal | 1) At any time during the tribunal | Rule 1.16(1). The text was | see changes |
| process the tribunal can link | process the tribunal can link | not altered. | made to Rule |
| disputes that have common parties | disputes that have common parties | | 1.16 |
| or issues. | or issues. | | |
| | | | <u>Click here</u> to |
| | | | see changes |
| | | | made to Rule |
| | | | 1.18 |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|-----------------------------|---------------------------|
| Rule 1.16(2) | Rule 1.18(2) | Rule 1.18(2) was previously | <u>Click here</u> to |
| 2) The tribunal may conduct joint case | <u>2)</u> The tribunal may conduct joint case | Rule 1.16(2). The text was | see changes |
| management or tribunal decision | management or tribunal decision | not altered. | made to Rule |
| process activities for linked disputes. | process activities for linked disputes. | | 1.16 |
| | | | |
| | | | <u>Click here</u> to |
| | | | see changes |
| | | | made to Rule |
| | | | 1.18 |
| Rule 1.17 | Rule 1.19 | Rule 1.19 was previously | <u>Click here</u> to |
| Amendments to Dispute Notices and | Amendments to Dispute Notices and | Rule 1.17. The heading was | see changes |
| Dispute Response Forms | Dispute Response Forms | not altered. | made to Rule |
| | | | 1.17 |
| | | | |
| | | | <u>Click here</u> to |
| | | | see changes |
| | | | made to Rule |
| | | | 1.19 |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-----------------------------------|--|-----------------------------|---------------------------|
| Rule 1.17(1) | Rule 1.19(1) | Rule 1.19(1) was previously | <u>Click here</u> to |
| 1) A party may request that the | 1) A party An applicant may request | Rule 1.17(1). The text was | see changes |
| tribunal issue an amended Dispute | that <u>ask</u> the tribunal <u>to</u> issue an | amended to clarify that | made to Rule |
| Notice or accept an amended | amended Dispute Notice <u>.</u> or <u>a</u> | an applicant may ask for | 1.17 |
| Dispute Response Form by | respondent may ask the tribunal to | an amended Dispute | |
| a) contacting the tribunal to | accept an amended Dispute | Notice and a respondent | <u>Click here</u> to |
| request an amendment, | Response Form by | may ask the tribunal to | see changes |
| b) specifying the amendments | a) contacting the tribunal to | accept an amended | made to Rule |
| that are requested, and | request an amendment, | Dispute Response form. | 1.19 |
| c) paying the required fee. | b) specifying the <u>requested</u> | We also put the rule in | |
| | amendments that are | more plain language. | |
| | requested , and | | |
| | c) paying the required fee. | | |
| Rule 1.17(2) | Rule 1.19(2) | Rule 1.19(2) was previously | <u>Click here</u> to |
| 2) In deciding whether to amend a | 2) In deciding whether to amend a | Rule 1.17 (2). The text was | see changes |
| Dispute Notice or accept an | Dispute Notice or accept an | not altered. | made to Rule |
| amended Dispute Response Form | amended Dispute Response Form | | 1.17 |
| the tribunal will consider | the tribunal will consider | | |
| a) the stage in the proceeding, | a) the stage in the proceeding, | | <u>Click here</u> to |
| b) the nature of the change, | b) the nature of the change, | | see changes |
| c) any prejudice to the parties, | c) any prejudice to the parties, | | made to Rule |
| and | and | | 1.19 |
| d) any other factors the tribunal | d) any other factors the tribunal | | |
| considers appropriate. | considers appropriate. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--------------------------------------|-----------------------------|---------------------------|
| Rule 1.17(3) | Rule 1.19(3) | Rule 1.19(3) was previously | <u>Click here</u> to |
| 3) Except in extraordinary | <u>3)</u> Except in extraordinary | Rule 1.17 (3). The text was | see changes |
| circumstances the tribunal will not | circumstances the tribunal will not | not altered. | made to Rule |
| issue an amended Dispute Notice or | issue an amended Dispute Notice or | | 1.17 |
| accept an amended Dispute | accept an amended Dispute | | |
| Response Form after the dispute has | Response Form after the dispute has | | <u>Click here</u> to |
| entered the tribunal decision | entered the tribunal decision | | see changes |
| process. | process. | | made to Rule |
| | | | 1.19 |
| Rule 1.17(4) | Rule 1.19(4) | Rule 1.19(4) was previously | <u>Click here</u> to |
| 4) If the tribunal issues an amended | 4) If the tribunal issues an amended | Rule 1.17(4). The text was | see changes |
| Dispute Notice, it will | Dispute Notice, it will | not altered. | made to Rule |
| a) provide a copy of the | a) provide a copy of the | | 1.17 |
| amended Dispute Notice to | amended Dispute Notice to | | |
| the applicant and all | the applicant and all | | <u>Click here</u> to |
| respondents that have filed | respondents that have filed | | see changes |
| Responses, | Responses, | | made to Rule |
| b) direct the applicant to serve | b) direct the applicant to serve | | 1.19 |
| the amended Dispute Notice | the amended Dispute Notice | | |
| on any respondents that have | on any respondents that have | | |
| not filed Responses, and | not filed Responses, and | | |
| c) allow respondents who have | c) allow respondents who have | | |
| filed Responses to amend | filed Responses to amend | | |
| those Responses if the | those Responses if the | | |
| amendment to the Dispute | amendment to the Dispute | | |
| Notice is substantive. | Notice is substantive. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--|--|
| Rule 1.17(5) 5) If the tribunal accepts an amended Dispute Response Form, it will provide a copy of the amended Dispute Response Form to all participating parties. | Rule 1.19(5) 5) If the tribunal accepts an amended Dispute Response Form, it the tribunal will provide a copy of the amended Dispute Response Form to all participating parties. | Rule 1.19(5) was previously Rule 1.17(5). The text was amended to use clearer language. | Click here to see changes made to Rule 1.17 Click here to see changes made to Rule 1.19 |
| Rule 1.18 Refusing to Resolve a Dispute | Refusing to Resolve a Dispute | Rule 1.20 was previously Rule 1.18. The heading was not altered. | Click here to see changes made to Rule 1.18 Click here to see changes made to Rule 1.20 |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|-----------------------------|---------------------------|
| Rule 1.18(1) | Rule 1.20(1) | Rule 1.20(1) was previously | <u>Click here</u> to |
| 1) Under section 11 of the Act, when | 1) Under section 11 of the Act, when | Rule 1.18(1). The text was | see changes |
| determining whether to refuse to | determining whether to refuse to | amended to use clearer | made to Rule |
| resolve a claim or dispute that is | resolve a claim or dispute that is | language. | 1.18 |
| within the tribunal's jurisdiction, the | within the tribunal's jurisdiction, the | | |
| tribunal may consider | tribunal may consider | | <u>Click here</u> to |
| a) the tribunal's mandate, | a) the tribunal's mandate, | | see changes |
| b) whether there are related | b) whether there are related | | made to Rule |
| legally binding processes | legally binding processes | | 1.20 |
| underway, | underway, | | |
| c) the relative impacts on each | c) the relative impacts on each | | |
| party of the tribunal refusing | party of <u>if</u> the tribunal refusing | | |
| to resolve the claim or | <u>refuses</u> to resolve the claim or | | |
| dispute, and | dispute, and | | |
| d) any other factors the tribunal | d) any other factors the tribunal | | |
| considers appropriate. | considers appropriate. | | |
| Rule 2.1(2) | Rule 2.1(2) | Rule 2.1(2) was amended | <u>Click here</u> to |
| 2) After an initial review of the Dispute | 2) After an initial review of the Dispute | to use more plain | see changes |
| Application Form, the tribunal may | Application Form, the tribunal may | language | made to this |
| provide the primary applicant one of | provide <u>give</u> the primary applicant | | Rule |
| the following: | one of the following: | | |
| a) a Dispute Notice and | a) a Dispute Notice and | | |
| directions about what to do | directions about what to do | | |
| next, | next, | | |
| b) a request for more | b) a request for more | | |
| information about the | information about the | | |
| application, or | application, or | | |
| c) an explanation for why a | c) an explanation for why a | | |
| Dispute Notice will not be | Dispute Notice will not be | | |
| issued. | issued. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|----------------------------|---------------------------|
| Rule 2.2 | Rule 2.2 | The heading for Rule 2.2 | <u>Click here</u> to |
| How to Serve Respondents | How to When the Tribunal May Serve | was amended to clarify | see changes |
| | Respondents a Respondent | the rule is about the | made to this |
| | | tribunal serving | Rule |
| | | respondents. | |
| Rule 2.2(1) | Rule 2.2(1) | New Rule 2.2(1) was | <u>Click here</u> to |
| N/A | If the tribunal serves a respondent | created to clarify when | see changes |
| | under this rule, then rules 2.6 and 2.7 do | the service rules in rules | made to this |
| | not apply. | 2.6 and 2.7 do not apply. | Rule |
| | | | |
| Rule 2.2(1) | Rule 2.2(2) | Rule 2.2(2) was previously | <u>Click here</u> to |
| 1) The tribunal will serve the Dispute | 2) On behalf of an applicant, the | Rule 2.2(1); numbering | see changes |
| Notice and instructions for response | tribunal will <u>may</u> serve the Dispute | was altered due to the | made to this |
| on behalf of an applicant on a | Notice and instructions for response | addition of the new Rule | Rule |
| respondent by regular mail if | on behalf of an applicant on a | 2.2(1). | |
| a) the applicant has provided | respondent by regular mail if | | |
| the name and address | a)_the applicant has provided | The text was amended to | |
| information required for | the name and address | clarify what kind of | |
| service by mail, | information required for | respondents the tribunal | |
| b) the mailing address for the | service by mail, | may serve on behalf of an | |
| respondent is in Canada, and | b) -the mailing address for the | applicant and how the | |
| c) the respondent is a person, | respondent is in Canada, and | tribunal will serve. | |
| corporation, strata | c) the respondent is a person , <u>an</u> | | |
| corporation, section of a strata | <u>individual</u> , corporation, strata | | |
| corporation, partnership, | corporation, section of a strata | | |
| society, co-operative | corporation, partnership, | | |
| association or municipality. | society, co-operative | | |
| | association or municipality. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|---------------------------|------------------------------|
| N/A | Rule 2.2(3) | New Rule 2.2(3) was | <u>Click here</u> to |
| | 3) The tribunal will normally serve a | added to set tribunal | see changes |
| | respondent itself unless the | service as the default | made to this |
| | applicant tells the tribunal that the | unless the applicant says | Rule |
| | applicant wishes to serve the | they want to serve | |
| | <u>respondent.</u> | instead. | |
| N/A | Rule 2.2(4) | New Rule 2.2(4) was | <u>Click here</u> to |
| | 4) If the respondent is an individual or | added to explain when an | see changes |
| | partnership, the applicant must | applicant must provide a | made to this |
| | provide a name and mailing address | name and mailing | Rule |
| | that is in Canada for the respondent. | address for a respondent. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|---|---------------------------|---------------------------|
| N/A | Rule 2.2(5) | New Rule 2.2(5) was | <u>Click here</u> to |
| | 5) If the respondent is a corporation, | added to explain that the | see changes |
| | society, co-operative association, | tribunal may serve | made to this |
| | strata corporation, section of a strata | certain respondents at | Rule |
| | corporation, or municipality, the | particular addresses. | |
| | tribunal may send the Dispute | | |
| | Notice and instructions for response | | |
| | to the respondent by regular mail to | | |
| | a) the corporation's registered | | |
| | office, head office or attorney's | | |
| | office; | | |
| | b) the most recent mailing | | |
| | address on file in the Land | | |
| | <u>Title Office, if the respondent</u> | | |
| | is a strata corporation or a | | |
| | section of a strata corporation; | | |
| | <u>or</u> | | |
| | c) <u>the clerk, deputy clerk or a</u> | | |
| | similar official, if the | | |
| | respondent is a municipality. | | |
| N/A | Rule 2.2(6) | New Rule 2.2(6) was | <u>Click here</u> to |
| | 6) In addition to serving by regular | added to reflect that the | see changes |
| | mail, if an applicant provides an | tribunal also emails a | made to this |
| | email address for a respondent then | copy of the Dispute | Rule |
| | the tribunal may also send the | Notice to a respondent if | |
| | Dispute Notice and instructions for | the applicant provides an | |
| | response to that respondent by | email address for the | |
| | <u>email.</u> | respondent. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|---|--|
| Rule 2.2(7) 2) Unless otherwise specified in these rules, a Dispute Notice and instructions for response can be served by email, registered mail, courier delivery requiring a signature or by delivering it in person. | Rule 2.2(7) [Repealed] | Rule 2.2(7) was repealed because it is unnecessary after the other amendments to the service rules. | Click here to see changes made to this Rule |
| N/A | Rule 2.3 When and How an Applicant Must Serve a Respondent | New Rule 2.3 was added to explain when and how an applicant must serve a respondent | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|---|---|
| Rule 2.2(3)3) The tribunal will advise the applicant | Rule 2.3(1) 1) The tribunal will advise the applicant | Rule 2.3(1) was previously Rule 2.2(3). The text was | Click here to see changes |
| that the applicant must serve the Dispute Notice and instructions for response if | that the applicant must serve the Dispute Notice and instructions for response if | amended to make it more plain language. | made to Rule 2.2 |
| a) the applicant does not provide the tribunal with the information required for the tribunal to serve the Dispute Notice and instructions for response, | a) the applicant does not provide give the tribunal with the information required for the tribunal <u>requires</u> to serve the Dispute Notice and instructions for response, | We also clarified that if the applicant chooses to serve then the tribunal will tell the applicant they must serve. | Click here to see changes made to Rule 2.3 |
| b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response sent by the tribunal were not received by the respondent, or c) the tribunal is unable to serve the Dispute Notice and | b) the tribunal receives satisfactory information that the <u>respondent did not</u> receive the Dispute Notice and instructions for response sent by the tribunal were not received by the respondent sent, or | | |
| instructions for response for any other reason. | c) the tribunal is unable to cannot serve the Dispute Notice and instructions for response for any other reason, or d) the applicant chooses to serve the documents. | | |

Rule 2.2(4)

- 4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must
 - 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 by
 - i. a method permitted by these rules for serving the type of respondent, or
 - ii. another method ordered by the tribunal,
 - 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
 - c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal.

Rule 2.3(2)

- 2) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must
 - 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 tribunal issues the Dispute Notice is issued by the tribunal by
 - i. a method permitted by these rules <u>permit</u> for serving the type of respondent, or
 - ii. another method ordered by the tribunal orders,
 - b) complete the Proof of Service
 Form and provide it to the
 tribunal within 90 days from
 the day the <u>tribunal issues the</u>
 Dispute Notice is issued by
 the tribunal, and
 - c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal requests.

Rule 2.3(2) was previously Rule 2.2(4). The text was amended to make it more plain language Click here to see changes made to Rule 2.2

Click here to see changes made to Rule 2.3

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|----------------------------|---------------------------|
| Rule 2.2(5) | Rule 2.3(3) | Rule 2.3(3) was previously | <u>Click here</u> to |
| 5) The tribunal may refuse to resolve a | <u>3)</u> The tribunal may refuse to resolve a | Rule 2.2(5). The text was | see changes |
| dispute if | dispute if | amended to make it | made to Rule |
| a) the Dispute Notice and | a) the Dispute Notice and | more plain language. | 2.2 |
| instructions for response are | instructions for response are | | |
| not served on every | not served on every | | <u>Click here</u> to |
| respondent within 90 days | respondent within 90 days | | see changes |
| from the day the Dispute | from the day the <u>tribunal</u> | | made to Rule |
| Notice is issued by the | <u>issues the</u> Dispute Notice is | | 2.3 |
| tribunal, and | issued by the tribunal , and | | |
| b) the applicant has not | b) the applicant has not | | |
| requested an extension for | requested an extension <u>of</u> | | |
| service or withdrawn their | <u>time</u> for service or withdrawn | | |
| claim against any parties not | their claim against any parties | | |
| served. | not served. | | |
| Rule 2.2(6) | Rule 2.3(4) | Rule 2.3(4) was previously | <u>Click here</u> to |
| 6) An applicant can ask the tribunal for | 4) An applicant can ask the tribunal for | Rule 2.2(6). The text was | see changes |
| more time to serve a respondent by | more time to serve a respondent by | not altered. | made to Rule |
| completing the Request for | completing the Request for | | 2.2 |
| Extension to Serve Form and | Extension to Serve Form and | | |
| providing it to the tribunal before | providing it to the tribunal before | | <u>Click here</u> to |
| the deadline for service has passed. | the deadline for service has passed. | | see changes |
| | | | made to Rule |
| | | | 2.3 |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-------------------------|---------------------------|
| Rule 2.4(1) | Rule 2.4(1) | Rule 2.4(1) was amended | <u>Click here</u> to |
| 1) A Dispute Notice and instructions for | 1) A Dispute Notice and instructions for | to put it in more plain | see changes |
| response sent by the tribunal or an | response sent by <u>that</u> the tribunal or | language | made to this |
| applicant by email are considered | an applicant <u>sends</u> by email are | | Rule |
| served only if the respondent | considered served only if the | | |
| acknowledges receipt of the Dispute | respondent acknowledges receipt of | | |
| Notice by | the Dispute Notice by | | |
| a) replying to the email, | a) replying to the email, | | |
| b) contacting the tribunal to | b) contacting the tribunal to | | |
| make a request specific to the | make a request specific to the | | |
| dispute, or | dispute, or | | |
| c) otherwise confirming receipt | c) otherwise confirming receipt | | |
| of the Dispute Notice. | of the Dispute Notice. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|---------------------------|
| Rule 2.2(2) 7) A Dispute Notice and instructions for response served by the tribunal by regular mail are considered received 10 days after the day they are mailed by the tribunal unless a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response were not received by the respondent. | Rule 2.4(2) 2) A Dispute Notice and instructions for response served by the tribunal that the tribunal serves by regular mail are considered received served 10 days on the fifteenth day after the day they are mailed by the tribunal gives the mail to its mail services provider, unless a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or b) the tribunal receives satisfactory information that the respondent did not | RATIONALE Rule 2.4(2) was previously Rule 2.2(2). The text was amended to extend the date on which the tribunal considers a party to have received regular mail and to clarify when that time starts to run. We also put the rule in more plain language. | |
| | receive the Dispute Notice and instructions for response were not received by the | | |
| | respondent . | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|--|--|
| Rule 2.4(2) 2) A Dispute Notice and instructions for response served by registered mail are considered received on the date and time shown on the delivery receipt. | Rule 2.4(3) 3) A Dispute Notice and instructions for response served that the applicant serves by registered mail are considered received served on the date and time shown on the delivery receipt. | Rule 2.4(3) was previously Rule 2.4(2); numbering was altered due to the insertion of Rule 2.2(2) as Rule 2.4(2). The text was amended to clarify that it applies when an applicant serves by registered mail and that it is about service of a Dispute Notice, not simply receipt. | Click here to see changes made to this Rule |
| Rule 2.4(3) 3) A Dispute Notice and instructions for response served by courier are considered received at the time and date shown on the signed proof of delivery. | Rule 2.4(4) 4) A Dispute Notice and instructions for response served that the applicant serves by courier are considered received at served on the time date and date time shown on the signed proof of delivery. | Rule 2.4(4) was previously Rule 2.4(3); numbering was altered due to the insertion of Rule 2.2(2) as Rule 2.4(2). The text was amended to clarify that it applies when an applicant serves by courier and that it is about service of a Dispute Notice, not simply receipt. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 2.4(4) 4) A Dispute Notice and instructions for response served by delivery in person are considered received at the date and time it is delivered to the respondent. | Rule 2.4(5) 5) A Dispute Notice and instructions for response served that the applicant serves by delivery in person are considered received at served on the date and time it is delivered to the respondent. | Rule 2.4(5) was previously Rule 2.4(4); numbering was altered due to the insertion of Rule 2.2(2) as Rule 2.4(2). The text was amended to clarify that it applies when an applicant serves in person and that it is about service of a Dispute | Click here to see changes made to this Rule |
| | | Notice, not simply receipt. | |
| Rule 2.4(5) 5) Despite these rules, the tribunal may determine that the applicant has served a respondent with a Dispute Notice and instructions for response using another method permitted by the tribunal. | Rule 2.4(6) 6) Despite these rules, the tribunal may determine that the applicant has served a respondent with a Dispute Notice and instructions for response using another method permitted by the tribunal permits. | Rule 2.4(6) was previously Rule 2.4(5); numbering was altered due to the insertion of Rule 2.2(2) and Rule 2.4(2). The text was amended to make it more plain language. | Click here to see changes made to this Rule |
| Rule 2.5 How to Serve Adults with Impaired Mental Capacity and Children | Rule 2.5 How to Serve Adults with Impaired Mental Capacity and Children Minors | The heading of Rule 2.5 was amended to make it consistent with the change from "child" to "minor" elsewhere in the rules. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--|--|
| Rule 2.5(2) 2) If a respondent is a child, the applicant must serve the Dispute Notice and instructions for response on that respondent's parent or guardian unless the tribunal orders otherwise. | Rule 2.5(2) 2) If the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a respondent who is a child minor, the applicant must serve the Dispute Notice and instructions for response on that respondent's parent or guardian unless the tribunal orders otherwise. | Rule 2.5(2) was amended to clarify that it applies when the tribunal requires an applicant to serve the Dispute Notice. We changed "child" to "minor" to keep the rule consistent. We removed the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | Click here to see changes made to this Rule |
| Rule 2.6 | Rule 2.6 | The heading of Rule 2.6 | <u>Click here</u> to |
| How to Serve Strata Corporation or | How to Serve Strata Corporations or and | was amended to make it | see changes |
| Sections of a Strata Corporation | Sections of a Strata Corporation | more plain language. | made to this |
| Respondents | Respondents | | Rule |
| N/A | Rule 2.6(1) 1) This rule applies if the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a respondent that is a strata corporation or section of a strata corporation, as defined in the Strata Property Act. | New Rule 2.6(1) was added to clarify when this rule applies. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|---|--|
| Rule 2.6(1) 1) If the respondent is a strata corporation as defined in the Strata Property Act, a Dispute Notice and instructions for response must be served 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 b) by delivery in person to a council member. | Rule 2.6(2) 2) If the respondent is a strata corporation as defined in the Strata Property Act, a Dispute Notice and instructions for response must be served 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 b) by delivery in person to a council member. | Rule 2.6(2) was previously Rule 2.6(1); numbering was altered due to the insertion of new Rule 2.6(1). The text was amended to remove a reference to the Strata Property Act that was no longer necessary. | Click here to see changes made to this Rule |
| Rule 2.6(2) 2) 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 a) 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 b) by delivery in person to an executive member of the section. | Rule 2.6(3) 3) 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 a) 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 b) by delivery in person to an executive member of the section. | Rule 2.6(3) was previously Rule 2.6(2); numbering was altered due to the insertion of new Rule 2.6(1). The text was amended to remove a reference to the Strata Property Act that was no longer necessary | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|----------------------------|------------------------------|
| Rule 2.6(3) | Rule 2.6(4) | Rule 2.6(4) was previously | <u>Click here</u> to |
| 3) If a strata corporation or section is | <u>4)</u> If a strata corporation or <u>a</u> section <u>of</u> | Rule 2.6(3); numbering | see changes |
| served with a Dispute Notice and | a strata corporation is served with a | was altered due to the | made to this |
| instructions for response at its most | Dispute Notice and instructions for | insertion of new Rule | Rule |
| recent mailing address on file in the | response at its most recent mailing | 2.6(1). | |
| Land Title Office, an applicant must | address on file in the Land Title | | |
| also provide a copy of the Dispute | Office, an applicant must also | The text was amended to | |
| Notice and instructions for response | provide a copy of the Dispute Notice | clarify the reference to a | |
| a) if the claim is against a strata | and instructions for response | section of a strata | |
| corporation, by delivery in | a) if the claim is against a strata | corporation and to fix a | |
| person or regular mail to a | corporation, by delivery in | minor typographical | |
| member of the strata council | person or regular mail to a | error. | |
| or the property manager for | member of the strata council | | |
| the strata corporation, | or the property manager for | | |
| b) if the claim is against a section | the strata corporation, <u>or</u> | | |
| of a strata corporation, by | b) if the claim is against a section | | |
| delivery in person or regular | of a strata corporation, by | | |
| mail to a member of the | delivery in person or regular | | |
| section executive or the | mail to a member of the | | |
| property manager for the | section executive or the | | |
| section of the strata | property manager for the | | |
| corporation. | section of the strata | | |
| | corporation. | | |
| | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|---------------------------------------|-----------------------------|------------------------------|
| N/A | Rule 2.7(1) | New Rule 2.7(1) was | <u>Click here</u> to |
| | 1) This rule applies if the tribunal | added to clarify when this | see changes |
| | requires an applicant to serve a | rule applies and merged | made to this |
| | respondent that is a company, | with what was previously | Rule |
| | extraprovincial company, society, | Rule 2.7(6) to clarify what | |
| | cooperative association, partnership, | a respondent must do if | |
| | or municipality. If a respondent is | the rule does not apply. | |
| | any other type of entity an applicant | | |
| | must follow the tribunal's directions | | |
| | to serve that entity. | | |
| | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|------------------------------------|---|----------------------------|---------------------------|
| Rule 2.7(1) | Rule 2.7(2) | Rule 2.7(2) was previously | <u>Click here</u> to |
| 1) If a respondent is a company as | 2) If a respondent is a company as | Rule 2.7(1); numbering | see changes |
| defined by the <i>Business</i> | defined by <u>in</u> the <i>Business</i> | was altered due to the | made to this |
| Corporations Act, a Dispute Notice | Corporations Act, a Dispute Notice | insertion of new Rule | Rule |
| and instructions for response must | and instructions for response must | 2.7(1). | |
| be served | be served | | |
| a) by registered mail, courier | a) by registered mail, courier | The text was amended to | |
| delivery requiring a signature | delivery requiring a signature | make its language more | |
| or delivery in person to the | or delivery in person to the | consistent with the rules | |
| address shown for the | address shown for the | overall. | |
| registered office with the | registered office with the | | |
| Registrar of Companies, | Registrar of Companies, | | |
| b) by delivery in person at the | b) by delivery in person at the | | |
| place of business of the | place of business of the | | |
| company, to a receptionist or | company, to a receptionist or | | |
| a person who appears to | a person who appears to | | |
| manage or control the | manage or control the | | |
| company's business there, or | company's business there, or | | |
| c) by delivery in person to a | c) by delivery in person to a | | |
| director, officer, liquidator, | director, officer, liquidator, | | |
| trustee in bankruptcy or | trustee in bankruptcy or | | |
| receiver manager of the | receiver manager of the | | |
| company. | company. | | |
| | | | |

Rule 2.7(2)

- 2) If a respondent is an extraprovincial company as defined by the *Business Corporations Act*, a Dispute Notice and instructions for response must be served
 - a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,
 - b) by registered mail, courier delivery requiring a signature or delivery in person to the address shown in the office of the Registrar of Companies for any attorney appointed for the extraprovincial company,
 - c) by delivery in person to the place of business in British Columbia of the extraprovincial company, to a receptionist or a person who appears to manage or control the company's business there, or
 - d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or

Rule 2.7(3)

- 3) If a respondent is an extraprovincial company as defined by in the Business Corporations Act, a Dispute Notice and instructions for response must be served
 - a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,
 - b) by registered mail, courier delivery requiring a signature or delivery in person to the address shown in the office of the Registrar of Companies for any attorney appointed for the extraprovincial company,
 - c) by delivery in person to the place of business in British Columbia of the extraprovincial company, to a receptionist or a person who appears to manage or control the company's business there, or
 - d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or

Rule 2.7(3) was previously Rule 2.7(2); numbering was altered due to the insertion of new Rule 2.7(1).

The text was amended to make its language more consistent with the rules overall. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--------------------------------------|------------------------------|---------------------------|
| receiver manager of the | receiver manager of the | | |
| extraprovincial company. | extraprovincial company. | | |
| Rule 2.7(3) | Rule 2.7(4) | Rule 2.7(4) was previously | <u>Click here</u> to |
| 3) If a respondent is a society | 4) If a respondent is a society | Rule 2.7(3); numbering | see changes |
| incorporated under the Societies Act | incorporated under the Societies Act | was altered due to the | made to this |
| or a co-operative association | or a co-operative association | insertion of new Rule | Rule |
| incorporated under the Co-operative | incorporated under the Co-operative | 2.7(1), but the text was not | |
| Association Act a Dispute Notice and | Association Act a Dispute Notice and | altered. | |
| instructions for response must be | instructions for response must be | | |
| served | served | | |
| a) by registered mail, courier | a) by registered mail, courier | | |
| delivery requiring a signature | delivery requiring a signature | | |
| or delivery in person to the | or delivery in person to the | | |
| address shown for the | address shown for the | | |
| registered office with the | registered office with the | | |
| Registrar of Companies, or | Registrar of Companies, or | | |
| b) by delivery in person to a | b) by delivery in person to a | | |
| director, officer, receiver | director, officer, receiver | | |
| manager or liquidator of the | manager or liquidator of the | | |
| society or co-operative | society or co-operative | | |
| association. | association. | | |
| | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 2.7(4) 4) If a respondent is a partnership, a Dispute Notice and instructions for response must be served a) by registered mail, courier delivery requiring a signature or delivery in person to a partner, or b) by delivery in person to the partnership's place of business, to a receptionist or to a person who appears to manage or control the partnership's business there. | Rule 2.7(5) 5) If a respondent is a partnership, a Dispute Notice and instructions for response must be served a) by registered mail, courier delivery requiring a signature or delivery in person to a partner, or b) by delivery in person to the partnership's place of business, to a receptionist or to a person who appears to manage or control the partnership's business there. | Rule 2.7(5) was previously Rule 2.7(4); numbering was altered due to the insertion of new Rule 2.7(1), but the text was not altered. | Click here to see changes made to this Rule |
| Rule 2.7(5) 5) If a respondent is a municipality located in British Columbia, a Dispute Notice and instructions for response must be served by providing a copy to the clerk, deputy clerk or a similar official by registered mail, courier delivery requiring a signature or delivery in person. | Rule 2.7(6) 6) If a respondent is a municipality located in British Columbia, a Dispute Notice and instructions for response must be served by providing a copy to the clerk, deputy clerk or a similar official by registered mail, courier delivery requiring a signature or delivery in person. | Rule 2.7(6) was previously Rule 2.7(5); numbering was altered due to the insertion of new Rule 2.7(1), but the text was not altered. | Click here to see changes made to this Rule |
| Rule 2.7(6)6) If a respondent is any other type of party an applicant must follow the directions provided by the tribunal. | Rule 2.7(6) [Repealed] | Rule 2.7(6) was merged with new Rule 2.7(1) to clarify what a respondent must do if the rule does not apply. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--|--|
| Rule 2.8(2) 2) A Dispute Notice and instructions for response served by the tribunal on ICBC are considered received 24 hours after it is sent. | Rule 2.8(2) 2) A Dispute Notice and instructions for response served by the tribunal serves on ICBC are considered received 24 hours after it is they are sent. | Rule 2.8(2) was amended make it more plain language and fix a minor typographical error. | Click here to see changes made to this Rule |
| Rule 2.8(3) 3) Service of a Dispute Notice and instructions for response on ICBC are deemed to be service on all respondents unless ICBC contacts the tribunal within 7 days of being served to inform the tribunal otherwise. | Rule 2.8(3) 3) Service of a Dispute Notice and instructions for response on ICBC are deemed to be service on all respondents unless ICBC contacts notifies the tribunal within 7 days of being served to inform the tribunal otherwise that it is not accepting service on behalf of a respondent. | Rule 2.8(3) was amended to clarify what ICBC must tell the tribunal. | Click here to see changes made to this Rule |
| Rule 2.8(4) 4) If ICBC does not accept service on behalf of a respondent, the service requirements for non-motor vehicle accidents will apply to the dispute. | Rule 2.8(4) 4) If ICBC does not accept service on behalf of a respondent, the service requirements for non-motor vehicle accidents injury claims will apply to the dispute. | Rule 2.8(4) was amended to make the language consistent with how the tribunal refers to motor vehicle injury claims. | Click here to see changes made to this Rule |
| N/A | Rule 2.8(5) 5) If ICBC accepts service on behalf of a respondent, ICBC must promptly notify the respondent. | New Rule 2.8(5) was added to require ICBC to notify a respondent that it is accepting service on that respondent's behalf. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 2.9(1) 1) An applicant who has difficulty serving a respondent can ask the tribunal for direction on using another method to satisfy the service requirements by providing to the tribunal a completed Request for Directions on Service Form. | Rule 2.9(1) 1) An applicant who has difficulty serving a respondent can ask the tribunal for direction on using another method to satisfy the service requirements by providing to sending the tribunal a completed Request for Directions on Service Form. | Rule 2.9(1) was amended to make it more plain language. | Click here to see changes made to this Rule |
| Rule 3.1(1) 1) A respondent who is served with a Dispute Notice and instructions for response, or a party who is served with a Dispute Notice and instructions for response because of a Counterclaim Form or Third Party Claim Form, must within 14 days of receiving them, or if service was outside British Columbia, within 30 days of receiving them a) complete a Dispute Response Form, b) provide the Dispute Response Form to the tribunal and c) pay the required fee. | Rule 3.1(1) 1) A respondent who is served with a Dispute Notice and instructions for response, or a party who is served with a Dispute Notice and instructions for response because of a Counterclaim Form or Third Party Claim Form, must, within 14 days of receiving them, or if service was outside British Columbia, within 30 days of receiving them a) complete a Dispute Response Form, b) provide the Dispute Response Form to the tribunal and c) pay the required fee. | Rule 3.1(1) was amended to remove some unnecessary wording. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 3.2(1) 1) Unless a case manager or tribunal member directs otherwise, within 30 days of providing the Dispute Response Form to the tribunal, a respondent can make a counterclaim against an applicant by a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute, b) completing a Counterclaim Form, c) providing the completed Counterclaim Form to the tribunal, and | Rule 3.2(1) 1) Unless a case manager or tribunal member directs otherwise, Within 30 days of providing the Dispute Response Form to the tribunal, a respondent can make a counterclaim against an applicant by a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute, b) completing a Counterclaim Form an Application Form for the counterclaim, c) providing the completed Counterclaim Application | RATIONALE Rule 3.2(1) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. We also amended references to CRT forms to make them more accurate. | |
| d) paying the required fee to add a claim. | Form to the tribunal, and d) paying the required fee to add a claim. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 3.3(1) | Rule 3.3(1) | Rule 3.3(1) was amended | <u>Click here</u> to |
| 1) Unless a case manager directs | 1) Unless a case manager directs | to remove the language | see changes |
| otherwise, a respondent who | otherwise, A respondent who | that creates an exception | made to this |
| believes another person is | believes <u>thinks</u> another person is | to this rule because the | Rule |
| responsible for a claim can make a | responsible for a claim can make a | tribunal may rely on the | |
| third party claim against that other | third party claim against that other | general exception in Rule | |
| person by | person by | 1.2(2) instead. We also | |
| a) indicating in a completed | a) indicating in a completed | amended references to | |
| Dispute Response Form that | Dispute Response Form that | CRT forms to make them | |
| the respondent will apply for | the respondent will apply for | more accurate. | |
| dispute resolution against the | dispute resolution against the | | |
| other person, | other person, | | |
| b) completing a Third Party | b) completing a Third Party | | |
| Claim Form identifying the | Claim <u>an Application</u> Form | | |
| other person and describing | identifying <u>for the third party</u> | | |
| any claims against that | <u>claim that identifies</u> the other | | |
| person, | person and describing | | |
| c) providing the Third Party | <u>describes</u> any claims against | | |
| Claim Form to the tribunal, | that person, | | |
| and | c) providing the Third Party | | |
| d) paying the required fee to add | Claim Application Form to the | | |
| a claim. | tribunal, and | | |
| | d) paying the required fee to add | | |
| | a claim. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 3.3(2) 2) A respondent who makes a third party claim must complete the steps for "Starting the Tribunal Process" except a) the time frame for serving the | Rule 3.3(2) 2) A respondent who makes a third party claim must complete the steps for "Starting the Tribunal Process" in Part 2 of these Rules, except a) the time frame for serving the | Rule 3.3(2) was amended to clarify the reference to Part 2 of the rules. | Click here to see changes made to this Rule |
| other party is 30 days instead of 90 days and b) the original Dispute Notice and any responses must be served along with the Dispute Notice and instructions for response for the additional claims. | other party is 30 days instead of 90 days and b) the original Dispute Notice and any responses must be served along with the Dispute Notice and instructions for response for the additional claims. | | |
| Rule 4.1(2) 2) If the tribunal notifies an applicant that no respondent provided a Dispute Response, and the applicant does not request a default decision within 21 days of being requested to do so, the tribunal may dismiss or refuse to resolve the dispute. | Rule 4.1(2) 2) If the tribunal notifies an applicant that no respondent provided a Dispute Response, and the applicant does not request a default decision within 21 days of being requested to notified they may do so, the tribunal may dismiss or refuse to resolve the dispute. | Rule 4.1(2) was amended to clarify the tribunal notifies applicants they may ask for a default decision, not requests them to do so. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 4.2(1) | Rule 4.2(1) | Rule 4.2(1) was amended | <u>Click here</u> to |
| 1) If every respondent has properly | 1) If every respondent has properly | to clarify that a Proof of | see changes |
| been served and has not responded, | been served and has not responded, | Service Form is not | made to this |
| an applicant can request a default | an applicant can request a default | required in every case, | Rule |
| decision and order by | decision and order by | depending on the | |
| a) providing a completed | a) providing a completed | method of service. | |
| Request for Default Decision | Request for Default Decision | | |
| and Order form together with | and Order form together with | | |
| supporting evidence of | supporting evidence of | | |
| dispute-related expenses and | dispute-related expenses and | | |
| the value of non-debt claims, | the value of non-debt claims, | | |
| b) providing a completed Proof | b) providing a completed Proof | | |
| of Service Form, and | of Service Form, <u>if applicable,</u> | | |
| c) paying the required fee to | and | | |
| request a default decision and | c) paying the required fee to | | |
| order. | request a default decision and | | |
| | order. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 4.3(1) | Rule 4.3(1) | Rule 4.3(1) was amended | <u>Click here</u> to |
| 1) Unless the tribunal decides | 1) Unless the tribunal decides | to remove the language | see changes |
| otherwise, when the tribunal makes | otherwise, When the tribunal makes | that creates an exception | made to this |
| a default decision and order, it will | a default decision and order, it will | to this rule because the | Rule |
| a) assume a respondent is liable, | <u>may</u> | tribunal may rely on the | |
| and | a) assume a respondent is liable, | general exception in Rule | |
| b) resolve the dispute without a | <u>b)</u> <u>determine the value of non-</u> | 1.2(2) instead. | |
| respondent's participation. | <u>debt claims based on</u> | | |
| | evidence satisfactory to the | The text was also | |
| | <u>tribunal,</u> and | amended from "will" to | |
| | <u>c)</u> resolve the dispute without a | "may" to reflect that the | |
| | respondent's participation. | tribunal has discretion on | |
| | | how to decide. | |
| | | | |
| | | New Rule 4.3(1(b) was | |
| | | added to clarify that the | |
| | | applicant must still prove | |
| | | the value of claims that | |
| | | are not debt-related. | |
| | | Dula (7(1)(a) 14(a) | |
| | | Rule 4.3(1)(c) was | |
| | | previously Rule 4.3(1(b); | |
| | | numbering was altered due to the insertion of | |
| | | | |
| | | new Rule 4.3(1(b) but the | |
| | | text was not altered. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 5.1(2)2) During case management parties will receive support from a tribunal officer acting as a case manager. | Rule 5.1(2) 2) During case management parties will receive support from a tribunal officer acting as a case manager. | Rule 5.1(2) was amended to remove an unnecessary phrase. | Click here to see changes made to this Rule |
| Rule 5.1(6)6) The case manager can adjust or modify the facilitation directions at any time during facilitation. | Rule 5.1(4) 4) The case manager can adjust or modify the facilitation directions at any time during facilitation. | Rule 5.1(4) was previously Rule 5.1(6); numbering was altered to make the link between this rule and Rule 5.1(3) clearer. The text was amended to remove an unnecessary phrase. | Click here to see changes made to this Rule |
| Rule 5.1(5) 5) Except in extraordinary circumstances, a claim under the tribunal's motor vehicle injury jurisdiction for a minor injury determination will only go through the tribunal decision plan preparation phase of case management. | Rule 5.1(5) [Repealed] | Rule 5.1(5) was repealed because it did not reflect the tribunal's practice with claims under the motor vehicle injury jurisdiction. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 5.1(4) 4) During case management, a case manager can refer any matter requiring a decision or order to a tribunal member, including a party's non-compliance with directions. | Rule 5.1(5) 5) During case management, a case manager can may refer any matter requiring a decision or order to a tribunal member, including a party's non-compliance with directions. | Rule 5.1(5) was previously Rule 5.1(4); numbering was altered due to the insertion of Rule 5.1(6) as Rule 5.1(4). The text was altered to accompany the new Rule 5.1(6). | Click here to see changes made to this Rule |
| N/A | Rule 5.1(6) 6) In deciding whether to refer any matter to a tribunal member, except for a referral about non-compliance with directions, the case manager will consider whether the referral a) is appropriate and proportional in the circumstances of the dispute, b) would facilitate speedy, accessible, inexpensive, informal and flexible resolution of the dispute, c) would potentially end the dispute against one or more respondents, and d) encourage early and collaborative dispute resolution. | New Rule 5.1(6) was added to list factors a case manager will consider before referring a matter to a tribunal member. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 5.2 Agreements in Negotiation or Facilitation Rule 5.2(2) 2) In reviewing a request for a consent resolution order or consent dismissal order, the tribunal may consider whether the draft order is a) within the jurisdiction of the tribunal, b) clear, and c) any other factors the tribunal considers appropriate. | Rule 5.2 Agreements in Negotiation or Facilitation Made During Case Management Rule 5.2(2) 2) In reviewing a request for a consent resolution order or consent dismissal order, the tribunal may consider whether the draft order is a) whether the draft order is clear and within the tribunal's jurisdiction of the tribunal, and b) clear, and b) any other factors the tribunal considers appropriate. | The heading for Rule 5.2 was amended to clarify it applies to the entire case management phase of the tribunal's dispute resolution process. Rule 5.2(2) was amended to fix a typographical issue and put the rule in more plain language. Rule 5.2(2)(b) was previously Rule 5.2(2)(c); numbering was altered due to the deletion of Rule 5.2(2)(b). | Click here to see changes made to this Rule Click here to see changes made to this Rule |
| Rule 5.2(4) 4) If the agreement involves an adult with impaired mental capacity, the tribunal must review the agreement to ensure that it is fair, reasonable, and in the incapable adult's best interests. | Rule 5.2(4) 4) If the agreement involves an adult with impaired mental capacity, the tribunal must review the agreement to ensure that it is fair, reasonable, and in the incapable that adult's best interests. | Rule 5.2(4) was amended to remove a potentially insensitive reference. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 5.2(5) 5) If the agreement involves a child, the provisions of the <i>Infants Act</i> apply to the agreement and must be met before the parties request a consent resolution order. | Rule 5.2(5) 5) If the agreement involves a child minor, the provisions of the Infants Act apply to the agreement and must be met before the parties request a consent resolution order. | Rule 5.2(5) was amended to use "minor" instead of "child". | Click here to see changes made to this Rule |
| Rule 5.4(1) 1) If the case manager decides the parties cannot resolve their dispute by agreement, the case manager will a) inform the parties that the facilitation phase is over, b) confirm the claims that are going forward for decision, c) provide directions for the preparation and exchange of expert evidence, if necessary, and d) ask the applicant to pay the tribunal decision fee. | Rule 5.4(1) 1) If the case manager decides the parties cannot resolve their dispute by agreement, the case manager will a) inform the parties that the facilitation phase is over, b) confirm the claims that are going forward for decision, c) provide directions for the preparation and exchange of expert evidence, if necessary, d) make a recommendation on the hearing format, if necessary, and e) ask the applicant to pay the tribunal decision fee. | New Rule 5.4(1)(d) was added to allow a case manager to recommend whether a hearing should be oral or in writing, if necessary. Rule 5.4(1)(e) was previously Rule 5.4(1)(d); numbering was altered due to the insertion of new Rule 5.4(1)(d), but the text was not altered. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 5.5(2) 2) If a party informs the tribunal, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute may exceed the tribunal limit amount, the tribunal may d) set timelines for the parties to submit evidence, e) set timelines for the parties to provide arguments, and f) refer the determination to a tribunal member. | Rule 5.5(2) 2) If a party informs the tribunal, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute may exceed the tribunal limit amount \$50,000, the tribunal may a) set timelines for the parties to submit evidence, b) set timelines for the parties to provide arguments, and c) refer the determination to a tribunal member. | Rule 5.5(2) was amended to clarify a reference to the tribunal's monetary limit in motor vehicle injury disputes. | Click here to see changes made to this Rule |
| Rule 6.1(1) 1) A party can request permission to withdraw one or more of its claims before the end of case management by following the directions of the tribunal. | Rule 6.1(1) 1) A party can request permission to withdraw one or more of its claims before the end of case management by following the tribunal's directions of the tribunal. | Rule 6.1(1) was amended to make it more plain language. | Click here to see changes made to this Rule |
| Rule 6.1(3) 3) A party who withdraws a claim can only pursue the claim with the permission of the tribunal. | Rule 6.1(3) 3) A party who withdraws a claim <u>again</u> at the tribunal can only pursue the claim with the <u>tribunal</u> 's permission of the tribunal. | Rule 6.1(3) was amended to clarify that it does not apply to pursuing claims somewhere besides the CRT. We also put the rule in more plain language. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 6.1(4) | Rule 6.1(4) | Rule 6.1(4) was amended | <u>Click here</u> to |
| 4) If all claims in a dispute are | 4) If all claims in a dispute are | to better reflect the | see changes |
| withdrawn, the tribunal will | withdrawn, the tribunal will | tribunal processes. | made to this |
| a) treat the dispute as resolved | a) <u>the tribunal will</u> treat the | | Rule |
| and close the dispute file, and | dispute as resolved and close | | |
| b) only reopen the dispute file if | the dispute file, and | | |
| the tribunal permits the party | b) the applicant may continue | | |
| to pursue a withdrawn claim. | <u>any withdrawn claim</u> only | | |
| | reopen the dispute file if the | | |
| | tribunal permits the party to | | |
| | pursue a withdrawn claim <u>do</u> | | |
| | <u>so</u> . | | |
| Rule 6.2 | Rule 6.2 | The heading for Rule 6.2 | <u>Click here</u> to |
| If the Parties want the Dispute | If the Parties want the Dispute | was amended to clarify | see changes |
| Dismissed | Dismissed <u>by Consent</u> | that it applies to consent | made to this |
| | | dismissals. | Rule |
| Rule 6.2(2) | Rule 6.2(2) | Rule 6.2(2) was amended | <u>Click here</u> to |
| 2) A request to dismiss a dispute will | 2) The tribunal will normally grant a | to put it in more plain | see changes |
| normally be granted if it has been | request to dismiss a dispute will | language. | made to this |
| agreed upon by all parties in the | normally be granted if it has been | | Rule |
| dispute. | agreed upon by all parties in <u>to</u> the | | |
| | dispute <u>have agreed to it</u> . | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 6.2(3) 3) A person requesting the dismissal of a claim made by a child or an adult with impaired mental capacity must include written consent from the Public Guardian and Trustee for that request. | Rule 6.2(3) 3) A person requesting the consent dismissal of a claim relating to the personal injuries made by a child minor or an adult with impaired mental capacity must include written consent from the Public Guardian and Trustee for that request. | Rule 6.2(3) was amended to clarify that it applies to consent dismissals and claims relating to personal injuries. We also changed the language from "child" to "minor". | Click here to see changes made to this Rule |
| Rule 7.1(1) 1) The tribunal can determine all matters relating to the tribunal decision process, including a) the format and length of the tribunal decision process, b) any instructions and directions required to prepare for, or to complete, the tribunal decision process, and c) any other matter within the authority of the tribunal. | Rule 7.1(1) 1) The tribunal can determine all matters relating to the tribunal decision process, including a) the format and length of the tribunal decision process, b) any instructions and directions required to prepare for, or to complete, the tribunal decision process, and c) any other matter within the tribunal's authority of the tribunal. | Rule 7.1(1) was amended to put it in more plain language. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 7.3(2) 2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the arguments portion of the Tribunal Decision Plan are a) 7 days for the applicant to provide arguments, b) 7 days for the respondent to respond, and c) 3 days for the applicant to reply. | Rule 7.3(2) 2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the arguments portion of the Tribunal Decision Plan are a) 7 days for the applicant to provide arguments, b) 7 days for the respondent to respond, and c) 3 5 days for the applicant to reply. | Rule 7.3(2) was amended to reflect the deadlines the tribunal uses. | Click here to see changes made to this Rule |
| Rule 7.3(4) 4) Unless the case manager directs otherwise, the timelines for completing the arguments portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run. | Rule 7.3(4) 4) Unless the case manager directs otherwise, The timelines for completing the arguments portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run. | Rule 7.3(4) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | Click here to see changes made to this Rule |
| Rule 7.4 If a Dispute Requires more Facilitation Rule 8.2 How to Summons a Person to Provide | Rule 7.4 If a Dispute Requires mMore Facilitation Rule 8.2 How to Issue a Summons a Person to | The heading for Rule 7.4 was amended to fix a minor typo. The heading for Rule 8.2 was amended to make it | Click here to see changes made to this Rule Click here to see changes |
| Evidence | Provide Evidence | simpler. | made to this Rule |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.2(2) 2) If a party requires a person to provide evidence or to produce a record or other thing in that person's control, the party can issue a summons by a) consulting with the case manager, b) completing the summons according to the case manager's directions, c) providing the summons according to the instructions in the Summons Form or the directions of the tribunal, and d) including with the summons the fees shown on the Summons Form. | Rule 8.2(2) 2) If a party requires a person to provide evidence or to produce a record or other thing in that person's control, the party can issue a summons by a) consulting with the case manager, b) completing the summons according to the case manager's directions, c) providing the summons according to the instructions in the Summons Form or the tribunal's directions of the tribunal, and d) including with the summons the fees shown on the Summons Form. | Rule 8.2(2) was amended to put it in more plain language. | Click here to see changes made to this Rule |
| Rule 8.2(3) 3) If a person does not comply with the summons, or on the tribunal's own initiative, the tribunal may make an order against the person to provide evidence or to produce a record or other thing in that person's control. | Rule 8.2(3) [Repealed] | Rule 8.2(3) was repealed because the new Rule 8.8 sets out the process the tribunal will use to make an order about producing documents. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.3(1) | Rule 8.3(1) | Rule 8.3(1) was amended | <u>Click here</u> to |
| 1) Unless the tribunal decides | 1) Unless the tribunal decides | to remove the language | see changes |
| otherwise, a party may not rely on an | otherwise, <u>A</u> party may not rely on an | that creates an exception | made to this |
| expert opinion unless the party | expert opinion unless <u>only if</u> the | to this rule because the | Rule |
| provides the expert's evidence to all | party provides the expert's evidence | tribunal may rely on the | |
| other parties | to all other parties | general exception in Rule | |
| a) within 21 days of the case | a) within 21 days of the case | 1.2(2) instead. We also put | |
| manager notifying the parties | manager notifying the parties | the rule in more plain | |
| that facilitation has ended, or | that facilitation has ended, or | language. | |
| b) the deadline set by the case | b) the deadline set by the case | | |
| manager or tribunal member. | manager or tribunal member. | | |
| Rule 8.3(3) | Rule 8.3(3) | Rule 8.3(3) was amended | <u>Click here</u> to |
| 3) Expert opinion evidence will only be | 3) The tribunal may accept expert | to put it in more plain | see changes |
| accepted from a person the tribunal | opinion evidence will only be- | language. | made to this |
| decides is qualified by education, | accepted from a person the tribunal | | Rule |
| training, or experience to give that | decides is qualified by education, | | |
| opinion. | training, or experience to give that | | |
| | opinion. | | |
| Rule 8.3(4) | Rule 8.3(4) | Rule 8.3(4) was amended | <u>Click here</u> to |
| 4) A party providing written expert | 4) A party providing written expert | to remove the language | see changes |
| opinion evidence to the tribunal | opinion evidence to the tribunal | that creates an exception | made to this |
| must provide a copy of the expert's | must provide a copy of the expert's | to this rule because the | Rule |
| invoice and any correspondence | invoice and any correspondence | tribunal may rely on the | |
| with that expert relating to the | with that expert relating to the | general exception in Rule | |
| requested opinion to every party by | requested opinion to every party by | 1.2(2) instead. | |
| the deadline for providing the | the deadline for providing the | | |
| expert's evidence to all other parties | expert's evidence to all other parties | | |
| unless the tribunal directs otherwise. | unless the tribunal directs otherwise. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.3(7) 7) An expert giving evidence to the tribunal is there to assist the tribunal and not to advocate for any side or party in a dispute. | Rule 8.3(7) 7) An The role of an expert giving evidence to the tribunal is there to assist the tribunal and not to advocate for any side or party in a dispute. | Rule 8.3(7) was amended to better express the intent of the rule. | Click here to see changes made to this Rule |
| Rule 8.3(11) 11) The tribunal may accept written reports prepared by an expert without the need for the expert to attend an oral hearing. | Rule 8.3(11) 11) The tribunal may accept <u>an expert's</u> written reports prepared by an expert <u>report</u> without the need for the expert to attend <u>attending</u> an oral hearing. | Rule 8.3(11) was amended to put it in more plain language. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.4(1) 2) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider g) the type of bodily injury or injuries, h) the nature of the claim to be decided by the tribunal, i) the other evidence available, j) the amount claimed, k) the timeliness of the request, and l) any other factors the tribunal considers appropriate. | Rule 8.4(1) 1) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider a) the type of bodily injury or injuries, b) the nature of the claim to be decided by the tribunal must decide, c) the other evidence available, d) the amount claimed, e) the timeliness of the request, and f) any other factors the tribunal considers appropriate. | Rule 8.4(1) was amended to put it in more plain language. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.5(4) 4) The tribunal Chair may a) create a roster of experts to perform independent medical examinations, b) retain experts from that roster, and c) determine the terms and conditions, including remuneration and reimbursement of expenses, under which an expert may perform an independent medical examination. | Rule 8.5(4) 4) The tribunal Chair may a) create a roster of experts independent health professionals to perform independent medical examinations, b) retain experts from that roster, and c) determine the terms and conditions, including remuneration and reimbursement of expenses, under which an expert may perform an independent medical examination. | Rule 8.5(4) was amended to use more concise language and to clarify who will be on the roster the Chair will create. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---|-------------------------|---------------------------|
| Rule 8.5(5) | Rule 8.5(5) | Rule 8.5(5) was amended | <u>Click here</u> to |
| 5) The tribunal must set the terms of | 5) The tribunal must set the terms of | to remove unnecessary | see changes |
| reference for the independent | reference for the independent | language. | made to this |
| medical examination and report in | medical examination and report in | | Rule |
| the order appointing the expert | the order appointing the expert | | |
| including | including | | |
| a) the form and content of the | a) the form and content of the | | |
| report, | report, | | |
| b) setting any time periods for | b) setting any time periods for | | |
| providing the report, | providing the report, | | |
| c) setting a fee for the report, | c) setting a fee for the report, | | |
| d) providing any information or | d) providing any information or | | |
| evidence the tribunal wants | evidence the tribunal wants | | |
| the expert to consider, and | the expert to consider, and | | |
| e) the questions to be answered | e) the questions to be answered | | |
| in the report. | in the report. | | |
| | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.5(6) | Rule 8.5(6) | Rule 8.5(6) was amended | <u>Click here</u> to |
| 6) Except with the written consent of | 6) Except with the written consent of | to fix a grammatical issue | see changes |
| all parties, the tribunal must not | all parties, the tribunal must not | with the rule. | made to this |
| appoint an expert to provide an | appoint an expert to provide an | | Rule |
| independent medical examination if | independent medical examination if | | |
| the expert | the expert | | |
| a) has previously examined the injured party, | a) has previously examined the injured party, | | |
| b) is treating or has previously treated the injured party, | b) is treating or has previously treated the injured party, | | |
| c) has been consulted in the treatment of the injured party, | c) has been consulted in the treatment of the injured party, | | |
| d) has acted as a consultant to the insurer with respect to the accident, | d) has acted as a consultant to the insurer with respect to the accident, | | |
| e) is a partner of or practices with an expert described above, or | e) is a partner of or practices with an expert described above, or | | |
| f) appointment could otherwise result in a reasonable apprehension of bias. | f) appointment could otherwise result in a reasonable apprehension of bias be reasonably viewed as potentially biased. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.5(8) 8) If a party fails to attend the independent medical examination when requested or obstructs the examination without reasonable cause, the tribunal may, after giving notice to the party who failed to attend or obstructed the examination a) direct the expert to reschedule the examination of the party and give the party notice of the rescheduled examination, b) direct the expert to provide a report without examining the party, or c) find the party to be in noncompliance and decide the dispute without the report. | Rule 8.5(8) 8) If a party fails to attend the independent medical examination when requested or obstructs the examination without reasonable cause, the tribunal may, after giving notice to the party who failed to attend or obstructed the examination a) direct the expert to reschedule the examination of the party and give the party notice of the rescheduled examination, b) direct the expert to provide a report without examining the party, or c) find the party to be in noncompliant and decide the dispute without the report. | Rule 8.5(8) was amended to put it in more plain language. | Click here to see changes made to this Rule |
| Rule 8.5(9) 9) The tribunal will give a copy of the expert's independent medical examination report to all parties and the parties will have the opportunity to make submissions to the tribunal about the independent medical examination report. | Rule 8.5(9) 9) The tribunal will give a copy of the expert's independent medical examination report to all parties and the parties will have the opportunity to make submissions to the tribunal about the independent medical examination report. | Rule 8.5(9) was amended to remove an unnecessary phrase. | Click here to see changes made to this Rule |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 8.6(1) 2) A party who cannot afford to pay the cost of obtaining expert evidence in a motor vehicle injury dispute may request that the tribunal order an independent medical examination and that another party pay the cost of obtaining the independent medical examination by d) completing the Independent Medical Examination Request Form, e) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and f) providing any other information requested by the tribunal. | Rule 8.6(1) 1) A party who cannot afford to pay the cost of obtaining expert evidence in a motor vehicle injury dispute may request that the tribunal order an independent medical examination and that another party pay the cost of obtaining the independent medical examination by a) completing the Independent Medical Examination Request Form, b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and c) providing any other information requested by the tribunal requests. | Rule 8.6(1) was amended to put it in more plain language. | Click here to see changes made to this Rule |
| Rule 8.7(1) 1) 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. | Rule 8.7(1) 1) 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 the tribunal requires about the witnesses required by the tribunal. | Rule 8.7(1) was amended to put it in more plain language. | Click here to see changes made to this Rule |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 8.7(2) | Rule 8.7(2) | Rule 8.7(2) was amended | <u>Click here</u> to |
| 2) Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise. | 2) Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise. | to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | see changes made to this Rule |

| Ru | ıle 8.8 | – Orders to Produce Evidence | New Rule 8.8 was added | <u>Click here</u> to |
|----|----------------|---|---|---|
| 1) | <u>If a pa</u> | arty wants the tribunal to order | to set out a process for | see changes |
| | a pers | son to produce records that | when a party wants the | made to this |
| | may l | <u>oe in that person's possession</u> | tribunal to make an order | Rule |
| | or cor | ntrol, the party may ask the | to produce documents | |
| | <u>tribur</u> | <u>nal to make an order under</u> | against a person who is | |
| | section | on 34 of the Act. | not a party to the dispute. | |
| 2) | To red | quest an order, the party must | | |
| | <u>discu</u> | ss the request with the case | | |
| | mana | ager, who may require the party | | |
| | to sul | <u>omit</u> | | |
| | a) | the list of records sought, | | |
| | b) | the identity of the person who | | |
| | | may have the records, | | |
| | c) | contact information for the | | |
| | | person, and | | |
| | d) | any other information the | | |
| | | case manager thinks is | | |
| | | <u>relevant.</u> | | |
| 3) | <u>Befor</u> | <u>e the tribunal makes an order</u> | | |
| | to pro | oduce records, the case | | |
| | | | | |
| | a) | may direct the party to | | |
| | | attempt to obtain the records | | |
| | | through an alternative | | |
| | | process, including a summons | | |
| | | under section 33 of the Act or | | |
| | | a request under the Freedom | | |
| | | of Information and Protection | | |
| | | of Privacy Act, and | | |
| | b) | may contact the person who | | |
| | | may have the records to seek | | |
| | 2) | 1) If a para a person may be or contriburate section (a) (b) (c) (d) (d) (d) (d) (d) (d) (d) (d) (d) (d | c) contact information for the person, and d) any other information the case manager thinks is relevant. 3) Before the tribunal makes an order to produce records, the case manager a) may direct the party to attempt to obtain the records through an alternative process, including a summons under section 33 of the Act or a request under the Freedom of Information and Protection of Privacy Act, and b) may contact the person who | 1) If a party wants the tribunal to order a person to produce records that may be in that person's possession or control, the party may ask the tribunal to make an order under section 34 of the Act. 2) To request an order, the party must discuss the request with the case manager, who may require the party to submit a) the list of records sought, b) the identity of the person who may have the records. c) contact information for the person, and d) any other information the case manager thinks is relevant. 3) Before the tribunal makes an order to produce records, the case manager a) may direct the party to attempt to obtain the records through an alternative process, including a summons under section 33 of the Act or a request under the Freedom of Information and Protection of Privacy Act, and b) may contact the person who |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| | their position on the proposed order. 4) Before the tribunal makes an order to produce records, the tribunal will invite submissions regarding the proposed order sought from the person who may have the records and the parties to the dispute. 5) As part of an order to produce records, the tribunal may order the party who requests the records to pay any fees the person reasonably incurs to produce the records. | | |
| Rule 9.1(4)4) A tribunal hearing will generally be held in writing unless the tribunal orders otherwise. | Rule 9.1(2) 2) A tribunal hearing will generally be held in writing unless the tribunal orders otherwise. | Rule 9.1(2) was previously Rule 9.1(4); numbering was altered to make it flow more naturally from the previous rule. We also removed the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 9.1(2) 2) A written hearing may be conducted by email, electronic submissions, or paper submissions. Rule 9.1(3) 3) An oral hearing may be conducted | Rule 9.1(3) 3) A written hearing may be conducted by email, electronic submissions, or paper submissions. Rule 9.1(4) 4) An oral hearing may be conducted | Rule 9.1(3) was previously Rule 9.1(2); numbering was altered due to the insertion of Rule 9.1(4) as Rule 9.1(2), but the text was not altered. Rule 9.1(4) was previously Rule 9.1(3); numbering | Click here to see changes made to this Rule Click here to see changes |
| by telephone, videoconference, or in person. | by telephone, <u>by</u> videoconference, or in person. | was altered due to the insertion of Rule 9.1(4) as Rule 9.1(2). The text was amended to fix a grammatical issue with the rule. | made to this Rule |
| Rule 9.1(5) 5) 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 inperson hearing necessary in the interests of justice. | Rule 9.1(5) 5) In considering whether to hold an oral hearing that is 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. | Rule 9.1(5) was amended to clarify that an oral hearing may not be in person. | Click here to see changes made to this Rule |
| Rule 9.1(6) 6) Unless the tribunal orders otherwise, to request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan. | Rule 9.1(6) 6) Unless the tribunal orders otherwise, To request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan. | Rule 9.1(6) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | Click here to see changes made to this Rule |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 9.3(2) 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. | Rule 9.3(2) 2) In small claims disputes the tribunal will provide any Orders orders resolving the dispute once the time for making a Notice of Objection has passed without the tribunal receiving a Notice of Objection. | Rule 9.3(2) was amended to fix a minor typo. | Click here to see changes made to this Rule |
| Rule 9.3(3) 3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute. | Rule 9.3(3) 4) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute. | Rule 9.3(3) was amended to remove an unnecessary word. | Click here to see changes made to this Rule |
| N/A | Rule 9.4(2) 2) In considering how to protect the privacy interests of parties and non-parties, the tribunal will also consider the CRT Access to Information and Privacy Policy. | New Rule 9.4(2) was added to indicate the tribunal will also consider its privacy policy when assessing how to protect the privacy interests of parties and non-parties. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 9.4(3) 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 a) the Public Guardian and Trustee on behalf of that child, or b) a trustee appointed under section 179 of the Family Law Act. | Rule 9.4(3) 3) An order for a party to pay money to another party that is a child minor can include a requirement to make the payment to a) the Public Guardian and Trustee on behalf of that child minor, or b) a trustee appointed under section 179 of the Family Law Act. | Rule 9.4(3) was amended to change "child" to "minor". | Click here to see changes made to this Rule |
| Rule 9.5(1) 4) 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. | Rule 9.5(1) 1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the tribunal member will usually order 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. | Rule 9.5(1) was amended to put it in more plain language. We also removed the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 9.5(2) 5) 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 a) any tribunal fees paid by the other party in relation to the dispute, b) any fees and expenses paid by a party in relation to witness fees and summonses, and c) any other reasonable expenses and charges that | Rule 9.5(2) 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 a) any tribunal fees paid by the other party in relation to the dispute, b) any fees and expenses paid by a party in relation to witness fees and summonses, and c) any other reasonable expenses and charges that | RATIONALE Rule 9.5(2) was amended to remove an unnecessary phrase. | |
| the tribunal considers directly related to the conduct of the tribunal process. | the tribunal considers directly related to the conduct of the tribunal process. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 9.5(3) 6) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process unless c) the dispute is under the tribunal's motor vehicle injury jurisdiction, or d) 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 a lawyer or other representative. | Rule 9.5(3) 3) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process unless except the tribunal has the discretion to make such an order if a) the dispute is under the tribunal's motor vehicle injury jurisdiction, or 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 that a lawyer has charged by a lawyer or other representative. | Rule 9.5(3) was amended to clarify that the tribunal does not have to order a party to pay fees if one of the exceptions listed applies. We also clarified that the tribunal may order a party only to pay the legal fees another party has incurred. | Click here to see changes made to this Rule |

| Rule 9.5(4) 7) 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 a) the complexity of the dispute, b) the degree of involvement by the representative, c) whether a party or representative's conduct has caused uppecessary delay or | PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| expense, and caused unnecessary delay or d) any other factors the tribunal considers appropriate. expense, and expense, and one of the presentative's conduct has caused unnecessary delay or expense, and one of the presentative's conduct has caused unnecessary delay or expense, and one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or one of the presentative's conduct has caused unnecessary delay or cau | 7) 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 a) the complexity of the dispute, b) the degree of involvement by the representative, c) whether a party or representative's conduct has caused unnecessary delay or expense, and d) any other factors the tribunal | 4) To determine whether, and to what degree, to order a party must pay the fees charged by that a lawyer or other representative be paid by one party charged to another party, the tribunal may consider a) the complexity of the dispute, b) the degree of involvement by the representative, c) whether a party or representative's conduct has caused unnecessary delay or expense, and | to clarify that the tribunal may order a party only to pay the legal fees another party has incurred. We also put the rule into | Click here to see changes made to this |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 10.1(1) | Rule 10.1(1) | Rule 10.1(1) was amended | <u>Click here</u> to |
| A party may request the cancellation of a final decision or order that was made when that party was in default or failed to comply with the Act, rules or regulations by a) completing and submitting | A party may request ask the cancellation of tribunal to cancel a final decision or order that was made when that party was in default or failed to comply with the Act, rules or regulations non-compliant by | to put it in more plain language and to replace a longer phrase with a simpler word. | see changes made to this Rule |
| the Request for Cancellation of Final Decision or Dismissal Form, b) providing a completed Dispute Response Form if one has not already been provided to the tribunal, | a) completing and submitting the Request for Cancellation of Final Decision or Dismissal Form, b) providing a completed Dispute Response Form if one has not already been provided | | |
| c) providing evidence to support their request, d) paying the required fee, and e) following any other directions provided by the tribunal. | to the tribunal, c) providing evidence to support their request, d) paying the required fee, and e) following any other directions provided by the tribunal provides. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 10.1(2) | Rule 10.1(2) | Rule 10.1(2) was amended | <u>Click here</u> to |
| 2) Unless the tribunal orders otherwise, | 2) Unless the tribunal orders otherwise, | to remove the language | see changes |
| a party requesting cancellation of a | A party requesting cancellation of a | that creates an exception | made to this |
| final decision or order that was made | final decision or order that was made | to this rule because the | Rule |
| 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. | when that party was in default or failed to comply with the Act, rules or regulations non-compliant 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. | tribunal may rely on the general exception in Rule 1.2(2) instead. We also replaced a longer phrase with a simpler word. | |

Rule 10.2(1)

- In reviewing the request for cancellation, a tribunal member will consider
 - a) whether the reason for default or non-compliance was due to an accident, illness or other cause beyond the control of the party making the request,
 - b) whether the party making the request was acting in good faith,
 - c) evidence supporting the request,
 - d) whether the Dispute Response Form shows a defence worth investigating, and
 - e) if there is any delay in submitting the request for cancellation, the reason for that delay, along with evidence for the delay.

Rule 10.2(1)

- In reviewing the request for cancellation, a tribunal member will consider <u>whether</u>
 - a)—whether the reason for default or non-compliance was due to an accident, illness or other cause beyond the control of the party making the request,
 - b) whether the party making the request was acting in good faith,
 - c)—evidence supporting the request,
 - a) the requesting party's failure to respond to the Dispute
 Notice or to comply with the Act, rules or regulations was willful or deliberate.
 - b) the request was made as soon as reasonably possible after the requesting party learned about the decision and order, and
 - c) whether the Dispute
 Response Form shows a
 defence that has merit or is at
 least worth investigating, and
 in the case of a default
 decision.
 - d) if there is any delay in submitting the request for

Rule 10.2(1) was amended to change the factors the tribunal will consider when a party asks to cancel a final order or decision made when the party was in default or non-compliant.

Rules 10.2(1)(a), 10.2(1)(b), and 10.2(1)(c) were removed and replaced by new Rules 10.2(1)(a) and 10.2(1)(b).

Rule 10.2(1)(c) was previously Rule 10.2(1)(d); numbering was altered due to the replacement of Rules 10.2(1)(a), 10.2(1)(b), and 10.2(1)(c) with new Rules 10.2(1)(a) and 10.2(1)(b).

Rule 10.2(1)(d) was repealed.

Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| | cancellation, the reason for | | |
| | that delay, along with | | |
| | evidence for the delay. | | |
| Rule 10.2(2) | Rule 10.2(2) | Rule 10.2(2) was repealed | <u>Click here</u> to |
| 2) Generally, the tribunal will not cancel | [Repealed] | and replaced with a new | see changes |
| a final decision or order that was | | Rule | made to this |
| made when a party was in default or | | | Rule |
| failed to comply with the Act, rules | | | |
| or regulations, if the reason for non- | | | |
| compliance or any delay was within | | | |
| the control of that party. | | | |
| N/A | Rule 10.2(2) | New Rule 10.2(2) was | <u>Click here</u> to |
| | 2) The requesting party has the burden | added to clarify that the | see changes |
| | to provide sufficient evidence on the | party who requests | made to this |
| | <u>factors above.</u> | cancellation must provide | Rule |
| | | sufficient evidence on the | |
| | | factors the tribunal will | |
| | | consider. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| Rule 10.3(1) 1) If the decision and order are cancelled, the tribunal will a) accept the Dispute Response Form as a Dispute Response, b) provide the Dispute Response to all parties, and c) provide further direction to the participating parties for resolution of the dispute. | Rule 10.3(1) 1) If the tribunal cancels the decision and order are cancelled, the tribunal will a) accept the Dispute Response Form as a Dispute Response, b) provide the Dispute Response to all parties, and c) provide further direction to the participating parties for resolution of to resolve the dispute. | Rule 10.3(1) was amended to put it in more plain language. | Click here to see changes made to this Rule |
| Rule 12.1(1) 1) Public requests for information and access to records are governed by the CRT Access to Information and Privacy Policy. | Rule 12.1(1) 1) Public The CRT Access to Information and Privacy Policy governs public requests for information and access to records are governed by the CRT Access to Information and Privacy Policy. | Rule 12.1(1) was amended to put it in more plain language. | Click here to see changes made to this Rule |

Rule 12.1(3)

- 3) In reviewing a public information request the tribunal
 - a) must consider whether the information can be obtained by the requestor from another publicly available source,
 - b) must consider the privacy of any person whose information might be the subject of the request,
 - c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,
 - 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.
 - e) can redact any part of the information it decides to provide to the requestor, and
 - f) can make an order setting out any limitations on the use or handling of any information it chooses to release.

Rule 12.1(3)

- 3) In reviewing a public information request the tribunal
 - a) must consider whether the person making the request can obtain the information can be obtained by the requestor from another publicly available source,
 - b) must consider the privacy of any person whose information might be the subject of the request,
 - c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,
 - 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,
 - e) can redact any part of the information it decides to provide to the requestor disclose, and
 - f) can make an order setting out any limitations on the use or

Rule 12.1(3) was amended to put it in more plain language and use more consistent language. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
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| | handling of any information it chooses to release <u>disclose</u> . | | |
| Rule 12.1(6) | Rule 12.1(6) | Rule 12.1(6) was amended | <u>Click here</u> to |
| 6) Unless the tribunal orders otherwise, | 6) Unless <u>If</u> the tribunal orders | to put it in more plain | see changes |
| medical and employment | otherwise, medical and employment | language. | made to this |
| information or evidence submitted | <u>receives</u> information or evidence | | Rule |
| to the tribunal by a party or through | submitted to the tribunal by <u>related</u> | | |
| an independent medical | to a party's health or employment | | |
| examination will not be disclosed to | status from a party or through an | | |
| a person or organization that is not a | independent medical examination, | | |
| party to the dispute or used for any | the tribunal will not be disclosed | | |
| purpose other than one related to | disclose it to a person or | | |
| the tribunal dispute. | organization that is not a any non- | | |
| | party to the dispute or used <u>use it</u> for | | |
| | any purpose other than one related | | |
| | <u>unrelated</u> to the tribunal dispute. | | |
| Rule 12.3(1) | Rule 12.3(1) | Rule 12.3(1) was amended | <u>Click here</u> to |
| 1) A tribunal officer can validate a | 1) A <u>The</u> tribunal officer can validate a | to make the reference to | see changes |
| record or other document by | record or other document by | the tribunal more | made to this |
| a) including text on a copy of the | a) including text on a copy of the | consistent with the other | Rule |
| document saying it is | document saying it is | rules. | |
| validated, and | validated, and | | |
| b) including a signature on a | b) including a signature on a | | |
| copy of the document. | copy of the document. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| Rule 12.3(2)2) A signature on a validated document produced by the tribunal can be applied electronically. | Rule 12.3(2) 2) A The tribunal may use an electronic signature on to validate a validated record or other document produced by the tribunal can be applied electronically. | Rule 12.3(2) was amended to put it in more plain language and make it more consistent with Rule 12.3(1). | Click here to see changes made to this Rule |
| Rule 12.3(3) 3) A person who wants to obtain a validated copy of a tribunal document must a) provide the information required for the request, and b) pay the required fee. | Rule 12.3(3) 3) A person who wants to obtain a validated copy of a tribunal record or other document must a) provide the information required for the request, and b) pay the required fee. | Rule 12.3(3) was amended to make it more consistent with Rule 12.3(1). | Click here to see changes made to this Rule |

| Glossary | Glossary | The Glossary was | <u>Click here</u> to |
|---|---|---------------------------|----------------------|
| "Accident claim" in the CRT Act is the | "Accident claim" in the CRT Act is the | amended to make | see changes |
| same as "motor vehicle injury" in the | same as "motor vehicle injury" in the | references to the Civil | made to the |
| rules. | rules. | Resolution Tribunal Act | Glossary |
| | | more consistent. | |
| "Civil Resolution Tribunal Act" in the | "Civil Resolution Tribunal Act" in the | | |
| CRT Act is the same as "CRT Act" in the | CRT Act is the same as "CRT Act" in the | The definition of "minor" | |
| rules. | rules. | was also added. | |
| "Default" in the rules refers to a situation where a party does not comply with section 7(2) of the <i>CRT</i> Act. | "Default" in the rules refers to a situation where a party does not comply with section 7(2) of the CRT Act. | | |
| "Initiating notice" in the CRT Act is the | "Hearing" in the CRT Act is the same as | | |
| same as "Dispute Notice" in the rules. | "tribunal decision process" in the rules. | | |
| | μ. σ. | | |
| "Initiating party" in the CRT Act is the | "Initiating notice" in the CRT Act is the | | |
| same as "applicant" in the rules, or a respondent who wants to make a | same as "Dispute Notice" in the rules. | | |
| counterclaim or third party claim under | "Initiating party" in the CRT Act is the | | |
| the rules. | same as "applicant" in the rules, or a | | |
| the raics. | respondent who wants to make a | | |
| "Request for tribunal resolution" in the | counterclaim or third party claim under | | |
| CRT Act is the same as "Dispute | the rules. | | |
| Application" in the rules. | | | |
| | <u>"Minor" means an individual who is</u> | | |
| "Responding party" in the CRT Act is the | under 19 years of age. | | |
| same as "respondent" in the rules. | | | |
| | "Request for tribunal resolution" in the | | |
| | CRT Act is the same as "Dispute | | |
| | Application" in the rules. | | |
| | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|---|-----------|---------------------------|
| | "Responding party" in the CRT Act is the | | |
| | same as "respondent" in the rules. | | |

Amendment Date: May 1, 2020

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

Rule 1.15(3)

- 3) In considering a request from a party to pause the tribunal process, the tribunal may consider
 - a) the reason the party is requesting that the tribunal process be paused,
 - b) whether all parties consent to pausing the tribunal process,
 - c) any prejudice to the other parties if the tribunal process is paused,
 - d) whether there have been previous delays in the tribunal process, and the reasons for those delays,
 - e) whether the tribunal's mandate supports pausing the tribunal process,
 - f) other legislation which applies to the dispute and to the request for the dispute to be paused,
 - g) whether it is in the interests of justice and fairness to pause the tribunal process, and
 - h) any other factors the tribunal considers appropriate.

Rule 1.15(3)

- 3) In considering a request from a party to extend or shorten any timeline for any step or phase of the tribunal process, or to pause the tribunal process, the tribunal may consider
 - a) the reason the party is requesting that the tribunal process be paused for the request.
 - b) whether all parties consent topausing the tribunal process,
 - c) any prejudice to the other parties if the tribunal processis paused,
 - d) whether there have been previous delays in the tribunal process, and the reasons for those delays,
 - e) whether the tribunal's mandate supports pausing the tribunal process,
 - f) other legislation which applies to the dispute and to the request for the dispute to be paused.
 - g) whether it is in the interests of justice and fairness to pause the tribunal process, and
 - h) any other factors the tribunal considers appropriate.

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. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---|----------------------------|---------------------------|
| N/A | Rule 2.1(4) | New Rule 2.1(4) | <u>Click here</u> to |
| | 4) An application for dispute | establishes a character | see changes |
| | resolution must not exceed the | limit for applications for | made to this |
| | character limits set out in the | dispute resolution, | Rule |
| | Dispute Application Form. | whether filed | |
| | | electronically or in hard | |
| | | сору. | |
| Rule 5.5 | Rule 5.5 | The heading for Rule 5.5 | <u>Click here</u> to |
| Damages in Motor Vehicle Injury | Damages in Motor Vehicle Injury | was updated to reflect | see changes |
| Disputes with a Minor Injury | Disputes with a Minor Injury | amendments made | made to this |
| | | January 1, 2020. | Rule |
| Rule 6.1(2) | Rule 6.1(2) | Rule 6.1(2) has had the | <u>Click here</u> to |
| 2) A party can ask the tribunal | 2) A party can ask the tribunal | words "one or more of" | see changes |
| member for permission to withdraw | member for permission to withdraw | added for consistency | made to this |
| its claims after the dispute has been | one or more of its claims after the | with the language used | Rule |
| assigned to a tribunal member for | dispute has been assigned to a | in Rule 6.1(1). | |
| adjudication by contacting the | tribunal member for adjudication | | |
| tribunal. | by contacting the tribunal. | | |
| N/A | Rule 6.1(3) | New Rule 6.1(3) was | <u>Click here</u> to |
| | 3) A party who withdraws a claim can | added to make it clear | see changes |
| | only pursue the claim with the | that a party who | made to this |
| | permission of the tribunal. | withdraws their claim | Rule |
| | | may not pursue it | |
| | | without the tribunal's | |
| | | permission. | |

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

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---|--|
| N/A | Rule 8.7(3) 3) Every witness may be required to make a solemn affirmation before giving evidence at an oral hearing. | 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. | Click here to see changes made to this Rule |
| Rule 12.1(6) 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. | Rule 12.1(6) 6) Unless the tribunal orders otherwise, medical and employment 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. | Click here to see changes made to this Rule |

Amendment Date: January 1, 2020

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--|--|
| Rule 1.3 (1) 2) All parties in a dispute being resolved by the tribunal must a) make themselves available to participate in the tribunal process, b) behave and communicate in a respectful manner, and c) follow the directions provided by tribunal members and case | Rule 1.3 (1) 1) All parties in a dispute being resolved by the tribunal must a) make themselves available to participate in the tribunal process, b) participate in any case management activities or hearings held by the tribunal, c) behave and communicate in a | 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. Rule 1.3(1)(c) was previously Rule 1.3(1)(b); numbering was altered | Click here to see changes made to this Rule |
| managers. | respectful manner, and d) follow the directions provided by tribunal members and case managers. | due to the addition of the new Rule 1.3(1)(b), but the text was not changed. 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. | |

| | PREVIOUS RULE | | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|----|---|-----------|--|------------------------------|---------------------------|
| N/ | [′] A | | ule 1.3 (4) | New Rule 1.3(4) was | <u>Click here</u> to |
| | | <u>4)</u> | All parties, representatives and | added to provide for a | see changes |
| | | | helpers must comply with the | Code of Conduct for | made to this |
| | | | tribunal's Code of Conduct for | Parties, Representatives | Rule |
| | | | <u>Parties, Representatives and Helpers.</u> | 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. | |
| Ru | ule 1.4 (1) | Rι | ıle 1.4 (1) | The word "CRT" was | <u>Click here</u> to |
| 1) | If a party does not comply with the | 1) | If a party does not comply with the | added for clarity and for | see changes |
| | Act, a rule or an order at any stage of | | <u>CRT</u> Act, a rule, or an order <u>or a</u> | consistency with the | made to this |
| | a tribunal proceeding, the party is | | <u>direction</u> at any stage of a tribunal | terminology used by the | Rule |
| | non-compliant. | | proceeding, the party is non- compliant. | tribunal in other places. | |
| | | | | The words "or a direction" | |
| | | | | were added for | |
| | | | | consistency, because the | |
| | | | | CRTA 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. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-------------------------------------|---|----------------------------|---------------------------|
| Rule 1.4(2) | Rule 1.4(2) | The words "or a direction" | <u>Click here</u> to |
| 2) If a party is non-compliant, the | 2) If a party is non-compliant, the | were added for | see changes |
| tribunal may | tribunal may | consistency, because the | made to this |
| a) decide the dispute relying | a) decide the dispute relying | CRTA and CRT Rules | Rule |
| only on the information and | only on the information and | allow the case manager | |
| evidence that was provided in | evidence that was provided in | to refer a party's non- | |
| compliance with the Act, a | compliance with the Act, a | compliance with | |
| rule or an order, | rule or an order <u>or a direction</u> , | directions to a tribunal | |
| b) conclude that the non- | b) conclude that the non- | member for a decision or | |
| compliant party has not | compliant party has not | order. | |
| provided information or | provided information or | | |
| evidence because the | evidence because the | | |
| information or evidence | information or evidence | | |
| would have been | would have been | | |
| unfavourable to that party's | unfavourable to that party's | | |
| position, and make a finding | position, and make a finding | | |
| of fact based on that | of fact based on that | | |
| conclusion, | conclusion, | | |
| c) dismiss the claims brought by | c) dismiss the claims brought by | | |
| a party that did not comply | a party that did not comply | | |
| with the Act, a rule or an | with the Act, a rule or an order | | |
| order, and | <u>or a direction,</u> and | | |
| d) require the non-compliant | d) require the non-compliant | | |
| party to pay to another party | party to pay to another party | | |
| any fees and other reasonable | any fees and other reasonable | | |
| expenses that arose because | expenses that arose because | | |
| of a party's non-compliance | of a party's non-compliance | | |
| with the Act, a rule or an | with the Act, a rule or an order | | |
| order. | <u>or a direction</u> . | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 1.8(1) 1) Every party or representative of a party must provide contact information including a) an email address or the reasons why that party or representative cannot provide an email address, b) a mailing address, and c) a telephone number. | Rule 1.8(1) 3) Every party or and representative of a party must provide contact information including a) an email address or the reasons why that party or representative cannot provide an email address, b) a mailing address, and c) a telephone number. | The word "or" has been changed to "and" because the tribunal process requires contact information for both the representative and the party. | Click here to see changes made to this Rule |
| Rule 1.14 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. | Rule 1.14 1) 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. 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. | 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. 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. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|---|---------------------------|---------------------------|
| N/A | Rule 1.15(3) | New Rule 1.15(3) was | <u>Click here</u> to |
| | 3) In considering a request from a party | added to provide the list | see changes |
| | to pause the tribunal process, the | of factors that the | made to this |
| | <u>tribunal may consider</u> | tribunal may consider | Rule |
| | a) <u>the reason the party is</u> | when a party requests | |
| | requesting that the tribunal | that a tribunal | |
| | process be paused, | proceeding be paused. | |
| | b) <u>whether all parties consent to</u> | | |
| | pausing the tribunal process, | | |
| | c) <u>any prejudice to the other</u> | | |
| | parties if the tribunal process | | |
| | <u>is paused,</u> | | |
| | d) <u>whether there have been</u> | | |
| | previous delays in the tribunal | | |
| | process, and the reasons for | | |
| | <u>those delays,</u> | | |
| | e) <u>whether the tribunal's</u> | | |
| | mandate supports pausing | | |
| | the tribunal process, | | |
| | f) <u>other legislation which applies</u> | | |
| | to the dispute and to the | | |
| | request for the dispute to be | | |
| | <u>paused,</u> | | |
| | g) whether it is in the interests of | | |
| | justice and fairness to pause | | |
| | the tribunal process, and | | |
| | h) <u>any other factors the tribunal</u> | | |
| | considers appropriate. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|--|--|
| N/A | A) 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. | New Rule 1.15(4) was added to reflect the tribunal's practice of extending deadlines which fall on weekends or statutory holidays to the next day which is not a weekend or statutory holiday. | Click here to see changes made to this Rule |
| N/A | Rule 1.18 3) 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 a) the tribunal's mandate, b) whether there are related legally binding processes underway, c) the relative impacts on each party of the tribunal refusing to resolve the claim or dispute, and d) any other factors the tribunal considers appropriate. | 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. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|--------------------------------|------------------------------|
| Rule 2.2(1) | Rule 2.2(1) | The words "on behalf of | <u>Click here</u> to |
| 1) The tribunal will serve the Dispute | 1) The tribunal will serve the Dispute | an applicant" were added | see changes |
| Notice and instructions for response | Notice and instructions for response | to Rule 1.1(1) to clarify that | made to this |
| on a respondent by regular mail if | on behalf of an applicant on a | if the tribunal serves the | Rule |
| a) the applicant has provided | respondent by regular mail if | respondent in these | |
| the name and address | a) the applicant has provided | circumstances, then the | |
| information required for | the name and address | applicant does not need | |
| service by ordinary mail, | information required for | to do so as well. | |
| b) the mailing address for the | service by ordinary mail, | | |
| respondent is in Canada, and | b) the mailing address for the | The word "ordinary" was | |
| c) the respondent is a person, | respondent is in Canada, and | removed from Rule | |
| corporation, strata | c) the respondent is a person, | 1.1(1)(b) because the | |
| corporation, partnership, | corporation, strata | introduction to this rule | |
| society, co-operative | corporation, <u>section of a strata</u> | sets out that the tribunal | |
| association or municipality. | <u>corporation,</u> partnership, society, co-operative | will serve by regular mail. | |
| | association or municipality. | 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 tribunal may | |
| | | serve on the applicant's | |
| | | behalf. This is consistent | |
| | | with existing tribunal | |
| | | practice. | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|-----------------------------|------------------------------|
| Rule 2.2(2) | Rule 2.2(2) | The words "by regular | <u>Click here</u> to |
| 2) A Dispute Notice and instructions for | 2) A Dispute Notice and instructions for | mail" were added to | see changes |
| response served by the tribunal are | response served by the tribunal <u>by</u> | clarify that this rule only | made to this |
| deemed received 10 days after the | <u>regular mail</u> are deemed <u>considered</u> | applies to Dispute | Rule |
| day they are mailed by the tribunal | received 10 days after the day they | Notices served by regular | |
| unless | are mailed by the tribunal unless | mail. | |
| a) the tribunal receives | a) the tribunal receives | | |
| notification that the Dispute | notification that the Dispute | The word "deemed" was | |
| Notice and instructions for | Notice and instructions for | changed to "considered" | |
| response are received earlier, | response are received earlier, | as a housekeeping | |
| or | or | amendment for | |
| b) the tribunal receives | b) the tribunal receives | consistency with | |
| satisfactory information that | satisfactory information that | language used | |
| the Dispute Notice and | the Dispute Notice and | throughout the rules. | |
| instructions for response were | instructions for response were | | |
| not received by the | not received by the | | |
| respondent. | respondent. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|-----------------------------|---------------------------|
| Rule 2.2(3) | Rule 2.2(3) | The words "sent by the | <u>Click here</u> to |
| 3) The tribunal will advise the applicant | 3) The tribunal will advise the applicant | tribunal" were added to | see changes |
| that the applicant must serve the | that the applicant must serve the | Rule 2.2(3)(b) to clarify | made to this |
| Dispute Notice and instructions for | Dispute Notice and instructions for | that if the tribunal serves | Rule |
| response if | response if | the respondent, then the | |
| a) the applicant does not | a) the applicant does not provide | applicant does not need | |
| provide the tribunal with the | the tribunal with the | to do so as well. | |
| information required for the | information required for the | | |
| tribunal to serve the Dispute | tribunal to serve the Dispute | | |
| Notice and instructions for | Notice and instructions for | | |
| response, | response, | | |
| b) the tribunal receives | b) the tribunal receives | | |
| satisfactory information that | satisfactory information that | | |
| the Dispute Notice and | the Dispute Notice and | | |
| instructions for response were | instructions for response <u>sent</u> | | |
| not received by the | by the tribunal were not | | |
| respondent, or | received by the respondent, or | | |
| c) the tribunal is unable to serve | c) the tribunal is unable to serve | | |
| the Dispute Notice and | the Dispute Notice and | | |
| instructions for response for | instructions for response for | | |
| any other reason. | any other reason. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|---|
| Rule 2.2(4) 4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must 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, 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 c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal. | Rule 2.2(4) 4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must 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 by i. a method permitted by these rules for serving the type of respondent, or ii. another method ordered by the tribunal, 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 c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal. | 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). | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|----------------------------|---------------------------|
| Rule 2.2(5) | Rule 2.2(5) | The words "or dismiss" | Click here to |
| 5) The tribunal may refuse to resolve or | 5) The tribunal may refuse to resolve or | were removed from Rule | see changes |
| dismiss the dispute if | dismiss the <u>a</u> dispute if | 2.2(5) to reflect that the | made to this |
| a) the Dispute Notice and | a) the Dispute Notice and | tribunal would not yet | Rule |
| instructions for response are | instructions for response are | have jurisdiction at this | |
| not served on every | not served on every | stage of the proceeding. | |
| respondent within 90 days | respondent within 90 days | | |
| from the day the Dispute | from the day the Dispute | | |
| Notice is issued by the | Notice is issued by the | | |
| tribunal, and | tribunal, and | | |
| b) the applicant has not | b) the applicant has not | | |
| requested an extension for | requested an extension for | | |
| service or withdrawn their | service or withdrawn their | | |
| claim against any parties not | claim against any parties not | | |
| served. | served. | | |
| Rule 2.2(6) | Rule 2.2(6) was added to reflect the | May 1, 2023 | <u>Click here</u> to |
| 6) If the tribunal serves a Dispute | tribunal's practice of requiring the | | see all changes |
| Notice and instructions for response | applicant to serve a Dispute Notice to a | | made this date |
| on a strata corporation and the | strata council member or strata | | |
| strata corporation does not provide a | manager if the Dispute Notice is | | |
| completed Dispute Response Form | originally served by the tribunal and the | | |
| within the timeframe provided for in | strata corporation does not file a | | |
| these rules, an applicant must also | Dispute Response. | | |
| provide a copy of the Dispute Notice | | | |
| and instructions for response by | | | |
| delivery in person or registered mail | | | |
| to a member of the strata council or | | | |
| the strata manager. | | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---|--|
| Rule 2.2(7) 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. | Rule 2.2(7) 7) Unless otherwise specified in these rules, 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. | 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. The words "on a respondent" were removed from Rule 2.2(7) because they were | Click here to see changes made to this Rule |
| Rule 2.3 | Rule 2.3 | redundant. Rule 2.3 was repealed | Click here to |
| 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. 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. | [repealed] | because of the changes made to Rule 2.4 (which clarify the rules that apply when serving by email). | see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|--|--|
| Rule 2.4(1) 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. | Rule 2.4(1) 1) A Dispute Notice and instructions for response served by sent by the tribunal or an applicant by email are considered received on the date shown on the emailed reply from served only if the respondent acknowledges receipt of the Dispute Notice by a) replying to the email, b) contacting the tribunal to make a request specific to the dispute, or c) otherwise confirming receipt of the Dispute Notice. | Changes to Rule 2.4(1) clarify the specific situations when a Dispute Notice sent by email will be considered valid service. | Click here to see changes made to this Rule |
| Rule 2.6 (1) 5) If the respondent is a strata corporation or a section of a strata corporation as defined in the Strata Property Act, a Dispute Notice and instructions for response must be served 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 b) by delivery in person to a council member. | Rule 2.6 (1) 1) If the respondent is a strata corporation or a section of a strata corporation as defined in the Strata Property Act, a Dispute Notice and instructions for response must be served 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 b) by delivery in person to a council member. | 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. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|-----------------------------|------------------------------|
| N/A | Rule 2.6(2) | New Rule 2.6(2) was | <u>Click here</u> to |
| | 6) If the respondent is a section of a | added to address how to | see changes |
| | strata corporation as defined in the | serve a section of a strata | made to this |
| | Strata Property Act, a Dispute Notice | corporation. | Rule |
| | and instructions for response must | | |
| | <u>be served</u> | | |
| | a) <u>by registered mail, courier</u> | | |
| | <u>delivery requiring a signature</u> | | |
| | or delivery in person to the | | |
| | section at its most recent | | |
| | mailing address on file in the | | |
| | <u>Land Title Office, or</u> | | |
| | b) <u>by delivery in person to an</u> | | |
| | executive member of the | | |
| | section. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|---|----------------------------|---------------------------|
| N/A | Rule 2.6(3) | New Rule 2.6(3) was | <u>Click here</u> to |
| | 7) If a strata corporation or section is | added to ensure that the | see changes |
| | served with a Dispute Notice and | strata corporation or | made to this |
| | instructions for response at its most | section of a strata | Rule |
| | recent mailing address on file in the | corporation is always | |
| | Land Title Office, an applicant must | provided with notice of a | |
| | also provide a copy of the Dispute | CRT dispute at a currently | |
| | Notice and instructions for response | monitored address. | |
| | a) <u>if the claim is against a strata</u> | | |
| | corporation, by delivery in | | |
| | person or regular mail to a | | |
| | member of the strata council | | |
| | or the property manager for | | |
| | the strata corporation, | | |
| | b) <u>if the claim is against a section</u> | | |
| | 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. | | |
| Rule 4.3(1) | Rule 4.3(1) | The words "unless the | <u>Click here</u> to |
| 2) When the tribunal makes a default | 1) <u>Unless the tribunal decides</u> | tribunal decides | see changes |
| decision and order, it will | otherwise, when the tribunal makes | otherwise" were added to | made to this |
| a) assume a respondent is liable, | a default decision and order, it will | Rule 4.3(1) to provide for | Rule |
| and | a) assume a respondent is liable, | circumstances where a | |
| b) resolve the dispute without a | and | tribunal member may not | |
| respondent's participation. | b) resolve the dispute without a | assume the respondent is | |
| | respondent's participation. | liable. | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| | PREVIOUS RULE | | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------------------------------|---|---------------|---|-----------------------------|------------------------------|
| | e 5.5(1) | Rule 5.5 | · - | Rule 5.5(1) was repealed | Click here to |
| 1) | The amount of damages in a motor | [repealed | | because it is not | see changes |
| | vehicle injury dispute which | | | necessary to reproduce or | made to this |
| | involves a minor injury are | | | paraphrase the | Rule |
| | presumed to be less than or equal | | | presumption set out in | |
| | to the tribunal limit amount, unless | | | s.135 of the <i>CRTA</i> . | |
| | a party establishes that there is a substantial likelihood that the | | | | |
| | | | | | |
| | damages will exceed the tribunal limit amount. | | | | |
| Dul | e 5.5(2) | Rule 5.5 | (2) | The text of Rule 5.5(2) was | <u>Click here</u> to |
| 2) | If a party informs the tribunal that | , | arty informs the tribunal that | updated because the | see changes |
| \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ | they believe there is a substantial | - | pelieve there is a substantial | process will apply | made to this |
| | likelihood that the damages will | 3 | nood that the damages will, <u>or</u> | whether the motor | Rule |
| | exceed the tribunal limit amount, | | ase manager identifies, that the | vehicle dispute involves a | Rule |
| | the tribunal may | | iges that will be awarded in a | minor injury or not. | |
| | <u>fl</u> set timelines for the parties to | | r vehicle injury dispute may | | |
| | submit evidence, | <u>-</u> | ed the tribunal limit amount, | The "substantial | |
| | <u>a)</u> set timelines for the parties to | | ibunal may | likelihood" requirement | |
| | provide submissions, and | <u>e)</u> | set timelines for the parties to | has been removed from | |
| | h) refer the determination to a | <u> </u> | submit evidence, | 5.5(2) and incorporated | |
| | tribunal member. | <u>f)</u> | set timelines for the parties to | into 5.5(3) for increased | |
| | | '' | provide arguments, and | clarity. | |
| | | <u>a)</u> | refer the determination to a | | |
| | | 31 | tribunal member. | | |
| | | | triburial frieffiber. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| Rule 5.5(3) 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. | Rule 5.5(3) 3) The tribunal may refuse to resolve a motor vehicle injury dispute about damages if a) 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 b) it determines that the total amount of damages, excluding interest and expenses, in an accident claim | The text of Rule 5.5(3) was updated to reflect the tests set out in section 135 of the <i>CRTA</i> , and to provide harmony with Rule 5.5(2). | Click here to see changes made to this Rule |
| Rule 6.1(2) 2) A party can ask the tribunal member for permission to withdraw its claims during the tribunal decision process by contacting the case manager. | will likely exceed \$50,000. Rule 6.1(2) 2) A party can ask the tribunal member for permission to withdraw its claims during after the dispute has been assigned to a tribunal decision-process member for adjudication by contacting the case manager tribunal. | 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. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|------------------------------------|--|---------------------------|------------------------------|
| Rule 7.3(1) | Rule 7.3(1) | The word "submissions" | <u>Click here</u> to |
| 3) The case manager can direct the | 1) The case manager can direct the | was changed to | see changes |
| parties to complete a Tribunal | parties to complete a Tribunal | "arguments" throughout | made to this |
| Decision Plan, including directing | Decision Plan, including directing | the rules. The term | Rule |
| the parties to | the parties to | "submissions" is broader, | |
| a) provide information and | a) provide information and | and includes both | |
| evidence relating to any | evidence relating to any | arguments and evidence. | |
| claims or issues, | claims or issues, | Using the term | |
| b) provide information and | b) provide information and | "arguments" when | |
| explanations relating to their | explanations relating to their | referring to arguments is | |
| own or to another party's | own or to another party's | clearer and more precise. | |
| positions and submissions, | positions and submissions | | |
| c) provide an agreed statement | arguments, | | |
| of facts, | c) provide an agreed statement | | |
| d) exchange all the information | of facts, | | |
| and evidence required by the | d) exchange all the information | | |
| plan with the other parties, | and evidence required by the | | |
| e) respond to any submissions or | plan with the other parties, | | |
| evidence provided by other | e) respond to any submissions | | |
| parties, and | <u>arguments</u> or evidence | | |
| f) complete any of the steps | provided by other parties, and | | |
| required by the plan by | f) complete any of the steps | | |
| specific dates or within | required by the plan by | | |
| specific timelines. | specific dates or within | | |
| | specific timelines. | | |

| | PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|-----|--------------------------------------|--|---------------------------|---------------------------|
| | e 7.3(2) | Rule 7.3(2) | The word "submissions" | <u>Click here</u> to |
| 4) | For all disputes other than disputes | 2) For all disputes other than disputes | was changed to | see changes |
| | under the tribunal's motor vehicle | under the tribunal's motor vehicle | "arguments" throughout | made to this |
| | injury jurisdiction, the default | injury jurisdiction, the default | the rules. The term | Rule |
| | timelines for completing the | timelines for completing the | "submissions" is broader, | |
| | submissions portion of the Tribunal | submissions arguments portion of | and includes both | |
| | Decision Plan are | the Tribunal Decision Plan are | arguments and evidence. | |
| | a) 7 days for the applicant to | a) 7 days for the applicant to | Using the term | |
| | provide submissions, | provide submissions | "arguments" when | |
| | b) 7 days for the respondent to | arguments, | referring to arguments is | |
| | respond, and | b) 7 days for the respondent to | clearer and more precise. | |
| | c) 3 days for the applicant to | respond, and c) 3 days for the applicant to | | |
| | reply. | reply. | | |
| Dul | le 7.3(3) | Rule 7.3(3) | The word "submissions" | Click here to |
| 3) | For disputes under the tribunal's | 3) For disputes under the tribunal's | was changed to | see changes |
|) | motor vehicle injury jurisdiction, | motor vehicle injury jurisdiction, the | "arguments" throughout | made to this |
| | the default timelines for | default timelines for completing the | the rules. The term | Rule |
| | completing the submissions | submissions arguments portion of | "submissions" is broader, | raic |
| | portion of the Tribunal Decision | the Tribunal Decision Plan are | and includes both | |
| | Plan are | a) 10 days for the applicant to | arguments and evidence. | |
| | a) 10 days for the applicant to | provide submissions | Using the term | |
| | provide submissions, | arguments, | "arguments" when | |
| | b) 10 days for the respondent to | b) 10 days for the respondent to | referring to arguments is | |
| | respond, and | respond, and | clearer and more precise. | |
| | c) 7 days for the applicant to | c) 7 days for the applicant to | · | |
| | reply. | reply. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| Rule 7.3(4) 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. | A) Unless the case manager directs otherwise, the timelines for completing the submissions arguments portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run. | 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. | Click here to see changes made to this Rule |
| Rule 7.3(5) 5) Unless the case manager directs otherwise, submissions are limited to a) 20,000 characters (approximately 10 pages) for the applicant's submissions, b) 20,000 characters (approximately 10 pages) for the respondent's submissions, and c) 10,000 characters (approximately 5 pages) for the applicant's reply. | Rule 7.3(5) 5) Unless the case manager directs otherwise, submissions a claim is for interest or dispute-related fees and expenses, arguments are limited to a) 20,000 characters (approximately 10 pages) per claim for the an applicant's submissions arguments, b) 20,000 characters (approximately 10 pages) per claim for the a respondent's submissions arguments, and c) 10,000 characters (approximately 5 pages) per claim for the an applicant's reply. | 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). The words "approximately pages" were removed to reduce confusion regarding the allowed | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|----------|--|---------------------------|
| | | limits for arguments. | |
| | | 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. | |
| | | 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. | |

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

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|---|--|--|
| Rule 7.3(8) 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. | Rule 7.3(8) 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 arguments. | 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. | Click here to see changes made to this Rule |
| Rule 8.3 (1) 2) A party may not rely on an expert opinion unless the party provides the expert's evidence to all other parties a) within 21 days of the case manager notifying the parties that facilitation has ended, or b) the deadline set by the case manager or tribunal member. | Rule 8.3 (1) 1) Unless the tribunal decides otherwise, a party may not rely on an expert opinion unless the party provides the expert's evidence to all other parties a) within 21 days of the case manager notifying the parties that facilitation has ended, or b) the deadline set by the case manager or tribunal member. | The words "unless the tribunal decides otherwise" were added to Rule 8.3(1) to reflect the tribunal's discretion. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|--|--|
| Rule 8.3(5) | Rule 8.3(5) | The word "case manager" | <u>Click here</u> to |
| 5) The case manager can a) direct a party to obtain expert opinion evidence, or b) direct multiple parties to retain a joint expert to | 5) The case manager <u>tribunal</u> can a) direct a party to obtain expert opinion evidence, or b) direct multiple parties to retain a joint expert to | was changed to "tribunal" in Rule 8.3(5) because "tribunal" is a broader term and reflects that a tribunal member may | see changes made to this Rule |
| produce expert opinion evidence. | produce expert opinion evidence. | make these directions. | |
| Rule 8.3(8) 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. | Rule 8.3(8) 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 arguments. | 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. | Click here to see changes made to this Rule |
| Rule 8.3(10) 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. | Rule 8.3(10) 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 arguments. | 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. | Click here to see changes made to this Rule |

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

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|-----------|------------------------------|
| | may consider whether the nature | | |
| | of the dispute or extraordinary | | |
| | circumstances that make an in- | | |
| | person hearing necessary in the | | |
| | interests of justice. | | |
| | 6) <u>Unless the tribunal orders</u> | | |
| | otherwise, to request an oral | | |
| | hearing a party must indicate the | | |
| | reasons for their request in the | | |
| | <u>Tribunal Decision Plan.</u> | | |
| | 7) <u>If the tribunal orders an oral</u> | | |
| | hearing it will issue a Notice of | | |
| | <u>Hearing containing:</u> | | |
| | a) <u>the time and date of the</u> | | |
| | <u>hearing</u> | | |
| | b) <u>how the hearing will be</u> | | |
| | <u>conducted,</u> | | |
| | c) <u>instructions for providing</u> | | |
| | <u>witness lists, and</u> | | |
| | d) <u>any other information the</u> | | |
| | tribunal considers necessary. | | |

| | PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|----|--|---|---------------------------|---------------------------|
| Ru | le 9.1 | Rule 9.2 | Rule 9.2 was previously | <u>Click here</u> to |
| 1) | A party, or representative of a party, | 1) A party, or representative of a party, | Rule 9.1; numbering was | see changes |
| | must not contact a tribunal | must not contact a tribunal member | altered due to the | made to this |
| | member directly about a dispute. | directly about a dispute. | addition of the new Rule | Rule |
| 2) | If a party, or representative of a | 2) If a party, or representative of a | 9.1, but the text was not | |
| | party, contacts a tribunal member | party, contacts a tribunal member | changed. | |
| | directly about a dispute, the | directly about a dispute, the | | |
| | tribunal may | tribunal may | | |
| | a) find the party to be non- | a) find the party to be non- | | |
| | compliant if the dispute is | compliant if the dispute is | | |
| | ongoing, | ongoing, | | |
| | b) exercise its discretion to | b) exercise its discretion to | | |
| | refuse to resolve the dispute, | refuse to resolve the dispute, | | |
| | c) refuse to resolve future | c) refuse to resolve future | | |
| | disputes brought by that | disputes brought by that | | |
| | party, or | party, or | | |
| | d) take any other action the | d) take any other action the | | |
| | tribunal deems necessary. | tribunal deems necessary. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|---|---|--|
| Rule 9.2 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. 2) In small claims disputes the | Rule 9.3 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. 2) In small claims disputes the | 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. | Click here to see changes made to this Rule |
| tribunal will provide any Orders resolving the dispute once the tim for making a Notice of Objection has passed without the tribunal receiving a Notice of Objection. 3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute. 4) If the tribunal changes the date for providing its final decision and orders, it will notify the parties of | for making a Notice of Objection has passed without the tribunal receiving a Notice of Objection. 3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute. | | |

Rule 9.3

- On request of a party or on the tribunal's own initiative, the tribunal will take reasonable steps to protect the privacy of nonparties and will use initials in place of full names or use other descriptions where the tribunal considers it appropriate to do so.
- 2) A final decision or order can include
 - a) an order for a party to pay money,
 - b) an order requiring a party to do or stop doing something, and
 - c) any order, terms or conditions the tribunal considers appropriate.
- 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
 - a) the Public Guardian and Trustee on behalf of that child, or
 - b) a trustee appointed under section 179 of the Family Law Act.
- 4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement

Rule 9.4

- 1) On request of a party or on the tribunal's own initiative, the tribunal will take reasonable steps to protect the privacy of nonparties and will use initials in place of full names or use other descriptions where the tribunal considers it appropriate to do so.
- 2) <u>[repealed]</u>
- 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
 - a) the Public Guardian and Trustee on behalf of that child, or
 - b) a trustee appointed under section 179 of the *Family Law Act*.
- 4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement
 - 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,

Rule 9.4 was previously Rule 9.3. Numbering was altered due to the addition of the new Rule 9.1.

Rule 9.4(2) was repealed because it is contained in the *CRTA* for strata disputes, and these types of orders are not available in all other disputes under other areas of the tribunal's jurisdiction. Click here to see changes made to this Rule

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|-------------------------------------|
| 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, b) to make the payment to the party's legal representative, or 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. | b) to make the payment to the party's legal representative, or 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. | | |
| Rule 9.4 | Rule 9.5 | Rule 9.5 was previously | <u>Click here</u> to |
| 3) 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. 4) A final decision or order can also | 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. A final decision or order can also | Rule 9.4. Numbering was altered due to the addition of the new Rule 9.1. The word "in" was changed to "to" in Rule 9.5(2)(a) as a housekeeping amendment, to correct a | see changes made to this Rule |
| include a requirement for one party | include a requirement for one party | typo. | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| | PREVIOUS RULE | | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|----|-------------------------------------|----|---|---------------------------|---------------------------|
| | to pay to another party in the | | to pay to another party in the | | |
| | dispute some or all of | | dispute some or all of | Rule 9.5(5) was added to | |
| | a) any tribunal fees paid by the | | a) any tribunal fees paid by the | reflect that the tribunal | |
| | other party in relation in the | | other party in relation in <u>to</u> the | does not typically order | |
| | dispute, | | dispute, | one party to pay another | |
| | b) any fees and expenses paid by | | b) any fees and expenses paid by | party for time spent | |
| | a party in relation to witness | | a party in relation to witness | dealing with a dispute. | |
| | fees and summonses, and | | fees and summonses, and | | |
| | c) any other reasonable | | c) any other reasonable | | |
| | expenses and charges that | | expenses and charges that | | |
| | the tribunal considers directly | | the tribunal considers directly | | |
| | related to the conduct of the | | related to the conduct of the | | |
| | tribunal process. | | tribunal process. | | |
| 5) | The tribunal will not order one | 3) | The tribunal will not order one | | |
| | party to pay to another party any | | party to pay to another party any | | |
| | fees charged by a lawyer or another | | fees charged by a lawyer or another | | |
| | representative in the tribunal | | representative in the tribunal | | |
| | dispute process unless | | dispute process unless | | |
| | a) the dispute is under the | | a) the dispute is under the | | |
| | tribunal's motor vehicle injury | | tribunal's motor vehicle injury | | |
| | jurisdiction, or | | jurisdiction, or | | |
| | b) the dispute is under another | | b) the dispute is under another | | |
| | area of the tribunal's | | area of the tribunal's | | |
| | jurisdiction, and the tribunal | | jurisdiction, and the tribunal | | |
| | determines that there are | | determines that there are | | |
| | extraordinary circumstances | | extraordinary circumstances | | |
| | which make it appropriate to | | which make it appropriate to | | |
| | order one party to pay to | | order one party to pay to | | |
| | another party fees charged by | | another party fees charged by | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|-----------|------------------------------|
| a lawyer or other representative. 6) 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 a) the complexity of the dispute, b) the degree of involvement by the representative, c) whether a party or representative's conduct has caused unnecessary delay or expense, and d) any other factors the tribunal considers appropriate. | a lawyer or other representative. 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 a) the complexity of the dispute, b) the degree of involvement by the representative, c) whether a party or representative's conduct has caused unnecessary delay or expense, and d) any other factors the tribunal considers appropriate. 5) Except in extraordinary circumstances, the tribunal will not order one party to pay another party compensation for time spent dealing with the tribunal | RATIONALE | LIST BY RULE |
| | proceeding. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|----------------------------|---------------------------|
| N/A | Rule 10.1(2) | New Rule 10.1(2) was | <u>Click here</u> to |
| | 2) <u>Unless the tribunal orders otherwise</u> , | added to balance | see changes |
| | a party requesting cancellation of a | potential prejudice to an | made to this |
| | final decision or order that was made | applicant associated with | Rule |
| | when that party was in default or | the amendments to the | |
| | failed to comply with the Act, rules or | CRT Rules on April 1, 2019 | |
| | regulations must apply to cancel the | which allow the tribunal | |
| | decision or order within 28 days after | to serve the Dispute | |
| | the party is considered to have | Notice and instructions | |
| | received notice of the decision or | for response in most | |
| | <u>order.</u> | disputes. | |
| Rule 10.3(1) | Rule 10.3(1) | The word "participating" | <u>Click here</u> to |
| 1) If the decision and order are | 1) If the decision and order are | was added to Rule 10.3(1) | see changes |
| cancelled, the tribunal will | cancelled, the tribunal will | because the tribunal will | made to this |
| e) accept the Dispute Response | a) accept the Dispute Response | not provide direction to | Rule |
| Form as a Dispute Response, | Form as a Dispute Response, | non-participating parties | |
| f) provide the Dispute Response | b) provide the Dispute Response | for resolution of the | |
| to all parties, and | to all parties, and | dispute. | |
| g) provide further direction to | c) provide further direction to | | |
| the parties for resolution of | the <u>participating</u> parties for | | |
| the dispute. | resolution of the dispute. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---------------|--|---|--|
| N/A | Rule 10.3(2) 2) 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. | 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 noncompliant. This prevents those respondents from receiving a windfall from one respondent successfully having the decision cancelled. | Click here to see changes made to this Rule |
| N/A | Rule 12.1(1) 1) Public requests for information and access to records are governed by the CRT Access to Information and Privacy Policy. | New Rule 12.1(1) was added to provide for the CRT Access to Information and Privacy Policy. | Click here to see changes made to this Rule |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|---|--|---|--|
| Rule 12.1 (1) 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 a) completing the Public Information Request Form, | Rule 12.1(2) 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 a) completing the Public Information Request Form, | 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. | Click here to see changes made to this Rule |
| and b) paying the required fee. | and b) paying the required fee. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--------------------------------------|--------------------------------------|-----------------------------|---------------------------|
| Rule 12.1(2) | Rule 12.1(3) | Rule 12.1(3) was previously | <u>Click here</u> to |
| 2) In reviewing a public information | 3) In reviewing a public information | Rule 12.1(2); numbering | see changes |
| request the tribunal | request the tribunal | was altered due to the | made to this |
| a) must consider whether the | a) must consider whether the | addition of the new Rule | Rule |
| information can be obtained | information can be obtained | 12.1(1), but the text was | |
| by the requestor from another | by the requestor from another | not changed. | |
| publicly available source, | publicly available source, | | |
| b) must consider the privacy of | b) must consider the privacy of | | |
| any person whose information | any person whose information | | |
| might be the subject of the | might be the subject of the | | |
| request, | request, | | |
| c) must maintain confidentiality | c) must maintain confidentiality | | |
| of settlement discussions in all | of settlement discussions in all | | |
| open or closed tribunal | open or closed tribunal | | |
| disputes, unless otherwise | disputes, unless otherwise | | |
| required by law, | required by law, | | |
| d) must consider the interests of | d) must consider the interests of | | |
| justice and fairness, both for | justice and fairness, both for | | |
| the person making the | the person making the | | |
| request and for any person | request and for any person | | |
| whose information would be | whose information would be | | |
| disclosed, | disclosed, | | |
| e) can redact any part of the | e) can redact any part of the | | |
| information it decides to | information it decides to | | |
| provide to the requestor, and | provide to the requestor, and | | |
| f) can make an order setting out | f) can make an order setting out | | |
| any limitations on the use or | any limitations on the use or | | |
| handling of any information it | handling of any information it | | |
| chooses to release. | chooses to release. | | |

| PREVIOUS RULE | NEW RULE | RATIONALE | LINK TO VIEW LIST BY RULE |
|--|--|---|--|
| Rule 12.1(3)3) The tribunal can require a party to pay fees for obtaining copies of information or records from the tribunal. | Rule 12.1(4) 4) The tribunal can require a party to pay fees for obtaining copies of information or records from the tribunal. | 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. | Click here to see changes made to this Rule |
| Rule 12.1(4) 4) A tribunal member can, at any time, order that some or all information in a dispute be sealed or redacted. | Rule 12.1(5) 5) A tribunal member can, at any time, order that some or all information in a dispute be sealed or redacted. | 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. | Click here to see changes made to this Rule |
| N/A | Rule 12.1(6) 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. | New Rule 12.1(6) was added to protect the privacy and sensitive medical information of parties to CRT disputes. | Click here to see changes made to this Rule |

Section B: List of Amendments by Rule

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 1.2(2) 2) In exceptional circumstances, The tribunal can waive the application of a rule or timeline to facilitate the fair, affordable, and efficient resolution of disputes. | Rule 1.2 was amended to make it easier for the tribunal to waive a rule or timeline when needed. | May 1, 2021 | Click here to see all changes made this date |
| Rule 1.2(2) 2) The tribunal can waive or vary the application of a rule or timeline to facilitate the fair, affordable, and efficient resolution of disputes. | Rule 1.2 was amended to confirm the tribunal's flexibility to vary the application of a rule. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|---------------------------|
| Rule 1.3 (1) | New Rule 1.3(1)(b) was added to | January 1, 2020 | <u>Click here</u> to |
| 1) All parties in a dispute being resolved by the | clearly require a party to participate | | see all changes |
| tribunal must | in any case management activities | | made this date |
| a) make themselves available to participate in | or hearings held by the tribunal. | | |
| the tribunal process, b) participate in any case management activities or hearings held by the tribunal, c) behave and communicate in a respectful manner, and d) follow the directions provided by tribunal members and case managers. | 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. 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. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|---------------------------|
| Rule 1.3(1) | Rule 1.3 was amended to make the | May 1, 2021 | <u>Click here</u> to |
| 1) All parties in a dispute being resolved by the | language clearer. We have also | | see all changes |
| tribunal <u>is resolving</u> must | clarified that other tribunal staff | | made this date |
| a) make themselves available to participate in the tribunal process, | may give directions that parties must follow. | | |
| b) participate in any <u>all of the tribunal's</u> case | | | |
| management activities or hearings held by | | | |
| the tribunal, | | | |
| c) behave and communicate in a respectful manner, and | | | |
| d) follow the directions provided by that | | | |
| tribunal members, and case managers <u>and</u> | | | |
| other tribunal staff provide. | | | |
| Rule 1.3(3) | Rule 1.3(3) was amended to put it in | May 1, 2021 | Click here to |
| 3) No A person can record a case management | more plain language. | | see all changes |
| discussion or tribunal decision process without | | | made this date |
| only with permission from the tribunal. | | | |
| Rule 1.3(4) | New Rule 1.3(4) was added to | January 1, 2020 | <u>Click here</u> to |
| 4) All parties, representatives and helpers must | provide for a Code of Conduct for | | see all changes |
| comply with the tribunal's Code of Conduct for | Parties, Representatives and | | made this date |
| Parties, Representatives and Helpers. | 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. | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|--------------------------------------|-----------------|----------------------|
| AMENDED ROLE | RATIONALE | DATE | LIST BY DATE |
| Rule 1.4(1) | The word "CRT" was added for | January 1, 2020 | <u>Click here</u> to |
| 1) If a party does not comply with the <u>CRT</u> Act, a rule, | clarity and for consistency with the | | see all changes |
| or an order <u>or a direction</u> at any stage of a tribunal | terminology used by the tribunal in | | made this date |
| proceeding, the party is non-compliant. | other places. | | |
| | | | |
| | The words "or a direction" were | | |
| | added for consistency, because the | | |
| | CRTA 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. | | |
| Rule 1.4(1) | Rule 1.4(1) was repealed and | May 1, 2021 | <u>Click here</u> to |
| [repealed] | combined with Rule 1.4(2). We have | | see all changes |
| | clarified when the tribunal may | | made this date |
| | determine that a party is non- | | |
| | compliant. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|------------------------------------|-------------------|---------------------------|
| Rule 1.4(2) | The words "or a direction" were | January 1, 2020 | <u>Click here</u> to |
| 2) If a party is non-compliant, the tribunal may | added for consistency, because the | | see all changes |
| a) decide the dispute relying only on the | CRTA and CRT Rules allow the case | | made this date |
| information and evidence that was provided | manager to refer a party's non- | | |
| in compliance with the Act, a rule or an | compliance with directions to a | | |
| order <u>or a direction</u> , | tribunal member for a decision or | | |
| b) conclude that the non-compliant party has | order. | | |
| 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, | | | |
| c) dismiss the claims brought by a party that | | | |
| did not comply with the Act, a rule or an | | | |
| order <u>or a direction</u> , and | | | |
| 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 <u>or a direction</u> . | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|------------------------------------|-------------------|---------------------------|
| Rule 1.4(2) | Rule 1.4(1) was repealed and | May 1, 2021 | <u>Click here</u> to |
| 2) If a party is non-compliant, the tribunal may If a | combined with Rule 1.4(2). We have | | see all changes |
| party does not comply with the Act, a rule, an | clarified when the tribunal may | | made this date |
| order, or a direction at any stage of a tribunal | determine that a party is non- | | |
| proceeding, the tribunal may determine the party | compliant. | | |
| <u>is non-compliant and</u> | | | |
| a) decide the dispute relying only on the | | | |
| information and evidence that was provided | | | |
| in compliance with the Act, a rule, an order | | | |
| or a direction, | | | |
| 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, | | | |
| c) dismiss the claims brought by a party that | | | |
| did not comply with the Act, a rule, an order | | | |
| or a direction, and | | | |
| 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, an | | | |
| order or a direction. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|-------------------------------------|-------------------|---------------------------|
| Rule 1.4(2) | Rule 1.4(2) was amended to align | May 1, 2022 | <u>Click here</u> to |
| 2) If a party does not comply with the Act, a rule, an | with the options available to the | | see all changes |
| order, or a direction at any stage of a tribunal | tribunal under the Civil Resolution | | made this date |
| proceeding, the tribunal may determine the party | Tribunal Act (CRTA). | | |
| is non-compliant and | | | |
| a) decide the dispute relying only on the | | | |
| information and evidence that was provided | | | |
| in compliance with the Act, a rule, an order, | | | |
| or a direction, | | | |
| 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, | | | |
| c) dismiss <u>or refuse to resolve</u> the claims | | | |
| brought by a party that did not comply with | | | |
| the Act, a rule, an order, or a direction, and | | | |
| 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, an | | | |
| order, or a direction. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 1.5(1) | Rule 1.5(1) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 1) The official versions of the tribunal's forms are | more plain language. | | see all changes |
| a) the electronic versions provided by the | | | made this date |
| tribunal <u>provides</u> , and | | | |
| b) the paper versions authorized by the | | | |
| tribunal <u>authorizes</u> . | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|--|
| Rule 1.6(1) 1) If a tribunal form or rule indicates a fee is required in order to take a step, the fee shown in the Civil Resolution Tribunal Fees must be paid before the tribunal will complete the step. | Rule 1.6(1) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 1.6(2) 2) A person who cannot afford to pay a fee can ask the tribunal to waive payment of fees by a) completing the steps required by the Fee Waiver Request Form, and b) providing any other information requested by the tribunal requests. | Rule 1.6(2) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|---------------------------|
| Rule 1.7(5) | Rule 1.7(5) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 5) Unless the tribunal otherwise allows, all All | the language that creates an | | see all changes |
| information and evidence and materials relied on | exception to it. The tribunal may rely | | made this date |
| by <u>that</u> a party <u>relies on</u> must be in English or | on the general exception in Rule | | |
| translated to English. | 1.2(2) instead. We have also put the | | |
| | rule in more plain language. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--------------------------------------|-------------------|---------------------------|
| Rule 1.8(1) | The word "or" has been changed to | January 1, 2020 | <u>Click here</u> to |
| 1) Every party or <u>and</u> representative of a party must | "and" because the tribunal process | | see all changes |
| provide contact information including | requires contact information for | | made this date |
| a) an email address or the reasons why that | both the representative and the | | |
| party or representative cannot provide an | party. | | |
| email address, | | | |
| b) a mailing address, and | | | |
| c) a telephone number. | | | |
| Rule 1.8(2) | New Rule 1.18(2) was added to | May 1, 2021 | <u>Click here</u> to |
| 2) A party must create a CRT account to access the | require a party to create an online | | see all changes |
| CRT's online services. | account to use the tribunal's online | | made this date |
| | services. | | |
| Rule 1.8(3) | Rule 1.8(3) was previously 1.8(2); | May 1, 2021 | <u>Click here</u> to |
| 3) The tribunal will send communications | numbering was altered due to the | | see all changes |
| electronically unless it is satisfied that the party is | addition of the new Rule 1.8(2). The | | made this date |
| unable to cannot use electronic communication | text was amended to put it in more | | |
| methods. | plain language. | | |
| | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 1.9 Monitoring of Contact Methods and Use of Contact | The heading for Rule 1.9 was amended to clarify that parties | May 1, 2021 | Click here to see all changes |
| Information for Tribunal Communications | must monitor their methods of communicating with the tribunal and to remove unnecessary words. | | made this date |
| Rule 1.9(1) 1) Every party or representative of a party must a) avoid disclosure of, inappropriate access to or use of their contact information for tribunal communications by people other than the party or the party's representative, b) closely monitor and use their contact information methods for tribunal communications until the dispute is fully resolved, and c) notify the tribunal immediately if their contact information for tribunal communications change. | Rule 1.9(1) was amended to clarify that parties must monitor their methods of communicating with the tribunal, such as an email account. | May 1, 2021 | Click here to see all changes made this date |

| Rule 1.9(1) | Rule 1.9(1) was amended for clarity, | May 1, 2023 | <u>Click here</u> to |
|---|---------------------------------------|-------------|----------------------|
| 1) Every party or representative of a party must | as the CRT does not restrict a party | | see all changes |
| a) avoid disclosure of, inappropriate access to | or representative from disclosing | | made this date |
| or use of their contact information for | their contact information to others. | | |
| tribunal communications by people other | | | |
| than the | | | |
| party or the party's representative, | | | |
| b) closely monitor and use their contact | | | |
| methods for tribunal communications until | | | |
| the dispute is fully resolved, and | | | |
| c) notify the tribunal immediately if their | | | |
| contact information for tribunal | | | |
| communications changes. | | | |
| Rule 1.9(2) | Rule 1.9(2) was repealed because the | May 1, 2021 | <u>Click here</u> to |
| [repealed] | tribunal generally expects parties to | | see all changes |
| | use the CRT portal to communicate, | | made this date |
| | unless they tell us they cannot use | | |
| | electronic communication methods. | | |
| Rule 1.19(6) | Rule 1.19(6) was previously Rule | May 1, 2023 | <u>Click here</u> to |
| 6) The tribunal may at any time order that a party be | 7.3(9). | | see all changes |
| added to the dispute and make directions as to the | | | made this date |
| process to be followed. | It was moved to improve the flow of | | |
| | the rules, but the text was not | | |
| | changed. | | |

| AMENDED RULE RATIONALE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|---------------------------------------|-------------|----------------------|
| AMENDED ROLE | RATIONALE | DATE | LIST BY DATE |
| Rule 1.10(1) | Rule 1.10(1) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 1) Electronic information and Except for electronic | that the tribunal can consider that a | | see all changes |
| communications made to serve a party with a | party has received an electronic | | made this date |
| Dispute Notice, electronic communications are | communication sooner than 24 | | |
| considered received 24 hours after they are sent. | hours after it is sent. | | |
| unless the electronic <u>tribunal is satisfied the</u> | | | |
| recipient has received the communication is made | | | |
| to serve a party with a Dispute Notice earlier. | | | |
| Rule 1.10(2) | Rule 1.10(2) was amended to extend | May 1, 2021 | <u>Click here</u> to |
| 2) Information and Except for communications made | the date on which the tribunal | | see all changes |
| to serve a party with a Dispute Notice. | considers a party to have received | | made this date |
| communications sent by ordinary <u>regular</u> mail are | regular mail and to clarify when that | | |
| considered received at noon on the 10th <u>fifteenth</u> | time starts to run. We have also | | |
| day after they are postmarked <u>the tribunal gives</u> | clarified that the tribunal can | | |
| the mail to its mail services provider, unless the | consider that a party has received | | |
| tribunal is satisfied the recipient has received the | regular mail sooner than this date. | | |
| communication earlier. | | | |
| Rule 1.10(3) | Rule 1.10(3) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 3) Information and communications sent by | more plain language. | | see all changes |
| registered mail and courier delivery requiring a | | | made this date |
| signature are considered received at the time | | | |
| shown on the delivery receipt. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|---------------------------------------|-------------|----------------------|
| AMENDED ROLE | RATIONALE | DATE | LIST BY DATE |
| Rule 1.11(1) | Rule 1.11(1) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 1) Discussions, negotiations and other | more plain language and to remove | | see all changes |
| Communications made attempting to settle | unnecessary phrases. | | made this date |
| claims by agreement in the tribunal process, | | | |
| including information exchanged as part of those | | | |
| communications, are confidential and must not be | | | |
| disclosed during the tribunal decision process or in | | | |
| any court proceeding or other legally binding | | | |
| process unless | | | |
| a) the parties agree that they can be disclosed, | | | |
| b) the parties are required by a court or | | | |
| tribunal <u>requires the parties</u> to disclose | | | |
| them, | | | |
| c) it is information or evidence that they would | | | |
| ordinarily be disclosed or produced in a | | | |
| tribunal decision process, court proceeding | | | |
| or other legally binding process, or | | | |
| d) the content of those communications or | | | |
| information is abusive, or includes threats of | | | |
| bodily harm , made during or in connection | | | |
| with negotiation or settlement processes. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-----------------------------------|-------------------|---------------------------|
| Rule 1.11(1) | Rule 1.11(1) was amended to align | May 1, 2022 | <u>Click here</u> to |
| 1) Communications made attempting to settle | with s.89 of the <i>CRTA</i> . | | see all changes |
| claims by agreement in the tribunal process are | | | made this date |
| confidential and must not be disclosed during the | | | |
| <u>to a</u> tribunal decision process <u>member,</u> or in any | | | |
| court proceeding or other legally binding process. | | | |
| unless | | | |
| a) the parties agree that they can be disclosed, | | | |
| b) a court or tribunal requires the parties to | | | |
| disclose them, | | | |
| c) they would ordinarily be disclosed or | | | |
| produced in a tribunal decision process, | | | |
| court proceeding or other legally binding | | | |
| process, or | | | |
| d) the content of those communications is | | | |
| abusive or includes threats of bodily harm. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---------------------------------------|-------------------|---------------------------|
| Rule 1.12(3) | Rule 1.12(3) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 3) The tribunal can decide which party must bear | more plain language. | | see all changes |
| the costs of pay for translation or interpretation | | | made this date |
| services and can direct any party to take further | | | |
| steps in relation to translation or interpretation of | | | |
| communications. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 1.13 | The heading for Rule 1.13 was | May 1, 2021 | <u>Click here</u> to |
| Representation of Parties in the Tribunal Process | amended to reflect that the rule | | see all changes |
| Disputes Involving Minors and Persons with Impaired | now addresses a more specific topic. | | made this date |
| Mental Capacity | | | |
| Rule 1.13 | The heading for Rule 1.13 was | May 1, 2022 | <u>Click here</u> to |
| Disputes Involving Minors and Persons <u>Adults</u> with | amended for clarity. | | see all changes |
| Impaired Mental Capacity <u>and Minors</u> | | | made this date |
| Rule 1.13(1) | Rule 1.13(1) was amended to use the | May 1, 2021 | <u>Click here</u> to |
| 1) A child who is under 19 years old <u>minor</u> or a person | term "minor" instead of "child who is | | see all changes |
| with impaired mental capacity | under 19 years old". The glossary | | made this date |
| a) must participate in the tribunal process | defines "minor" to reflect its legal | | |
| through a litigation guardian, and | meaning in British Columbia, which | | |
| b) is does not required to request need the | is an individual younger than 19 | | |
| <u>tribunal's</u> permission from the tribunal to be | years old. We also rewrote some of | | |
| represented. | the rule in more plain language. | | |
| Rule 1.13(1) | Rule 1.13(1) was amended for clarity. | May 1, 2022 | <u>Click here</u> to |
| 1) A minor or a person An adult with impaired mental | | | see all changes |
| capacity <u>or a minor</u> | | | made this date |
| a) must participate in the tribunal process | | | |
| through a litigation guardian, and | | | |
| b) does not need the tribunal's permission to | | | |
| be represented. | | | |
| Rule 1.13(2) | Rule 1.13(2) was amended to use | May 1, 2021 | <u>Click here</u> to |
| 2) A litigation guardian acting for a child <u>minor</u> or a | "minor" instead of "child". | | see all changes |
| person with impaired mental capacity must | | | made this date |
| provide a completed Litigation Guardian | | | |
| Declaration Form to the tribunal. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---------------------------------------|-------------------|---------------------------|
| Rule 1.13(2) | Rule 1.13(2) was amended to provide | May 1, 2022 | <u>Click here</u> to |
| 2) A litigation guardian acting <u>seeking to act</u> for a | the criteria that the tribunal will | | see all changes |
| minor or a person <u>an adult</u> with impaired mental | require from a person seeking to act | | made this date |
| capacity <u>or a minor</u> must provide a completed | as a litigation guardian for an adult | | |
| Litigation Guardian Declaration Form to the | with impaired mental capacity or a | | |
| tribunal <u>-, including:</u> | minor. | | |
| <u>a)</u> information about the nature of their | | | |
| relationship with the adult with impaired | | | |
| mental capacity or minor. | | | |
| b) their reasons for believing the person | | | |
| requires a litigation guardian, including the | | | |
| person's age and the nature and extent of | | | |
| any impairments. | | | |
| c) confirmation that they have no conflict of | | | |
| interest, | | | |
| d) indication of any legal authority they have to | | | |
| act on behalf of the person, | | | |
| e) confirmation that any other person with | | | |
| custody, guardianship, power of attorney, or | | | |
| other legal authority has been provided with | | | |
| all relevant materials about the CRT | | | |
| proceeding and has been notified of the | | | |
| proposed litigation guardian's intention to | | | |
| act in that capacity, and | | | |
| f) confirmation that they are at least 19 years of age and understand the nature of the CRT | | | |
| proceedings and their responsibilities as | | | |
| litigation guardian. | | | |
| iitigation guardian. | | | |

| AMENDED DITTE | DATIONALE | AMENDMENT | LINK TO VIEW |
|---|---------------------------------------|-------------|-----------------------------------|
| AMENDED RULE | RATIONALE | DATE | LIST BY DATE |
| Rule 1.13(3) | Rule 1.13(2) was amended to use | May 1, 2021 | <u>Click here</u> to |
| 3) If an application for dispute resolution involves a | "minor" instead of "child". | | see all changes |
| personal injury then a child <u>minor</u> or person with | | | made this date |
| impaired mental capacity must also be | | | |
| represented by a lawyer or a person supervised by | | | |
| a lawyer unless the litigation guardian is the Public | | | |
| Guardian and Trustee. | | | |
| Rule 1.13(3) | Rule 1.13(3) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 1.13(5) | | see all changes |
| | | | made this date |
| Rule 1.13(3) | New Rule 1.13(3) was added to set | May 1, 2022 | Click here to |
| 3) A litigation guardian must agree to act in the best | out the standards of conduct that a | | see all changes |
| interests of the person they are acting for, | litigation guardian must agree to. | | made this date |
| including: | | | |
| a) informing and consulting the person about | | | |
| the proceeding to the extent reasonable. | | | |
| b) considering the impact of the proceeding | | | |
| on the person, | | | |
| c) deciding whether to obtain legal advice, and | | | |
| d) assisting with gathering evidence for the | | | |
| CRT proceeding. | D 1 117(4) | 1 202 | |
| Rule 1.13(4) | Rule 1.13(4) was amended to clarify | May 1, 2021 | Click here to |
| 4) If an application for dispute resolution involves a | that it applies to the monetary value | | see all changes made this date |
| minor or person with impaired mental capacity, | of a claim and to put the rule in | | made this date |
| and that party's litigation guardian intends to | more plain language. | | |
| abandon more than 20% of the claim's value so it | | | |
| falls within the <u>tribunal's</u> monetary jurisdiction of the tribunal, the litigation guardian must first | | | |
| obtain the consent of the Public Guardian and | | | |
| Trustee. | | | |
| Hustee. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|---------------------------|
| Rule 1.13(4) | Rule 1.13(4) was repealed and | May 1, 2022 | <u>Click here</u> to |
| [Repealed] | replaced with new rule 1.13(6). | | see all changes |
| | | | made this date |
| Rule 1.13(4) | New Rule 1.13(4) was added to set | May 1, 2022 | <u>Click here</u> to |
| 4) The tribunal may refuse to allow a person to act as | out the tribunal's authority to refuse | | see all changes |
| litigation guardian, or restrict or remove a litigation | to allow a person to act as a | | made this date |
| guardian who has been previously approved, if: | litigation guardian or to restrict or | | |
| a) no guardian is needed, | remove them from acting in that | | |
| b) the litigation guardian is unable or unwilling | capacity. | | |
| to continue, | | | |
| c) a more appropriate person seeks to be | | | |
| <u>litigation guardian,</u> | | | |
| d) the litigation guardian has a conflict of | | | |
| <u>interest, or</u> | | | |
| e) the tribunal otherwise determines that the | | | |
| person should not be permitted to act as | | | |
| <u>litigation guardian.</u> | | | |
| Rule 1.13(5) | Rule 1.13(5) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(6) | | see all changes |
| | | | made this date |
| Rule 1.13(<u>5</u>) | Rule 1.13(5) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 5) If an application for dispute resolution involves a | 1.13(3); numbering was altered due | | see all changes |
| personal injury, then a minor or person the tribunal | to the addition of new Rules 1.13(3) | | made this date |
| may require an adult with impaired mental | and 1.13(4). | | |
| capacity must <u>or minor to</u> also be represented by a | | | |
| lawyer or a person supervised by a lawyer, unless | The text was amended to make it | | |
| the litigation guardian is the Public Guardian and | discretionary for a lawyer to have to | | |
| Trustee. | represent an adult with impaired | | |
| | mental capacity or a minor when a | | |
| | claim involves a personal injury. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|---------------------------|
| Rule 1.13(6) | Rule 1.13(6) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(8) | | see all changes |
| | | | made this date |
| Rule 1.13(6) | New Rule 1.13(6) replaced previous | May 1, 2022 | <u>Click here</u> to |
| 6) The CRT may require a litigation guardian to obtain | Rule 1.13(4). | | see all changes |
| the consent of the Public Guardian and Trustee | | | made this date |
| before proceeding with or settling a claim relating | New Rule 1.13(6) was added to | | |
| to a personal injury. | incorporate proportionality | | |
| | principles and provide more | | |
| | flexibility about when the tribunal | | |
| | may require the approval of the | | |
| | Public Guardian and Trustee. This | | |
| | new rule allows the tribunal to | | |
| | require approval later in the tribunal | | |
| | process, unlike the former rule, | | |
| | which required approval at the time | | |
| | it was filed. | | |
| Rule 1.13(7) | Rule 1.13(7) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(4) | | see all changes |
| | | | made this date |
| Rule 1.13(8) | Rule 1.13(8) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(7) | | see all changes |
| | | | made this date |
| Rule 1.13(9) | Rule 1.13(9) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(2) | | see all changes |
| | | | made this date |
| Rule 1.13(10) | Rule 1.13(10) was renumbered as | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | Rule 1.14(1) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 1.13(11) | Rule 1.13(11) has been expanded to | May 1, 2020 | <u>Click here</u> to |
| 11) An insurer who may represent their insured | provide circumstances where | | see all changes |
| without requiring the permission of the tribunal if | insurers may act as a representative | | made this date |
| they: | without requiring the tribunal's | | |
| a) are making a claim from a third party to | permission. | | |
| recover an amount paid under an insurance | | | |
| policy, or | | | |
| b) may be required to provide coverage to pay | | | |
| damages in a dispute. | | | |
| can request to be added as a party to the dispute. | | | |
| Rule 1.13(11) | Rule 1.13(11) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(5) | | see all changes |
| | | | made this date |
| Rule 1.13(12) | Rule 1.13(12) has been amended to | May 1, 2020 | <u>Click here</u> to |
| 12) An insurer who is a <u>representative or a</u> party in a | include the words "representative or | | see all changes |
| dispute must act through | a", for consistency with the | | made this date |
| a) a director or authorized employee of the | amendment made to Rule 1.13(11). | | |
| insurer, or | | | |
| b) another person permitted by a tribunal | | | |
| employee or member to represent the | | | |
| insurer. | | | |
| Rule 1.13(12) | Rule 1.13(12) was renumbered as | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | Rule 1.15(1) | | see all changes |
| | | | made this date |
| Rule 1.13(13) | Rule 1.13(13) was renumbered as | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | Rule 1.14(2) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--------------------------------------|-------------------|---------------------------|
| Rule 1.14 | The heading for Rule 1.14 was | May 1, 2021 | <u>Click here</u> to |
| Participation of Helpers and Representatives <u>Disputes</u> | amended to reflect that this rule | | see all changes |
| Involving Corporations, Partnerships or Other | now covers a different topic. | | made this date |
| <u>Organizations</u> | | | |
| Rule 1.14(1) | New Rule 1.14(1) was added to give | January 1, 2020 | <u>Click here</u> to |
| 1) A party may use a helper to assist them in the | context for the new term "helper", | | see all changes |
| tribunal process, but a helper may not | which is a term which has been | | made this date |
| communicate on behalf of the party or enter into | used by the tribunal since it opened | | |
| binding agreements on the party's behalf. | in 2016 but is a new term in the CRT | | |
| | Rules as of April 1, 2019. | | |
| Rule 1.14(1) | Rule 1.14(1) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(3) | | see all changes |
| | | | made this date |

| Rule 1.14(1) | Rule 1.14(1) was previously Rule | May 1, 2021 | <u>Click here</u> to |
|--|---------------------------------------|-------------|----------------------|
| 1) Unless the tribunal authorizes otherwise, A party | 1.13(10). | | see all changes |
| that is a corporation, partnership or other form of | | | made this date |
| organization must act through one of the | The text was amended to remove | | |
| following: | the language that creates an | | |
| a) if the party is a strata corporation, by an | exception to this rule because the | | |
| authorized member of the strata council; | tribunal may rely on the general | | |
| b) if the party is a section of a strata | exception in Rule 1.2(2) instead. | | |
| corporation, by an authorized member of | | | |
| the section executive; | New Rule 1.14(1)(b) was added to | | |
| <u>c)</u> if the party is an incorporated entity, by a | state who must act for a section of a | | |
| director, officer or authorized employee; | strata corporation. | | |
| <u>d)</u> if the party is a partnership, by a partner or | | | |
| authorized employee; or | Rule 1.14(1)(c) was previously Rule | | |
| <u>e)</u> if the party is an unincorporated entity using | 1.13(10)(b); numbering was altered | | |
| a business name, <u>such as a sole</u> | due to the addition of new Rule | | |
| <u>proprietorship,</u> by the owner of the business | 1.14(1)(b), but the text was not | | |
| or an y authorized employee. | altered. | | |
| | | | |
| | Rule 1.14(1)(d) was previously Rule | | |
| | 1.13(10)(c); numbering was altered | | |
| | due to the addition of new Rule | | |
| | 1.14(1)(b), but the text was not | | |
| | altered. | | |
| | | | |
| | Rule 1.14(1)(e) was previously Rule | | |
| | 1.13(10)(d); numbering was altered | | |
| | due to the addition of new Rule | | |
| | 1.14(1)(b), The text was amended to | | |
| | list a sole proprietorship as an | | |
| | example of an unincorporated | | |
| | entity using a business name. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 1.14(1) 1) A party that is a corporation, partnership or other form of organization must act through one of the following: a) if the party is a strata corporation, by an authorized member of the strata council; b) If the party is a section of a strata corporation, by an authorized member of the section executive; c) if the party is an incorporated entity or cooperative association, by a director, officer or authorized employee; d) if the party is a partnership, by a partner or authorized employee; or e) if the party is an unincorporated entity using a business name, such as a sole proprietorship, by the owner of the business or an authorized employee; or f) if the party is a society, by a director, senior manager, or authorized member or employee. | Rule 1.14(1) was amended to specify who may act for a society or a cooperative association. Semicolons were changed to commas for consistency with the CRT Style Guide. | May 1, 2023 | Click here to see all changes made this date |
| Rule 1.14(2) | Rule 1.14(2) was previously Rule | January 1, 2020 | <u>Click here</u> to |
| 2) At any time during the tribunal process, a case | 1.14(1); numbering was altered due | | see all changes |
| manager or tribunal member can restrict the | to the addition of the new Rule | | made this date |
| participation of a person providing representation or assistance in the tribunal process. | 1.14(1), but the text was not changed. | | |
| Rule 1.14(2) | Rule 1.14(2) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.16(9) | | see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|-----------------------------------|
| Rule 1.14(2) | Rule 1.14(2) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 2) A person acting for or representing a corporation, partnership or other form of organization must have the authority to bind the party at all stages of the tribunal process. | 1.13(13), but the text was not altered. | | see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|---------------------------------------|---------------------------|
| Rule 1.15 | The heading for Rule 1.15 was | May 1, 2021 | Click here to |
| Timelines | amended to reflect that this rule | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | see all changes |
| <u>Disputes Involving an Insurer</u> | now covers a different topic. | | made this date |
| Rule 1.15(1) | Rule 1.15(1) was previously Rule | May 1, 2021 | Click here to |
| | , , , | May 1, 2021 | see all changes |
| 1) An insurer who is a <u>party or</u> representative or <u>of</u> a | 1.13(12). | | made this date |
| party in a dispute must act through | The text was amonded to put it in | | made triis date |
| a) a director or authorized employee of the | The text was amended to put it in | | |
| insurer, or | more plain language and to simplify | | |
| b) another person permitted by a the tribunal | the reference to the tribunal. | | |
| employee or member <u>permits</u> to represent | | | |
| the insurer. | D 1 775(2) | 1 2 2 2 2 2 | |
| Rule 1.15(1) | Rule 1.15(1) was renumbered as Rule | May 1, 2021 | Click here to |
| [Renumbered) | 1.17(1) | | see all changes |
| | | | made this date |
| Rule 1.15(2) | Rule 1.15(2) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.17(2) | | see all changes |
| | | | made this date |
| Rule 1.15(2) | New Rule 1.15(2) was added to set | May 1, 2022 | <u>Click here</u> to |
| 2) If an insurer is representing a party and wants to | out the factors the tribunal will | | see all changes |
| act through a person other than a director or | consider when an insurer is | | made this date |
| authorized employee, the insurer must request the | automatically allowed to represent | | |
| tribunal's permission and the tribunal will apply | their insured under the CRT Rules, | | |
| the same factors as when a party requests | but the insurer wants to act through | | |
| representation. | someone other than a director or | | |
| | authorized employee. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 1.15(3) | New Rule 1.15(3) was added to | January 1, 2020 | <u>Click here</u> to |
| 3) In considering a request from a party to pause the | provide the list of factors that the | | see all changes |
| tribunal process, the tribunal may consider | tribunal may consider when a party | | made this date |
| a) the reason the party is requesting that the | requests that a tribunal proceeding | | |
| tribunal process be paused, | be paused. | | |
| b) whether all parties consent to pausing the | | | |
| tribunal process, | | | |
| c) any prejudice to the other parties if the | | | |
| <u>tribunal process is paused,</u> | | | |
| d) whether there have been previous delays in | | | |
| the tribunal process, and the reasons for | | | |
| <u>those delays,</u> | | | |
| e) <u>whether the tribunal's mandate supports</u> | | | |
| pausing the tribunal process, | | | |
| f) <u>other legislation which applies to the</u> | | | |
| dispute and to the request for the dispute to | | | |
| <u>be paused,</u> | | | |
| g) whether it is in the interests of justice and | | | |
| fairness to pause the tribunal process, and | | | |
| h) <u>any other factors the tribunal considers</u> | | | |
| <u>appropriate.</u> | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|-------------------------------------|-------------------|---------------------------|
| Rule 1.15(3) | Rule 1.15(3) is expanded so that it | May 1, 2020 | <u>Click here</u> to |
| 3) In considering a request from a party to <u>extend or</u> | applies to requests to extend or | | see all changes |
| shorten any timeline for any step or phase of the | shorten timelines, in addition to | | made this date |
| tribunal process, or to pause the tribunal process, | requests to pause a dispute. | | |
| the tribunal may consider | | | |
| a) the reason the party is requesting that the | | | |
| tribunal process be paused for the request, | | | |
| b) whether all parties consent to pausing the | | | |
| tribunal process , | | | |
| c) any prejudice to the other parties if the | | | |
| tribunal process is paused , | | | |
| d) whether there have been previous delays in | | | |
| the tribunal process, and the reasons for | | | |
| those delays, | | | |
| e) whether the tribunal's mandate supports | | | |
| pausing the tribunal process , | | | |
| f) other legislation which applies to the | | | |
| dispute and to the request for the dispute to | | | |
| be paused , | | | |
| g) whether it is in the interests of justice and | | | |
| fairness to pause the tribunal process , and | | | |
| h) any other factors the tribunal considers | | | |
| appropriate. | | | |
| Rule 1.15(3) | Rule 1.15(3) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.17(3) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|-------------------------------------|-------------------|---------------------------|
| Rule 1.15(4) | New Rule 1.15(4) was added to | January 1, 2020 | <u>Click here</u> to |
| 4) <u>If a deadline set by the tribunal falls on a weekend</u> | reflect the tribunal's practice of | | see all changes |
| or statutory holiday, the deadline is automatically | extending deadlines which fall on | | made this date |
| extended to the next day that is not a weekend or | weekends or statutory holidays to | | |
| statutory holiday. | the next day which is not a weekend | | |
| | or statutory holiday. | | |
| Rule 1.15(4) | Rule 1.15(4) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.17(4) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 1.16 | The heading for Rule 1.16 was | May 1, 2021 | <u>Click here</u> to |
| Linking Disputes | amended to reflect that this rule | | see all changes |
| Representatives and Helpers | now covers a different topic. | | made this date |
| Rule 1.16(1) | Rule 1.16(1) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.18(1) | | see all changes |
| | | | made this date |
| Rule 1.16(1) | New Rule 1.16(1) was inserted to | May 1, 2021 | <u>Click here</u> to |
| 1) <u>Unless these rules state a party does not need the</u> | clarify that the tribunal must permit | | see all changes |
| tribunal's permission to be represented, a party | a party to be represented, unless the | | made this date |
| must receive the tribunal's permission to have a | rules have a specific exception | | |
| representative. | | | |
| Rule 1.16(2) | Rule 1.16(2) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.18(2) | | see all changes |
| | | | made this date |
| Rule 1.16(2) | Rule 1.16(2) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 2) A party who is represented must be present during | 1.13(9). | | see all changes |
| all tribunal proceedings, or otherwise fully | | | made this date |
| informed and providing direct input, unless the | The text was amended to remove | | |
| tribunal excuses the party from doing so. | the language that creates an | | |
| | exception to this rule because the | | |
| | tribunal may rely on the general | | |
| | exception in Rule 1.2(2) instead. | | |
| Rule 1.16(3) | Rule 1.16(3) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 3) A party may use a helper to assist them in the | 1.14(1). The text was not altered. | | see all changes |
| tribunal process, but a helper may not | | | made this date |
| communicate on behalf of the party or enter into | | | |
| binding agreements on the party's behalf. | | | |
| | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|----------------------|--|
| Rule 1.16(3) 1) A party may use a helper to assist them in the tribunal process, but <u>unlike a representative</u> , a helper may not communicate on behalf of the party or enter into binding agreements on the party's behalf. | Rule 1.16(3) was amended for clarity. | May 1, 2023 | Click here to see all changes made this date |
| Rule 1.16(4) 4) A party to a dispute under the tribunal's motor vehicle injury jurisdiction can be represented by a)—a lawyer, b)—an authorized employee of an insurer when the insurer may be required to provide coverage to pay damages in the dispute, or c)—any other representative the tribunal considers appropriate. does not need the tribunal's permission to have a lawyer represent them. | Rule 1.16(4) was previously Rule 1.13(7). The text was amended to remove unnecessary language and put the rule in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 1.16(4) 4) A party to a dispute under the tribunal's motor vehicle injury accident claims jurisdiction does not need the tribunal's permission to have a lawyer represent them. | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. | September 1, 2022 | Click here to see changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 1.16(5) 5) An insurer may represent their insured without requiring the permission of the tribunal's permission if they a) are making a claim to recover from a third party an amount paid under an insurance policy, or b) may be required to provide coverage to pay damages in a dispute. | Rule 1.16(5) was previously Rule 1.13(11). The text was amended to put the rule in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 1.16(6) 6) A party requesting If a party requests the tribunal's permission to be represented in a dispute, the party must provide information to the tribunal explaining why representation is in the interests of justice and fairness. | Rule 1.16(6) was previously Rule 1.13(5). The text was amended to make it clearer and more specific. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|----------------------------------|-------------------|---------------------------|
| Rule 1.16(7) | Rule 1.16(7) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 7) In considering whether a representative is | 1.13(8). | | see all changes |
| appropriate, <u>a request for permission to be</u> | | | made this date |
| represented by someone other than a lawyer or | The text was amended to clarify | | |
| insurer in a dispute under the tribunal's motor | when it applies. | | |
| vehicle injury jurisdiction, the tribunal may | | | |
| consider | | | |
| a) whether the proposed representative has an | | | |
| interest in the dispute that is adverse to the | | | |
| party's interest in the dispute, | | | |
| b) whether the proposed representative may | | | |
| be a witness in the dispute, | | | |
| c) the proposed representative's ability to | | | |
| communicate in English, and | | | |
| d) the proposed representative's ability to | | | |
| respond to communications in a timely | | | |
| manner. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|----------------------|--|
| Rule 1.16(7) 7) In considering a request for permission to be represented by someone other than a lawyer or insurer in a dispute under the tribunal's motor-vehicle injury accident claims jurisdiction, the tribunal may consider a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute, b) whether the proposed representative may be a witness in the dispute, c) the proposed representative's ability to communicate in English, and d) the proposed representative's ability to | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. | September 1, 2022 | Click here to see changes made this date |
| respond to communications in a timely manner. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|----------------------------------|-------------------|---------------------------|
| Rule 1.16(8) | Rule 1.16(8) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 8) In considering a request for permission to be | 1.13(6). | | see all changes |
| represented in a dispute other than a dispute | | | made this date |
| under the tribunal's motor vehicle injury | The text was amended to simplify | | |
| jurisdiction, a <u>the</u> tribunal employee or member | the reference to the tribunal. | | |
| may consider | | | |
| a) if any other party in the dispute is | | | |
| represented and if so, whether that | | | |
| representative is a lawyer or person | | | |
| supervised by a lawyer, | | | |
| b) whether every party in the dispute has | | | |
| agreed to representation, | | | |
| c) whether the person proposed as the | | | |
| representative is appropriate, | | | |
| d) the stage in the dispute resolution process, | | | |
| and | | | |
| e) whether, in the interests of justice and | | | |
| fairness, the party should be permitted to be | | | |
| represented. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|---------------------------|
| Rule 1.16(8) | Rule 1.16(8)(d) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 8) In considering a request for permission to be | 1.16(8)(a). | | see all changes |
| represented in a dispute other than a dispute | | | made this date |
| under the tribunal's motor vehicle injury | Rule 1.16(8)(f) was previously Rule | | |
| jurisdiction, the tribunal may consider | 1.16(8)(e). | | |
| a) the reasons provided by the party | | | |
| requesting representation, | Former Rules 1.16(8)(c) and (d) were | | |
| b) whether every party in the dispute has | repealed. | | |
| agreed to the representation <u>, and if not,</u> | | | |
| their reasons for opposing it, | Rule 1.16(8)(b) was amended and | | |
| c) whether allowing the representation will | new Rules 1.16(8)(a), (c) and (e) were | | |
| prejudice the other party, considering that | added to clarify the factors the | | |
| <u>party's circumstances.</u> | tribunal will consider when making | | |
| <u>d</u>) if any other party in the dispute is | a decision on a request for | | |
| represented and if so, whether that | permission to be represented in a | | |
| representative is a lawyer or person | dispute. | | |
| supervised by a lawyer, | | | |
| e) the potential impact of a representative on | | | |
| the efficient resolution of the dispute, and | | | |
| f) whether, in the interests of justice and | | | |
| fairness, the party should be permitted to be | | | |
| represented. | | | |
| c)—whether the person proposed as the | | | |
| representative is appropriate, | | | |
| d)-the stage in the dispute resolution process, | | | |
| and | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|----------------------|--|
| Rule 1.16(8) 8) In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's motor vehicle injury accident claims jurisdiction, the tribunal may consider a) the reasons provided by the party requesting representation, b) whether every party in the dispute has agreed to the representation, and if not, their reasons for opposing it, c) whether allowing the representation will prejudice the other party, considering that party's circumstances, d) if any other party in the dispute is represented and if so, whether that representative is a lawyer or person | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. | September 1, 2022 | Click here to see changes made this date |
| supervised by a lawyer, e) the potential impact of a representative on the efficient resolution of the dispute, and f) whether, in the interests of justice and fairness, the party should be permitted to be represented. | | | |
| Rule 1.16(9) | Rule 1.16(9) was previously Rule | May 1, 2021 | Click here to |
| 9) At any time during the tribunal process, a case manager or tribunal member can restrict the | 1.14(2). | | see all changes made this date |
| <u>helper or representative's</u> participation of a person | The text was amended to put it in | | |
| providing representation or assistance in the tribunal process. | more plain language. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|---------------------------|
| Rule 1.16(9) | Rule 1.16(9) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 1.16(10) | | see all changes |
| | | | made this date |
| Rule 1.16(9) | New Rule 1.16(9) was added to clarify | May 1, 2022 | <u>Click here</u> to |
| 9) If the tribunal approves a request for permission to | that the tribunal will consider the | | see all changes |
| be represented and the proposed representative is | appropriateness of a proposed | | made this date |
| not a lawyer, the tribunal will consider whether the | representative as a separate issue | | |
| proposed representative is appropriate. | from the request to be represented. | | |
| Rule 1.16(<u>10</u>) | Rule 1.16(10) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 10) At any time during the tribunal process, a case | 1.16(9); numbering was altered due | | see all changes |
| manager or tribunal member can restrict the | to the addition of new Rule 1.16(9). | | made this date |
| helper or representative's participation in the | The text was not altered. | | |
| tribunal process. | | | |
| Rule 1.16(10) | Rule 1.16(10) was amended to permit | May 1, 2023 | <u>Click here</u> to |
| 10) At any time during the tribunal process, a case- | the tribunal to withdraw approval | | see all changes |
| manager or <u>the</u> tribunal member can <u>may</u> restrict | for a representative if appropriate to | | made this date |
| the helper or representative's participation in the | do so. | | |
| tribunal process <u>or withdraw permission for the</u> | | | |
| representative, if the tribunal finds it appropriate to | | | |
| do so after considering the same factors it | | | |
| considered in approving the request. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|---|-------------|----------------------|
| AMENDED ROLE | RATIONALE | DATE | LIST BY DATE |
| Rule 1.17 | The heading for Rule 1.17 was | May 1, 2021 | <u>Click here</u> to |
| Amendments to Dispute Notices and Dispute | amended to reflect that this rule | | see all changes |
| Response Forms | now covers a different topic. | | made this date |
| <u>Timelines</u> | | | |
| Rule 1.17(1) | Rule 1.17(1) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.19(1) | | see all changes |
| | | | made this date |
| Rule 1.17(1) | Rule 1.17(1) was previously Rule 1.15(1). | May 1, 2021 | <u>Click here</u> to |
| 1) A The tribunal officer can extend or shorten any | | | see all changes |
| timeline for any step or phase of the tribunal | The text was amended to use a | | made this date |
| process. | consistent word throughout the | | |
| | rules. | | |
| Rule 1.17(2) | Rule 1.17(2) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.19(2) | | see all changes |
| | | | made this date |
| Rule 1.17(2) | Rule 1.17(2) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 2) The tribunal can pause the tribunal process and | 1.15(2). The text was not altered. | | see all changes |
| resume it at a future date. | | | made this date |
| Rule 1.17(3) | Rule 1.17(3) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.19(3) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-------------------------------------|-------------------|---------------------------|
| Rule 1.17(3) | Rule 1.17(3) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 3) In considering a request from a party to extend or | 1.15(3). The text was not altered. | | see all changes |
| shorten any timeline for any step or phase of the | | | made this date |
| tribunal process, or to pause the tribunal process, | | | |
| the tribunal may consider | | | |
| a) the reason for the request, | | | |
| b) whether all parties consent , | | | |
| c) any prejudice to the other parties, | | | |
| d) whether there have been previous delays in | | | |
| the tribunal process, and the reasons for | | | |
| those delays, | | | |
| e) the tribunal's mandate, | | | |
| f) other legislation which applies to the | | | |
| dispute and to the request, | | | |
| g) whether it is in the interests of justice and | | | |
| fairness, and | | | |
| h) any other factors the tribunal considers | | | |
| appropriate. | | | |
| Rule 1.17(4) | Rule 1.17(4) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.19(4) | | see all changes |
| | | | made this date |
| Rule 1.17(4) | Rule 1.17(4) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 4) If a deadline set by the tribunal falls on a weekend | 1.15(4). | | see all changes |
| or statutory holiday, the deadline is automatically | | | made this date |
| extended to the next <u>business</u> day that is not a | The text was amended to make it | | |
| weekend or statutory holiday. | more plain language. | | |
| Rule 1.17(5) | Rule 1.17(5) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.19(5) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 1.18 | Rule 1.18 was previously Rule 1.16. The | May 1, 2021 | <u>Click here</u> to |
| Linking Disputes | heading was not altered. | | see all changes |
| | | | made this date |
| Rule 1.18(1) | New Rule 1.18(1) was added to | January 1, 2020 | <u>Click here</u> to |
| 1) <u>Under section 11 of the Act, when determining</u> | provide a list of factors that the | | see all changes |
| whether to refuse to resolve a claim or dispute that | tribunal may consider when | | made this date |
| is within the tribunal's jurisdiction, the tribunal | determining whether to refuse a | | |
| <u>may consider</u> | claim or dispute that is within the | | |
| a) <u>the tribunal's mandate,</u> | tribunal's jurisdiction. | | |
| b) whether there are related legally binding | | | |
| processes underway, | | | |
| c) the relative impacts on each party of the | | | |
| tribunal refusing to resolve the claim or | | | |
| <u>dispute, and</u> | | | |
| d) <u>any other factors the tribunal considers</u> | | | |
| appropriate. | | | |
| Rule 1.18(1) | Rule 1.18(1)) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 1.20(1) | | see all changes |
| | | | made this date |
| Rule 1.18(1) | Rule 1.18(1) was previously Rule 1.16(1). | May 1, 2021 | <u>Click here</u> to |
| 1) At any time during the tribunal process the | The text was not altered. | | see all changes |
| tribunal can link disputes that have common | | | made this date |
| parties or issues. | | | |
| Rule 1.18(2) | Rule 1.18(2) was previously Rule | May 1, 2021 | Click here to |
| 2) The tribunal may conduct joint case management | 1.16(2). The text was not altered. | | see all changes |
| or tribunal decision process activities for linked | | | made this date |
| disputes. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 1.19 | Rule 1.19 was previously Rule 1.17. The | May 1, 2021 | <u>Click here</u> to |
| Amendments to Dispute Notices and Dispute | heading was not altered. | | see all changes |
| Response Forms | | | made this date |
| Rule 1.19(1) | Rule 1.19(1) was previously Rule 1.17(1). | May 1, 2021 | <u>Click here</u> to |
| 1) A party An applicant may request that ask the | The text was amended to clarify that | | see all changes |
| tribunal <u>to</u> issue an amended Dispute Notice <u>,</u> or <u>a</u> | an applicant may ask for an | | made this date |
| respondent may ask the tribunal to accept an | amended Dispute Notice and a | | |
| amended Dispute Response Form by | respondent may ask the tribunal to | | |
| a) contacting the tribunal to request an | accept an amended Dispute | | |
| amendment, | Response form. We also put the rule | | |
| b) specifying the <u>requested</u> amendments that | in more plain language. | | |
| are requested , and | | | |
| c) paying the required fee. | | | |
| Rule 1.19(2) | Rule 1.19(2) was previously Rule 1.17 | May 1, 2021 | <u>Click here</u> to |
| 2) In deciding whether to amend a Dispute Notice or | (2). The text was not altered. | | see all changes |
| accept an amended Dispute Response Form the | | | made this date |
| tribunal will consider | | | |
| a) the stage in the proceeding, | | | |
| b) the nature of the change, | | | |
| c) any prejudice to the parties, and | | | |
| d) any other factors the tribunal considers | | | |
| appropriate. | | | |
| Rule 1.19(3) | Rule 1.19(3) was previously Rule 1.17 | May 1, 2021 | <u>Click here</u> to |
| 3) Except in extraordinary circumstances the tribunal | (3). The text was not altered. | | see all changes |
| will not issue an amended Dispute Notice or | | | made this date |
| accept an amended Dispute Response Form after | | | |
| the dispute has entered the tribunal decision | | | |
| process. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 1.19(4) 5) If the tribunal issues an amended Dispute Notice, it will c) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses, d) direct the applicant to serve the amended Dispute Notice on any respondents that have not filed Responses, and e) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is | Rule 1.19(4) was previously Rule 1.17(4). The text was not altered. | May 1, 2021 | Click here to see all changes made this date |
| Rule 1.19(4) 4) If the tribunal issues an amended Dispute Notice, it will a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses, b) serve, or direct the applicant to serve, the amended Dispute Notice on any new respondents or respondents that have not filed Responses, and c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive. | Rule 1.19(4) was amended to permit the tribunal to serve an amended Dispute Notice to any new respondents. | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--------------------------------------|-------------------|---------------------------|
| Rule 1.19(5) | Rule 1.19(5) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 5) If the tribunal accepts an amended Dispute | 1.17(5). The text was amended to use | | see all changes |
| Response Form, it the tribunal will provide a copy | clearer language. | | made this date |
| of the amended Dispute Response Form to all | | | |
| participating parties. | | | |

Rule: 1.20

| AMENDED RULE | RATIONALE | AMENDMENT | LIST BY DATE |
|---|---|--------------------------|---|
| Rule 1.20 Refusing to Resolve a Dispute Rule 1.20(1) 1) 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 a) the tribunal's mandate, b) whether there are related legally binding processes underway, c) the relative impacts on each party of if the tribunal refusing refuses to resolve the claim or dispute, and d) any other factors the tribunal considers | Rule 1.20 was previously Rule 1.18. The heading was not altered. Rule 1.20(1) was previously Rule 1.18(1). The text was amended to use clearer language. | May 1, 2021 May 1, 2021 | Click here to see all changes made this date Click here to see all changes made this date |
| appropriate. Rule 1.20(1) | Rule 1.20(1) was repealed because it | May 1, 2022 | Click here to |
| [Repealed] | mirrored the <i>CRTA</i> and was not necessary. | 3 ., = - = - | see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 2.1(2) | Rule 2.1(2) was amended to use | May 1, 2021 | <u>Click here</u> to |
| 2) After an initial review of the Dispute Application | more plain language | | see all changes |
| Form, the tribunal may provide give the primary | | | made this date |
| applicant one of the following: | | | |
| a) a Dispute Notice and directions about what | | | |
| to do next, | | | |
| b) a request for more information about the | | | |
| application, or | | | |
| c) an explanation for why a Dispute Notice will | | | |
| not be issued. | | | |
| Rule 2.1(3) | The terminology in the rules was | September 1, | <u>Click here</u> to |
| 3) Before applying for a minor injury determination | changed from "motor vehicle injury | 2022 | see changes |
| under the tribunal's motor vehicle injury <u>accident</u> | jurisdiction" to "accident claims | | made this date |
| <u>claims</u> jurisdiction a person must have | jurisdiction" to align more closely | | |
| a) received a decision from the insurer that the | with the language in the Act. The | | |
| insurer's position is that the injury is a minor | rules now define "motor vehicle | | |
| injury under the <i>Insurance (Vehicle) Act</i> , or | injury claims" specifically as claims | | |
| b) requested a decision from the insurer about | under s.133(1)(b) and (c) of the Act. | | |
| whether the insurer's position is that the | | | |
| injury is a minor injury under the <i>Insuranc</i> e | | | |
| (Vehicle) Act. | | | |
| Rule 2.1(4) | New Rule 2.1(4) establishes a | May 1, 2020 | <u>Click here</u> to |
| 4) An application for dispute resolution must not | character limit for applications for | | see all changes |
| exceed the character limits set out in the Dispute | dispute resolution, whether filed | | made this date |
| Application Form. | electronically or in hard copy. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 2.1(5) | New Rule 2.1(5) was added to clarify | May 1, 2022 | <u>Click here</u> to |
| 5) All of the claims in a Dispute Application Form or | that applicants with multiple, | | see all changes |
| <u>Dispute Notice must be related to each other.</u> | unrelated claims should submit | | made this date |
| | separate applications for the | | |
| | unrelated claims. | | |
| Rule 2.1(6) | New Rule 2.1(6) was added to set out | May 1, 2022 | <u>Click here</u> to |
| 6) If the claims in a Dispute Application Form or | what the tribunal may do if an | | see all changes |
| Dispute Notice are not related to each other, the | applicant files multiple, unrelated | | made this date |
| <u>tribunal may</u> | claims in one Dispute Application | | |
| a) direct the applicant to provide separate | Form or Dispute Notice. | | |
| Dispute Application Forms for the unrelated | | | |
| claims and pay the required application fees, | | | |
| b) refuse to resolve the applicant's claims, or | | | |
| c) refuse to issue a Dispute Notice for the | | | |
| <u>applicant's claims.</u> | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 2.2 | The heading for Rule 2.2 was | May 1, 2021 | <u>Click here</u> to |
| How to When the Tribunal May Serve Respondents a | amended to clarify the rule is about | | see all changes |
| Respondent | the tribunal serving respondents. | | made this date |
| Rule 2.2(1) | The words "on behalf of an | January 1, 2020 | <u>Click here</u> to |
| 1) The tribunal will serve the Dispute Notice and | applicant" were added to Rule 1.1(1) | | see all changes |
| instructions for response <u>on behalf of an applicant</u> | to clarify that if the tribunal serves | | made this date |
| on a respondent by regular mail if | the respondent in these | | |
| a) the applicant has provided the name and | circumstances, then the applicant | | |
| address information required for service by ordinary mail, | does not need to do so as well. | | |
| b) the mailing address for the respondent is in | The word "ordinary" was removed | | |
| Canada, and | from Rule 1.1(1)(b) because the | | |
| c) the respondent is a person, corporation, | introduction to this rule sets out | | |
| strata corporation, section of a strata | that the tribunal will serve by | | |
| <u>corporation,</u> partnership, society, co- operative association or municipality. | regular mail. | | |
| | 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 | | |
| | tribunal may serve on the | | |
| | applicant's behalf. This is consistent | | |
| | with existing tribunal practice. | | |
| Rule 2.2(1) | Rule 2.2(1) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered] | 2.2(2). | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|---------------------------|
| Rule 2.2(1) | New Rule 2.2(1) was created to clarify | May 1, 2021 | <u>Click here</u> to |
| 1) If the tribunal serves a respondent under this rule, | when the service rules in rules 2.6 | | see all changes |
| then rules 2.6 and 2.7 do not apply. | and 2.7 do not apply. | | made this date |
| Rule 2.2(1) | Rule 2.2(1) was amended to clarify | May 1, 2022 | <u>Click here</u> to |
| 1) If the tribunal serves a respondent under this rule, | that the rule on CRT service also | | see all changes |
| then rules <u>2.4,</u> 2.6 and 2.7 do not apply. | does not apply to new Rule 2.4. | | made this date |
| Rule 2.2(2) | The words "by regular mail" were | January 1, 2020 | <u>Click here</u> to |
| 2) A Dispute Notice and instructions for response | added to clarify that this rule only | | see all changes |
| served by the tribunal <u>by regular mail</u> are deemed | applies to Dispute Notices served by | | made this date |
| <u>considered</u> received 10 days after the day they are | regular mail. | | |
| mailed by the tribunal unless | | | |
| a) the tribunal receives notification that the | The word "deemed" was changed to | | |
| Dispute Notice and instructions for response | "considered" as a housekeeping | | |
| are received earlier, or | amendment for consistency with | | |
| b) the tribunal receives satisfactory information | language used throughout the | | |
| that the Dispute Notice and instructions for | rules. | | |
| response were not received by the | | | |
| respondent. | | | |
| Rule 2.2(2) | Rule 2.2(2) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 2.4(2). | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 2.2(2) | Rule 2.2(2) was previously Rule 2.2(1); | May 1, 2021 | <u>Click here</u> to |
| 2) On behalf of an applicant, the tribunal will may | numbering was altered due to the | | see all changes |
| serve the Dispute Notice and instructions for | addition of the new Rule 2.2(1). | | made this date |
| response on behalf of an applicant on a | | | |
| respondent by regular mail if | The text was amended to clarify | | |
| a)—the applicant has provided the name and | what kind of respondents the | | |
| address information required for service by | tribunal may serve on behalf of an | | |
| mail, | applicant and how the tribunal will | | |
| b)—the mailing address for the respondent is in | serve. | | |
| Canada, and | | | |
| e) the respondent is a person, an individual, | | | |
| corporation, strata corporation, section of a | | | |
| strata corporation, partnership, society, co- | | | |
| operative association or municipality. | | | |
| Rule 2.2(2) | Rule 2.2(2) was amended to remove | May 1, 2022 | <u>Click here</u> to |
| 2) On behalf of an applicant, the tribunal may serve | regular mail as an option for service | | see all changes |
| the Dispute Notice and instructions for response | on a section of a strata corporation, | | made this date |
| on a respondent by regular mail if | and to add the requirement that the | | |
| <u>a)</u> the respondent is an individual, corporation, | tribunal will only serve by regular | | |
| strata corporation , section of a strata | mail if a respondent's mailing | | |
| corporation, partnership, society, co- | address is in Canada. | | |
| operative association or municipality <u>, and</u> | | | |
| b) the respondent's mailing address is in | | | |
| <u>Canada.</u> | | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|---|-----------------|----------------------|
| AMENDED ROLE | | DATE | LIST BY DATE |
| Rule 2.2(3) | The words "sent by the tribunal" | January 1, 2020 | <u>Click here</u> to |
| 3) The tribunal will advise the applicant that the | were added to Rule 2.2(3)(b) to | | see all changes |
| applicant must serve the Dispute Notice and | clarify that if the tribunal serves the | | made this date |
| instructions for response if | respondent, then the applicant does | | |
| a) the applicant does not provide the tribunal | not need to do so as well. | | |
| with the information required for the | | | |
| tribunal to serve the Dispute Notice and | | | |
| instructions for response, | | | |
| 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 | | | |
| c) the tribunal is unable to serve the Dispute | | | |
| Notice and instructions for response for any | | | |
| other reason. | | | |
| Rule 2.2(3) | Rule 2.2(3) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 2.3(1) | | see all changes |
| | | | made this date |
| Rule 2.2(3) | New Rule 2.2(3) was added to set | May 1, 2021 | <u>Click here</u> to |
| 3) The tribunal will normally serve a respondent itself | tribunal service as the default unless | | see all changes |
| unless the applicant tells the tribunal that the | the applicant says they want to | | made this date |
| applicant wishes to serve the respondent. | serve instead. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 2.2(4) a) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must 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 by i. a method permitted by these rules for serving the type of respondent, or ii. another method ordered by the tribunal. 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 c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal. | 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). | January 1, 2020 | Click here to see all changes made this date |
| Rule 2.2(4) [Renumbered) | Rule 2.2(4) was renumbered as Rule 2.3(2) | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.2(4) 4) If the respondent is an individual or partnership, the applicant must provide a name and mailing address that is in Canada for the respondent. | New Rule 2.2(4) was added to explain when an applicant must provide a name and mailing address for a respondent. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|---------------------------------------|-----------------|----------------------|
| AMENDED ROLE | | DATE | LIST BY DATE |
| Rule 2.2(4) | Rule 2.2(4) was repealed to remove | May 1, 2022 | <u>Click here</u> to |
| [Repealed] | the requirement for an applicant to | | see all changes |
| | provide a mailing address in Canada | | made this date |
| | for only certain types of respondents | | |
| | in order for the tribunal to serve by | | |
| | regular mail. The tribunal only | | |
| | serves in Canada, regardless of | | |
| | respondent type. | | |
| Rule 2.2(5) | The words "or dismiss" were | January 1, 2020 | <u>Click here</u> to |
| 5) The tribunal may refuse to resolve or dismiss the <u>a</u> | removed from Rule 2.2(5) to reflect | | see all changes |
| dispute if | that the tribunal would not yet have | | made this date |
| a) the Dispute Notice and instructions for | jurisdiction at this stage of the | | |
| response are not served on every | proceeding. | | |
| respondent within 90 days from the day the | | | |
| Dispute Notice is issued by the tribunal, and | | | |
| b) the applicant has not requested an | | | |
| extension for service or withdrawn their | | | |
| claim against any parties not served. | | | |
| Rule 2.2(5) | Rule 2.2(5) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 2.3(3) | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|---------------------------|
| Rule 2.2(5) | New Rule 2.2(5) was added to | May 1, 2021 | <u>Click here</u> to |
| 5) If the respondent is a corporation, society, co- | explain that the tribunal may serve | | see all changes |
| operative association, strata corporation, section of | certain respondents at particular | | made this date |
| a strata corporation, or municipality, the tribunal | addresses. | | |
| may send the Dispute Notice and instructions for | | | |
| response to the respondent by regular mail to | | | |
| a) the corporation's registered office, head | | | |
| office or attorney's office; | | | |
| b) the most recent mailing address on file in | | | |
| the Land Title Office, if the respondent is a | | | |
| strata corporation or a section of a strata | | | |
| corporation; or | | | |
| c) the clerk, deputy clerk or a similar official, if | | | |
| the respondent is a municipality. | | | |
| Rule 2.2(5) | Rule 2.2(5) was amended to remove | May 1, 2022 | <u>Click here</u> to |
| 5) If the respondent is a corporation, society, co- | the ability of the tribunal to serve a | | see all changes |
| operative association, strata corporation, section of | section of a strata corporation by | | made this date |
| a strata corporation, or municipality, the tribunal | regular mail. | | |
| may send the Dispute Notice and instructions for | | | |
| response to the respondent by regular mail to | | | |
| a) the corporation's registered office, head | | | |
| office or attorney's office; | | | |
| b) the most recent mailing address on file in | | | |
| the Land Title Office, if the respondent is a | | | |
| strata corporation or a section of a strata | | | |
| corporation ; or | | | |
| c) the clerk, deputy clerk or a similar official, if | | | |
| the respondent is a municipality. | | | |

| AMENDED DILLE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|--|-------------|----------------------|
| AMENDED RULE | | DATE | LIST BY DATE |
| Rule 2.2(6) | Rule 2.2(6) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered) | 2.3(4) | | see all changes |
| | | | made this date |
| Rule 2.2(6) | New Rule 2.2(6) was added to reflect | May 1, 2021 | <u>Click here</u> to |
| 6) In addition to serving by regular mail, if an | that the tribunal also emails a copy | | see all changes |
| applicant provides an email address for a | of the Dispute Notice to a | | made this date |
| respondent then the tribunal may also send the | respondent if the applicant provides | | |
| <u>Dispute Notice and instructions for response to</u> | an email address for the | | |
| that respondent by email. | respondent. | | |
| Rule 2.2(6) | Rule 2.2(6) was renumbered as Rule | May 1, 2023 | <u>Click here</u> to |
| [Renumbered) | 2.2(7) | | see all changes |
| | | | made this date |
| Rule 2.2(6) | Rule 2.2(6) was added to reflect the | May 1, 2023 | <u>Click here</u> to |
| 6) If the tribunal serves a Dispute Notice and | tribunal's practice of requiring the | | see all changes |
| instructions for response on a strata corporation | applicant to serve a Dispute Notice | | made this date |
| and the strata corporation does not provide a | to a strata council member or strata | | |
| completed Dispute Response Form within the | manager if the Dispute Notice is | | |
| timeframe provided for in these rules, an applicant | originally served by the tribunal and | | |
| must also provide a copy of the Dispute Notice and | the strata corporation does not file a | | |
| instructions for response by delivery in person or | Dispute Response. | | |
| registered mail to a member of the strata council | | | |
| or the strata manager. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 2.2(7) 7) Unless otherwise specified in these rules, 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. | 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. | January 1, 2020 | Click here to see all changes made this date |
| | The words "on a respondent" were removed from Rule 2.2(7) because they were redundant. | | |
| Rule 2.2(7) [Repealed] | Rule 2.2(7) was repealed because it is unnecessary after the other amendments to the service rules. | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.2(7) 7) In addition to serving by regular mail, if an applicant provides an email address for a respondent then the tribunal may also send the Dispute notice and instructions for response to that respondent by mail. | Rule 2.2(7) was previously Rule 2.2(6); numbering was altered due to the addition of the new Rule 2.2(6). | May 1, 2023 | Click here to see all changes made this date |
| Rule 2.2(8) 8) If a respondent makes a counterclaim, the tribunal may serve the counterclaim Dispute Notice and instructions for response on a counterclaim respondent by email. | Rule 2.2(8) was added to permit the tribunal to serve a counterclaim dispute notice by email. | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|---------------------------|
| Rule 2.3 | Rule 2.3 was repealed because of | January 1, 2020 | <u>Click here</u> to |
| [repealed] | the changes made to Rule 2.4 | | see all changes |
| | (which clarify the rules that apply | | made this date |
| | when serving by email). | | |
| Rule 2.3 | New Rule 2.3 was added to explain | May 1, 2021 | <u>Click here</u> to |
| When and How an Applicant Must Serve a | when and how an applicant must | | see all changes |
| Respondent | serve a respondent | | made this date |
| Rule 2.3(1) | Rule 2.3(1) was previously Rule 2.2(3). | May 1, 2021 | <u>Click here</u> to |
| 1) The tribunal will advise the applicant that the | The text was amended to make it | | see all changes |
| applicant must serve the Dispute Notice and | more plain language. | | made this date |
| instructions for response if | | | |
| a) the applicant does not provide <u>give</u> the | We also clarified that if the applicant | | |
| tribunal with the information required for | chooses to serve then the tribunal | | |
| the tribunal <u>requires</u> to serve the Dispute | will tell the applicant they must | | |
| Notice and instructions for response, | serve. | | |
| b) the tribunal receives satisfactory information | | | |
| that the <u>respondent did not receive the</u> | | | |
| Dispute Notice and instructions for response | | | |
| sent by the tribunal were not received by | | | |
| the respondent <u>sent</u> , or | | | |
| c) the tribunal is unable to <u>cannot</u> serve the | | | |
| Dispute Notice and instructions for response | | | |
| for any other reason <u>, or</u> | | | |
| d) the applicant chooses to serve the | | | |
| documents. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---------------------------------------|-------------------|---------------------------|
| Rule 2.3(1) | New Rule 2.3(1)(c) was added to | May 1, 2022 | <u>Click here</u> to |
| 1) The tribunal will advise the applicant that the | provide that the tribunal will not | | see all changes |
| applicant must serve the Dispute Notice and | serve by regular mail if a respondent | | made this date |
| instructions for response if | is an adult with impaired mental | | |
| a) the applicant does not give the tribunal the | capacity or a minor. If a respondent | | |
| information the tribunal requires to serve | is an adult with impaired mental | | |
| the Dispute Notice and instructions for | capacity or a minor, there are | | |
| response, | additional people that may be | | |
| b) the tribunal receives satisfactory information | required to be served under the CRT | | |
| that the respondent did not receive the | Rules. As a result, the tribunal will | | |
| Dispute Notice and instructions for response | require the applicant to serve. | | |
| that the tribunal sent, | | | |
| c) the respondent is an adult with impaired | Rule 2.3(1)(d) was previously Rule | | |
| mental capacity or a minor | 2.3(1)(c) and Rule 2.3(1)(e) was | | |
| <u>d</u>) the tribunal cannot serve the Dispute Notice | previously Rule 2.3(1)(d); numbering | | |
| and instructions for response for any other | was altered due to the addition of | | |
| reason, or | new Rule 2.3(1)(c), but the text was | | |
| e) the applicant chooses to serve the | not altered. | | |
| documents. | | | |

| Rule 2.3(1) | Rule 2.3(1)(d) was added to require | May 1, 2023 | <u>Click here</u> to |
|--|--------------------------------------|-------------|----------------------|
| 1) The tribunal will advise the applicant that the | an applicant to serve the Dispute | | see all changes |
| applicant must serve the Dispute Notice and | Notice on a deceased respondent. | | made this date |
| instructions for response if | | | |
| a) the applicant does not give the tribunal the | Rule 2.3(1)(e) was previously Rule | | |
| information the tribunal requires to serve | 2.3(1)(d) and Rule 2.3(1)(f) was | | |
| the Dispute Notice and instructions for | previously Rule 2.3(1)(e); numbering | | |
| response, | was altered due to the addition of | | |
| b) the tribunal receives satisfactory | new Rule 2.3(1)(d), but the text was | | |
| information that the respondent did not | not altered. | | |
| receive the Dispute Notice and instructions | | | |
| for response that the tribunal sent, | | | |
| c) the respondent is an adult with impaired | | | |
| mental capacity or a minor, | | | |
| <u>d)</u> the respondent is a ceased person, | | | |
| <u>e)</u> the tribunal cannot serve the Dispute Notice | | | |
| and instructions for response for any other | | | |
| reason, or | | | |
| <u>f</u>) the applicant chooses to serve the | | | |
| documents. | | | |

| Rule 2.3(2) | Rule 2.3(2) was previously Rule | May 1, 2021 | <u>Click here</u> to |
|--|---|-------------|----------------------|
| 2) If the tribunal advises the applicant that the | 2.2(4). The text was amended to | | see all changes |
| applicant must serve the Dispute Notice and | make it more plain language | | made this date |
| instructions for response, the applicant must | | | |
| 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 <u>tribunal</u> | | | |
| issues the Dispute Notice is issued by the | | | |
| tribunal by | | | |
| i. a method permitted by these rules | | | |
| <u>permit</u> for serving the type of | | | |
| respondent, or | | | |
| ii. another method ordered by the | | | |
| tribunal <u>orders</u> , | | | |
| b) complete the Proof of Service Form and | | | |
| provide it to the tribunal within 90 days from | | | |
| the day the <u>tribunal issues the</u> Dispute | | | |
| Notice is issued by the tribunal , and | | | |
| c) provide any other information or evidence | | | |
| about the Dispute Notice or service process | | | |
| requested by the tribunal <u>requests</u> . | | | |
| Rule 2.3(3) | Rule 2.3(3) was previously Rule 2.2(5). | May 1, 2021 | <u>Click here</u> to |
| 3) The tribunal may refuse to resolve a dispute if | The text was amended to make it | | see all changes |
| a) the Dispute Notice and instructions for | more plain language. | | made this date |
| response are not served on every | | | |
| respondent within 90 days from the day the | | | |
| <u>tribunal issues the</u> Dispute Notice is issued | | | |
| by the tribunal , and | | | |
| b) the applicant has not requested an | | | |
| extension <u>of time</u> for service or withdrawn | | | |
| their claim against any parties not served. | | | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| Rule 2.3(4) | Rule 2.3(4) was previously Rule | May 1, 2022 | <u>Click here</u> to |
|---|-----------------------------------|-------------|----------------------|
| 4) An applicant can ask the tribunal for more time to | 2.2(6). The text was not altered. | | see all changes |
| serve a respondent by completing the Request for | | | made this date |
| Extension to Serve Form and providing it to the | | | |
| tribunal before the deadline for service has passed. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 2.4 When a Dispute Notice is Considered Served How to Serve Individuals | The heading for Rule 2.4 was amended to reflect that this rule now covers a different topic. | May 1, 2022 | Click here to see all changes made this date |
| | Former Rule 2.4 was relocated to Rule 2.10. See Rule 2.10 for further information about the changes made to former Rule 2.4. | | |
| Rule 2.4(1) 1) A Dispute Notice and instructions for response served by sent by the tribunal or an applicant by email are considered received on the date shown on the emailed reply from served only if the respondent acknowledges receipt of the Dispute Notice by a) replying to the email, b) contacting the tribunal to make a request specific to the dispute, or c) otherwise confirming receipt of the Dispute Notice. | Changes to Rule 2.4(1) clarify the specific situations when a Dispute Notice sent by email will be considered valid service. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 2.4(1) | Rule 2.4(1) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 1) A Dispute Notice and instructions for response | more plain language | | see all changes |
| sent by <u>that</u> the tribunal or an applicant <u>sends</u> by | | | made this date |
| email are considered served only if the respondent | | | |
| acknowledges receipt of the Dispute Notice by | | | |
| a) replying to the email, | | | |
| b) contacting the tribunal to make a request | | | |
| specific to the dispute, or | | | |
| c) otherwise confirming receipt of the Dispute | | | |
| Notice. | | 1.4. 7.0000 | |
| Rule 2.4(1) | Rule 2.4(1) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 2.10(1). | | see all changes |
| | | | made this date |
| Rule 2.4(1) | New Rule 2.4(1) was added to say | May 1, 2022 | <u>Click here</u> to |
| 1) This rule applies if an applicant is serving the | that the rules for how to serve | | see all changes |
| Dispute Notice and instructions for response on an | individuals only apply when an | | made this date |
| <u>individual.</u> | applicant is serving. | | |

| AMENDED DILLE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|---------------------------------------|-------------|----------------------|
| AMENDED RULE | RATIONALE | DATE | LIST BY DATE |
| Rule 2.4(2) | Rule 2.4(2) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 2) A Dispute Notice and instructions for response | 2.2(2). | | see all changes |
| served by the tribunal that the tribunal serves by | | | made this date |
| regular mail are considered received <u>served</u> 10 | The text was amended to extend | | |
| days <u>on the fifteenth day</u> after the day they are | the date on which the tribunal | | |
| mailed by the tribunal gives the mail to its mail | considers a party to have received | | |
| <u>services provider, unless</u> | regular mail and to clarify when that | | |
| a) the tribunal receives notification that the | time starts to run. We also put the | | |
| Dispute Notice and instructions for response | rule in more plain language. | | |
| are received earlier, or | | | |
| b) the tribunal receives satisfactory information | | | |
| that the <u>respondent did not receive the</u> | | | |
| Dispute Notice and instructions for response | | | |
| were not received by the respondent. | | | |
| Rule 2.4(2) | Rule 2.4(2) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 2.10(2). | | see all changes |
| | | | made this date |
| Rule 2.4(2) | New Rule 2.4(2) was added to clarify | May 1, 2022 | <u>Click here</u> to |
| 2) If the respondent is an individual, a Dispute Notice | the rules for how an applicant must | | see all changes |
| and instructions for response must be served by | serve individuals. | | made this date |
| registered mail requiring a signature, courier | | | |
| delivery requiring a signature or delivery in person. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|-----------------------------------|
| Rule 2.4(3) | Rule 2.4(3) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 3) A Dispute Notice and instructions for response | 2.4(2); numbering was altered due | | see all changes |
| served that the applicant serves by registered mail | to the insertion of Rule 2.2(2) as Rule | | made this date |
| are considered received <u>served</u> on the date and | 2.4(2). | | |
| time shown on the delivery receipt. | | | |
| | The text was amended to clarify that | | |
| | it applies when an applicant serves | | |
| | by registered mail and that it is | | |
| | about service of a Dispute Notice, | | |
| | not simply receipt. | | |
| Rule 2.4(3) | Rule 2.4(3) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 2.10(3). | | see all changes |
| | | | made this date |
| Rule 2.4(3) | Rule 2.4(3) was added to provide a | May 1, 2023 | Click here to |
| 3) <u>If the respondent is a deceased person, a Dispute</u> | method for serving a Dispute Notice | | see all changes made this date |
| Notice and instructions for response must be | on a deceased respondent. | | made this date |
| served on the deceased's personal representative | | | |
| by registered mail requiring a signature, courier | | | |
| delivery requiring a signature or delivery in person. | | | |
| Rule 2.4(4) | Rule 2.4(4) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 4) A Dispute Notice and instructions for response | 2.4(3); numbering was altered due | | see all changes |
| served that the applicant serves by courier are | to the insertion of Rule 2.2(2) as Rule | | made this date |
| considered received at <u>served on</u> the time <u>date</u> | 2.4(2). | | |
| and date <u>time</u> shown on the signed proof of | | | |
| delivery. | The text was amended to clarify that | | |
| | it applies when an applicant serves | | |
| | by courier and that it is about | | |
| | service of a Dispute Notice, not | | |
| | simply receipt. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|---------------------------|
| Rule 2.4(4) | Rule 2.4(4) was renumbered as Rule | May 1, 2022 | Click here to |
| [Renumbered] | 2.10(4). | | see all changes |
| | | | made this date |
| Rule 2.4(5) | Rule 2.4(5) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 5) A Dispute Notice and instructions for response | 2.4(4); numbering was altered due | | see all changes |
| served that the applicant serves by delivery in | to the insertion of Rule 2.2(2) as Rule | | made this date |
| person are considered received at <u>served on</u> the | 2.4(2). | | |
| date and time it is delivered to the respondent. | | | |
| | The text was amended to clarify that | | |
| | it applies when an applicant serves | | |
| | in person and that it is about service | | |
| | of a Dispute Notice, not simply | | |
| | receipt. | | |
| Rule 2.4(5) | Rule 2.4(5) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 2.10(5). | | see all changes |
| | | | made this date |
| Rule 2.4(6) | Rule 2.4(6) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 6) Despite these rules, the tribunal may determine | 2.4(5); numbering was altered due | | see all changes |
| that the applicant has served a respondent with a | to the insertion of Rule 2.2(2) and | | made this date |
| Dispute Notice and instructions for response using | Rule 2.4(2). | | |
| another method permitted by the tribunal <u>permits</u> . | | | |
| | The text was amended to make it | | |
| | more plain language. | | |
| Rule 2.4(6) | Rule 2.4(6) was renumbered as Rule | May 1, 2022 | <u>Click here</u> to |
| [Renumbered] | 2.10(6). | | see all changes |
| | | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-------------------------------------|-------------------|---------------------------|
| Rule 2.5 | The heading of Rule 2.5 was | May 1, 2021 | <u>Click here</u> to |
| How to Serve Adults with Impaired Mental Capacity | amended to make it consistent with | | see all changes |
| and Children <u>Minors</u> | the change from "child" to "minor" | | made this date |
| | elsewhere in the rules. | | |
| Rule 2.5(1) | Rule 2.5(1) was amended to clarify | May 1, 2022 | <u>Click here</u> to |
| 1) If an applicant knows <u>or the CRT becomes aware</u> | that the requirement to serve | | see all changes |
| that a <u>an adult</u> respondent has <u>impaired mental</u> | additional people applies when a | | made this date |
| capacity, the applicant must serve the Dispute | respondent has impaired mental | | |
| Notice and instructions for response by registered | capacity, not just where there is a | | |
| mail requiring a signature, courier delivery | committee of estate, a | | |
| requiring a signature, or delivery in person to | representation agreement, or a | | |
| a) <u>the respondent, and</u> | power of attorney. This service | | |
| b) anyone that the applicant is aware of having | requirement now also applies if the | | |
| legal authority for the respondent including | tribunal becomes aware that the | | |
| a committee of estate, a representative | respondent has impaired mental | | |
| appointed in a representation agreement, or | capacity. | | |
| an attorney appointed in an enduring power | | | |
| of attorney | | | |
| the applicant must serve the Dispute Notice and | | | |
| instructions for response on that person and | | | |
| a)—the respondent or the person with whom | | | |
| the respondent normally resides, and | | | |
| b) -the Public Guardian and Trustee. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 2.5(2) 2) If the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a respondent who is a child minor, the applicant must serve the Dispute Notice and instructions for response on that respondent's parent or guardian unless the tribunal orders otherwise. | Rule 2.5(2) was amended to clarify that it applies when the tribunal requires an applicant to serve the Dispute Notice. We changed "child" to "minor" to keep the rule consistent. We removed the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.5(2) 2) If the tribunal requires an applicant to serve the Dispute Notice and instructions for response on knows or the CRT becomes aware that a respondent who is a minor, the applicant must serve the Dispute Notice and instructions for response on that by registered mail requiring a signature, courier delivery requiring a signature, or delivery in person to a) the respondent, and b) the respondent's parent or guardian. | Rule 2.5(2) was amended to clarify that service is required on both a respondent who is a minor, and their parent or guardian. The service rule now also applies if the tribunal becomes aware that the respondent is a minor. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--------------------------------------|-------------------|---------------------------|
| Rule 2.6 | The heading of Rule 2.6 was | May 1, 2021 | <u>Click here</u> to |
| How to Serve Strata Corporations of a | amended to make it more plain | | see all changes |
| Strata Corporation Respondents | language. | | made this date |
| Rule 2.6(1) | New Rule 2.6(1) was added to clarify | May 1, 2021 | <u>Click here</u> to |
| 1) This rule applies if the tribunal requires an | when this rule applies. | | see all changes |
| applicant to serve the Dispute Notice and | | | made this date |
| instructions for response on a respondent that is a | | | |
| strata corporation or section of a strata | | | |
| corporation, as defined in the Strata Property Act. | | | |
| Rule 2.6(1) | The words "or a section of a strata | January 1, 2020 | <u>Click here</u> to |
| 1) If the respondent is a strata corporation or a | corporation" have been removed | | see all changes |
| section of a strata corporation as defined in the | from Rule 2.6(1) because of the | | made this date |
| Strata Property Act, a Dispute Notice and | addition of Rule 2.6(2), which | | |
| instructions for response must be served | outlines the rules that apply when | | |
| a) by registered mail, courier delivery requiring | conducting service on a section of a | | |
| a signature or delivery in person to the | strata corporation. | | |
| strata corporation at its most recent mailing | | | |
| address on file in the Land Title Office, or | | | |
| b) by delivery in person to a council member. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|---------------------------|
| Rule 2.6(1) | Rule 2.6(1) was amended to clarify | May 1, 2022 | <u>Click here</u> to |
| 1) This rule applies if the tribunal requires an | that it applies if an applicant | | see all changes |
| applicant to serve <u>is serving</u> the Dispute Notice | chooses to serve a respondent that | | made this date |
| and instructions for response on a respondent that | is a strata or strata section as well as | | |
| is a strata corporation or section of a strata | if the tribunal directs the applicant | | |
| corporation, as defined in the Strata Property Act. | to serve. (The tribunal provides | | |
| | applicants with the option to serve | | |
| | respondents, even in situations | | |
| | where the CRT Rules permit the | | |
| | tribunal to serve.) | | |
| Rule 2.6(2) | Rule 2.6(2) was previously Rule 2.6(1); | May 1, 2021 | <u>Click here</u> to |
| 2) If the respondent is a strata corporation as defined | numbering was altered due to the | | see all changes |
| in the <i>Strata Property Act</i>, a Dispute Notice and | insertion of new Rule 2.6(1). | | made this date |
| instructions for response must be served | | | |
| a) by registered mail, courier delivery requiring | The text was amended to remove a | | |
| a signature or delivery in person to the | reference to the Strata Property Act | | |
| strata corporation at its most recent mailing | that was no longer necessary. | | |
| address on file in the Land Title Office, or | | | |
| b) by delivery in person to a council member. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|---------------------------|
| Rule 2.6(2) | New Rule 2.6(2) was added to | January 1, 2020 | <u>Click here</u> to |
| 2) If the respondent is a section of a strata | address how to serve a section of a | | see all changes |
| corporation as defined in the Strata Property Act, a | strata corporation. | | made this date |
| Dispute Notice and instructions for response must | | | |
| <u>be served</u> | | | |
| a) <u>by registered mail, courier delivery requiring</u> | | | |
| a signature or delivery in person to the | | | |
| section at its most recent mailing address | | | |
| on file in the Land Title Office, or | | | |
| b) by delivery in person to an executive | | | |
| member of the section. | | | |
| Rule 2.6(2) | Rule 2.6(2) was amended to specify | May 1, 2022 | <u>Click here</u> to |
| 2) If the respondent is a strata corporation, a Dispute | that service by registered mail | | see all changes |
| Notice and instructions for response must be | requires a signature, and to provide | | made this date |
| served | alternatives for how to serve a strata | | |
| a) by registered mail <u>requiring a signature</u> , | council member. | | |
| 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 | | | |
| b) by <u>registered mail requiring a signature,</u> | | | |
| courier delivery requiring a signature or | | | |
| delivery in person to a <u>strata</u> council | | | |
| member. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 2.6(3) 3) 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 a) 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 b) by delivery in person to an executive member of the section. | Rule 2.6(3) was previously Rule 2.6(2); numbering was altered due to the insertion of new Rule 2.6(1). The text was amended to remove a reference to the <i>Strata Property Act</i> that was no longer necessary | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.6(3) 3) 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 a) 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, b) 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. | 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. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 2.6(3) | Rule 2.6(3) was amended to remove | May 1, 2022 | <u>Click here</u> to |
| 3) If the respondent is a section of a strata | references to the address on file in | | see all changes |
| corporation, a Dispute Notice and instructions for | the Land Title Office because | | made this date |
| response must be served a) by registered mail | sections are not required to have an | | |
| requiring a signature, courier delivery requiring a | address on file in the Land Title | | |
| signature or delivery in person to the section at its | Office. Often, they will use the same | | |
| most recent mailing address on file in the Land | mailing address as the strata | | |
| Title Office, or b) by delivery in person to an | corporation, but CRT disputes | | |
| executive member of the section. | involving strata sections also often | | |
| | involve the strata corporation, so | | |
| | serving the section of a strata | | |
| | corporation at the strata | | |
| | corporation's address may not be | | |
| | appropriate. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 2.6(4) | Rule 2.6(4) was previously Rule | May 1, 2021 | <u>Click here</u> to |
| 4) If a strata corporation or <u>a</u> section <u>of a strata</u> | 2.6(3); numbering was altered due | | see all changes |
| <u>corporation</u> is served with a Dispute Notice and | to the insertion of new Rule 2.6(1). | | made this date |
| instructions for response at its most recent mailing | | | |
| address on file in the Land Title Office, an applicant | The text was amended to clarify the | | |
| must also provide a copy of the Dispute Notice and | reference to a section of a strata | | |
| instructions for response | corporation and to fix a minor | | |
| a) if the claim is against a strata corporation, by | typographical error. | | |
| delivery in person or regular mail to a | | | |
| member of the strata council or the | | | |
| property manager for the strata corporation, | | | |
| <u>or</u> | | | |
| b) 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. | | | |
| | | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|--|-------------|----------------------|
| AMENDED ROLE | | DATE | LIST BY DATE |
| Rule 2.6(4) | Rule 2.6(4) was amended to align | May 1, 2022 | <u>Click here</u> to |
| 4) If a strata corporation or a section of a strata | with the amendments to Rule 2.6(3). | | see all changes |
| corporation is served with a Dispute Notice and | | | made this date |
| 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 a) 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, or | | | |
| b)-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. | | | |
| Rule 2.6(4) | Rule 2.6(4) was repealed in | May 1, 2023 | Click here to |
| [Repealed] | conjunction with the addition of | | see all changes |
| | Rule 2.2(6), to reflect the tribunal's | | made this date |
| | current practice for serving a | | |
| | Dispute Notice on a strata | | |
| | corporation. | | |

Rule: 2.7

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--------------------------------------|-------------------|-----------------------------------|
| Rule 2.7(1) | Rule 2.7(1) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered] | 2.7(2) | | see all changes |
| | | | made this date |
| Rule 2.7(1) | New Rule 2.7(1) was added to clarify | May 1, 2021 | <u>Click here</u> to |
| 1) This rule applies if the tribunal requires an | when this rule applies and merged | | see all changes |
| applicant to serve a respondent that is a company, | with what was previously Rule 2.7(6) | | made this date |
| extraprovincial company, society, cooperative | to clarify what a respondent must | | |
| association, partnership, or municipality. If a | do if the rule does not apply. | | |
| respondent is any other type of entity an applicant | | | |
| must follow the tribunal's directions to serve that | | | |
| entity. | | | |
| Rule 2.7(1) | Rule 2.7(1) was amended to clarify | May 1, 2022 | <u>Click here</u> to |
| 1) This rule applies if the tribunal requires an | that it applies both when the | | see all changes |
| applicant to serve <u>is serving</u> a respondent that is a | applicant chooses to serve the | | made this date |
| company, extraprovincial company, society, | respondent and when the CRT or | | |
| cooperative association, partnership, or | the CRT Rules require applicant | | |
| municipality. If a respondent is any other type of | service. | | |
| entity an applicant must follow the tribunal's | | | |
| directions to serve that entity. | | | |
| Rule 2.7(1) | Rule 2.7(1) was amended for clarity. | May 1, 2023 | <u>Click here</u> to |
| 1) This rule applies if the tribunal requires an | A portion of Rule 2.7(1) was moved | | see all changes made this date |
| applicant to serve a respondent that is a company, | to a new rule, Rule 2.7(7). | | Thade this date |
| extraprovincial company, society, cooperative | | | |
| association, partnership, or municipality . If a | | | |
| respondent is any <u>or</u> other type of entity an | | | |
| applicant must follow the tribunal's directions to | | | |
| serve that entity not addressed in these rules. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|---------------------------|
| Rule 2.7(2) | Rule 2.7(2) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered] | 2.7(3) | | see all changes |
| | | | made this date |
| Rule 2.7(2) | Rule 2.7(2) was previously Rule 2.7(1); | May 1, 2021 | <u>Click here</u> to |
| 2) If a respondent is a company as defined by <u>in</u> the | numbering was altered due to the | | see all changes |
| Business Corporations Act, a Dispute Notice and | insertion of new Rule 2.7(1). | | made this date |
| instructions for response must be served | | | |
| a) by registered mail, courier delivery requiring | The text was amended to make its | | |
| a signature or delivery in person to the | language more consistent with the | | |
| address shown for the registered office with | rules overall. | | |
| the Registrar of Companies, | | | |
| b) by delivery in person at the place of business | | | |
| of the company, to a receptionist or a person | | | |
| who appears to manage or control the | | | |
| company's business there, or | | | |
| c) by delivery in person to a director, officer, | | | |
| liquidator, trustee in bankruptcy or receiver | | | |
| manager of the company. | | | |
| | | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|------------------------------------|-------------|----------------------|
| AMENDED ROLL | | DATE | LIST BY DATE |
| Rule 2.7(2) | Rule 2.7(2) was amended to specify | May 1, 2022 | <u>Click here</u> to |
| 2) If a respondent is a company as defined in the | that service by registered mail | | see all changes |
| Business Corporations Act, a Dispute Notice and | requires a signature. | | made this date |
| instructions for response must be served | | | |
| a) by registered mail <u>requiring a signature</u> , | | | |
| courier delivery requiring a signature or | | | |
| delivery in person to the address shown for | | | |
| the registered office with the Registrar of | | | |
| Companies, | | | |
| b) by delivery in person at the place of business | | | |
| of the company, to a receptionist or a person | | | |
| who appears to manage or control the | | | |
| company's business there, or | | | |
| c) by delivery in person to a director, officer, | | | |
| liquidator, trustee in bankruptcy or receiver | | | |
| manager of the company. | | | |
| Rule 2.7(2) | Rule 2.7(2) was amended for | May 1, 2023 | <u>Click here</u> to |
| 2) If a respondent is a company <u>corporation</u> as | consistency with the Rules and the | | see all changes |
| defined in the Business Corporations Act, a | Business Corporations Act. | | made this date |
| Dispute Notice and instructions must be served | | | |
| a) by registered mail, courier delivery requiring | | | |
| a signature or delivery in person to the | | | |
| address shown for the registered office with the Registrar of Companies, | | | |
| b) by delivery in person at the place of business | | | |
| of the company, to a receptionist or a person | | | |
| who appears to manage or control the | | | |
| company's business there, or | | | |
| c) by delivery in person to a director, officer, | | | |
| liquidator, trustee in bankruptcy or receiver | | | |
| manager of the company. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|------------------------------|
| Rule 2.7(3) | Rule 2.7(3) was renumbered as Rule | May 1, 2021 | <u>Click here</u> to |
| [Renumbered] | 2.7(4) | | see all changes |
| Rule 2.7(3) | Rule 2.7(3) was previously Rule 2.7(2); | May 1, 2021 | made this date Click here to |
| 3) If a respondent is an extraprovincial company as | numbering was altered due to the | May 1, 2021 | see all changes |
| defined by in the Business Corporations Act, a | insertion of new Rule 2.7(1). | | made this date |
| Dispute Notice and instructions for response must | insertion of new Rule 2.7(i). | | Tridde triis date |
| be served | The text was amended to make its | | |
| a) by registered mail, courier delivery requiring | language more consistent with the | | |
| a signature or delivery in person to the | rules overall. | | |
| address shown for the head office in the | | | |
| office of the Registrar of Companies if that | | | |
| head office is in British Columbia, | | | |
| b) by registered mail, courier delivery requiring | | | |
| a signature or delivery in person to the | | | |
| address shown in the office of the Registrar | | | |
| of Companies for any attorney appointed for | | | |
| the extraprovincial company, | | | |
| c) by delivery in person to the place of business | | | |
| in British Columbia of the extraprovincial | | | |
| company, to a receptionist or a person who appears to manage or control the | | | |
| company's business there, or | | | |
| d) by delivery in person to a director, officer, | | | |
| liquidator, trustee in bankruptcy or receiver | | | |
| manager of the extraprovincial company. | | | |
| | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 2.7(3) 3) If a respondent is an extraprovincial company as defined in the Business Corporations Act, a Dispute Notice and instructions for response must be served a) by registered mail requiring a signature, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia, b) by registered mail requiring a signature, courier delivery requiring a signature or delivery in person to the address shown in the office of the Registrar of Companies for any attorney appointed for the extraprovincial company, c) by delivery in person to the place of business in British Columbia of the extraprovincial company, to a receptionist or a person who appears to manage or control the company's business there, or d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the extraprovincial company. | Rule 2.7(3) was amended to specify that service by registered mail requires a signature. | May 1, 2022 | Click here to see all changes made this date |
| Rule 2.7(4) [Renumbered] | Rule 2.7(4) was renumbered as Rule 2.7(5) | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 2.7(4) 4) If a respondent is a society incorporated under the Societies Act or a co-operative association incorporated under the Co-operative Association Act a Dispute Notice and instructions for response must be served a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the registered office with the Registrar of Companies, or b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association. | Rule 2.7(4) was previously Rule 2.7(3); numbering was altered due to the insertion of new Rule 2.7(1), but the text was not altered. | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.7(4) 4) If a respondent is a society incorporated under the Societies Act or a co-operative association incorporated under the Co-operative Association Act a Dispute Notice and instructions for response must be served a) by registered mail requiring a signature, courier delivery requiring a signature or delivery in person to the address shown for the registered office with the Registrar of Companies, or b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association. | Rule 2.7(4) was amended to specify that service by registered mail requires a signature. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 2.7(5) [Renumbered] | Rule 2.7(5) was renumbered as Rule 2.7(6) | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.7(5) 5) If a respondent is a partnership, a Dispute Notice and instructions for response must be served a) by registered mail, courier delivery requiring a signature or delivery in person to a partner, or b) by delivery in person to the partnership's place of business, to a receptionist or to a person who appears to manage or control the partnership's business there. | Rule 2.7(5) was previously Rule 2.7(4); numbering was altered due to the insertion of new Rule 2.7(1), but the text was not altered. | May 1, 2021 | Click here to see all changes made this date |
| Rule 2.7(5) 5) If a respondent is a partnership, a Dispute Notice and instructions for response must be served a) by registered mail requiring a signature, courier delivery requiring a signature or delivery in person to a partner, or b) by delivery in person to the partnership's place of business, to a receptionist or to a person who appears to manage or control the partnership's business there. | Rule 2.7(5) was amended to specify that service by registered mail requires a signature. | May 1, 2022 | Click here to see all changes made this date |
| Rule 2.7(6) [Repealed] | Rule 2.7(6) was merged with new Rule 2.7(1) to clarify what a respondent must do if the rule does not apply. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|------------------------------|
| Rule 2.7(6) | Rule 2.7(6) was previously Rule 2.7(5); | May 1, 2021 | <u>Click here</u> to |
| 6) If a respondent is a municipality located in British | numbering was altered due to the | | see all changes |
| Columbia, a Dispute Notice and instructions for | insertion of new Rule 2.7(1), but the | | made this date |
| response must be served by providing a copy to | text was not altered. | | |
| the clerk, deputy clerk or a similar official by | | | |
| registered mail, courier delivery requiring a | | | |
| signature or delivery in person. | | | |
| Rule 2.7(6) | Rule 2.7(6) was amended to specify | May 1, 2022 | <u>Click here</u> to |
| 6) If a respondent is a municipality located in British | that service by registered mail | | see all changes |
| Columbia, a Dispute Notice and instructions for | requires a signature. | | made this date |
| response must be served by providing a copy to | | | |
| the clerk, deputy clerk or a similar official by | | | |
| registered mail <u>requiring a signature</u> , courier | | | |
| delivery requiring a signature or delivery in person. | | | |
| Rule 2.7(7) | Rule 2.7(7) was added for clarity. It was | May 1, 2023 | <u>Click here</u> to |
| 7) If a respondent is any other type of entity not | previously part of Rule 2.7(1). | | see all changes |
| addressed in these rules, an applicant must follow | | | made this date |
| the tribunal's directions to serve that entity. | | | |

Rule: 2.8

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 2.8(2) | Rule 2.8(2) was amended make it | May 1, 2021 | <u>Click here</u> to |
| 2) A Dispute Notice and instructions for response | more plain language and fix a minor | | see all changes |
| served by the tribunal <u>serves</u> on ICBC are | typographical error. | | made this date |
| considered received 24 hours after it is they are | | | |
| sent. | | | |
| Rule 2.8(3) | Rule 2.8(3) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 3) Service of a Dispute Notice and instructions for | what ICBC must tell the tribunal. | | see all changes |
| response on ICBC are deemed to be service on all | | | made this date |
| respondents unless ICBC contacts <u>notifies</u> the | | | |
| tribunal within 7 days of being served to inform the | | | |
| tribunal otherwise that it is not accepting service | | | |
| on behalf of a respondent. | | | |
| Rule 2.8(4) | Rule 2.8(4) was amended to make | May 1, 2021 | <u>Click here</u> to |
| 4) If ICBC does not accept service on behalf of a | the language consistent with how | | see all changes |
| respondent, the service requirements for non- | the tribunal refers to motor vehicle | | made this date |
| motor vehicle accidents <u>injury claims</u> will apply to | injury claims. | | |
| the dispute. | | | |
| Rule 2.8(4) | Rule 2.8(4) was amended to clarify | September 1, | <u>Click here</u> to |
| 4) If ICBC does not accept service on behalf of a | what happens if ICBC does not | 2022 | see changes |
| respondent, the service requirements for non- | accept service on behalf of a | | made this date |
| motor vehicle injury claims will in rules 2.2 to 2.7 | respondent. | | |
| and 2.9 to 2.10 apply to the dispute. | | | |
| | | | |
| | | | |
| D 1 00(F) | N D 1 20(5) | 1 2021 | |
| Rule 2.8(5) | New Rule 2.8(5) was added to | May 1, 2021 | Click here to |
| 5) If ICBC accepts service on behalf of a respondent, | require ICBC to notify a respondent | | see all changes |
| ICBC must promptly notify the respondent. | that it is accepting service on that respondent's behalf. | | made this date |

Rule: 2.9

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|--|
| Rule 2.9 1) An applicant who has difficulty serving a respondent can ask the tribunal for direction on using another method to satisfy the service requirements by sending the tribunal a completed completing a Request for Directions on Service Form. | Rule 2.9 was amended for clarity and to reflect existing tribunal practice of requiring an applicant to attempt all available service methods prior to requesting directions. | May 1, 2023 | Click here to see all changes made this date |
| 2) An applicant must submit the Request for Directions on Service Form to the tribunal before the deadline for service has passed. | | | |
| 3) The tribunal will not consider a Request for Directions on Service until an applicant has attempted to serve the Dispute Notice and instructions for response on a respondent by each of the approved service methods under these rules, or explained why they cannot use an approved method. | | | |
| Rule 2.9(1) 1) An applicant who has difficulty serving a respondent can ask the tribunal for direction on using another method to satisfy the service requirements by providing to sending the tribunal a completed Request for Directions on Service Form. | Rule 2.9(1) was amended to make it more plain language. | May 1, 2021 | Click here to see all changes made this date |

Rule: 2.10

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 2.10 When a Dispute Notice is Considered Served | Rule 2.10 was previously Rule 2.4. It was moved to the end of the section to improve the flow of the rules, and to create room to insert new Rule 2.4. | May 1, 2022 | Click here to see all changes made this date |
| Rule 2.10(1) 1) A Dispute Notice and instructions for response that the tribunal or an applicant sends by email are considered served only if the respondent acknowledges receipt of the Dispute Notice by a) replying to the email, b) contacting the tribunal to make a request specific to the dispute, or c) otherwise confirming receipt of the Dispute Notice. | Rule 2.10(1) was previously Rule 2.4(1); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered. | May 1, 2022 | Click here to see all changes made this date |
| Rule 2.10(2) 2) A Dispute Notice and instructions for response that the tribunal serves by regular mail are considered served on the fifteenth day after the tribunal gives the mail to its mail services provider unless a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or b) the tribunal receives satisfactory information that respondent did not receive the Dispute Notice and instructions for response. | Rule 2.10(2) was previously Rule 2.4(2); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|---------------------------|
| Rule 2.10(3) | Rule 2.10(3) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 3) A Dispute Notice and instructions for response that | 2.4(3); numbering was altered due | | see all changes |
| the applicant serves by registered mail are | to the movement of this Rule to the | | made this date |
| considered served on the date and time shown on | end of the section. The text was not | | |
| the delivery receipt. | altered. | | |
| Rule 2.10(4) | Rule 2.10(4) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 4) A Dispute Notice and instructions for response that | 2.4(4); numbering was altered due | | see all changes |
| the applicant serves by courier are considered | to the movement of this Rule to the | | made this date |
| served on the date and time shown on the signed | end of the section. The text was not | | |
| proof of delivery. | altered. | | |
| Rule 2.10(5) | Rule 2.10(5) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 5) A Dispute Notice and instructions for response that | 2.4(5); numbering was altered due | | see all changes |
| the applicant serves by delivery in person are | to the movement of this Rule to the | | made this date |
| considered served on the date and time it is | end of the section. The text was not | | |
| delivered to the respondent. | altered. | | |
| Rule 2.10(6) | Rule 2.10(6) was previously Rule | May 1, 2022 | <u>Click here</u> to |
| 6) Despite these rules, the tribunal may determine | 2.4(6); numbering was altered due | | see all changes |
| that a respondent has been served if | to the movement of this Rule to the | | made this date |
| <u>a)</u> the applicant has served a the respondent | end of the section. | | |
| with a Dispute Notice and instructions for | | | |
| response using another method <u>directed by</u> | New Rule 2.10(6)(b) clarifies that the | | |
| the tribunal <u>permits</u> , <u>or</u> | tribunal may find that a person was | | |
| b) the tribunal is satisfied that the respondent | served, if the tribunal is satisfied that | | |
| has seen a copy of the Dispute Notice | the respondent has seen a copy of | | |
| naming them as a respondent and the | the Dispute Notice naming them as | | |
| instructions for response. | a respondent and the instructions | | |
| | for response. | | |

Rule: 3.1

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 3.1(1) 1) A respondent who is served with a Dispute Notice and instructions for response, or a party who is served with a Dispute Notice and instructions for response because of a Counterclaim Form or Third Party Claim Form, must, within 14 days of receiving them, or if service was outside British Columbia, within 30 days of receiving them a) complete a Dispute Response Form, b) provide the Dispute Response Form to the tribunal and c) pay the required fee. | Rule 3.1(1) was amended to remove some unnecessary wording. | May 1, 2021 | Click here to see all changes made this date |

Rule: 3.2

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 3.2(1) | Rule 3.2(1) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 1) Unless a case manager or tribunal member directs | the language that creates an | | see all changes |
| otherwise, <u>W</u> ithin 30 days of providing the Dispute | exception to this rule because the | | made this date |
| Response Form to the tribunal, a respondent can | tribunal may rely on the general | | |
| make a counterclaim against an applicant by | exception in Rule 1.2(2) instead. We | | |
| a) indicating in a completed Dispute Response | also amended references to CRT | | |
| Form that the respondent will add at least | forms to make them more accurate. | | |
| one claim in the dispute, | | | |
| b) completing a Counterclaim Form <u>an</u> | | | |
| Application Form for the counterclaim, | | | |
| c) providing the completed Counterclaim | | | |
| Application Form to the tribunal, and | | | |
| d) paying the required fee to add a claim. | | | |
| | | | |

Rule: 3.3

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 3.3(1) | Rule 3.3(1) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 1) Unless a case manager directs otherwise, A | the language that creates an | | see all changes |
| respondent who believes <u>thinks</u> another person is | exception to this rule because the | | made this date |
| responsible for a claim can make a third party | tribunal may rely on the general | | |
| claim against that other person by | exception in Rule 1.2(2) instead. We | | |
| a) indicating in a completed Dispute Response | also amended references to CRT | | |
| Form that the respondent will apply for | forms to make them more accurate. | | |
| dispute resolution against the other person, | | | |
| b) completing a Third Party Claim <u>an</u> | | | |
| <u>Application</u> Form identifying <u>for the third</u> | | | |
| party claim that identifies the other person | | | |
| and describing <u>describes</u> any claims against | | | |
| that person, | | | |
| c) providing the Third Party Claim <u>Application</u> | | | |
| Form to the tribunal, and | | | |
| d) paying the required fee to add a claim. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---------------------------------------|-------------------|---------------------------|
| Rule 3.3(1) | Rule 3.3(1) was amended to clarify | May 1, 2022 | Click here to |
| 1) A respondent who thinks another person is | that a third party claim must relate | | see all changes |
| responsible for a the applicant's claim can make a | to the claim that was brought | | made this date |
| third party claim against that other person by | against the respondent. | | |
| a) indicating in a completed Dispute Response | | | |
| Form that the respondent will apply for | | | |
| dispute resolution against the other person, | | | |
| b) completing a <u>an</u> Application Form for the | | | |
| third party claim that identifies the other | | | |
| person and describes any claims against | | | |
| that person, | | | |
| c) providing the Application Form to the | | | |
| tribunal, and | | | |
| d) paying the required fee to add a claim. | | | |
| Rule 3.3(2) | Rule 3.3(2) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 2) A respondent who makes a third party claim must | the reference to Part 2 of the rules. | | see all changes |
| complete the steps for "Starting the Tribunal | | | made this date |
| Process" <u>in Part 2 of these Rules,</u> except | | | |
| a) the time frame for serving the other party is | | | |
| 30 days instead of 90 days and | | | |
| b) the original Dispute Notice and any | | | |
| responses must be served along with the | | | |
| Dispute Notice and instructions for response | | | |
| for the additional claims. | | | |

Rule: 4.1

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|---|-------------------------|-------------------------------|
| Rule 4.1 | Dula / I was amanded for playity and | DATE May 1, 2023 | Click boro to |
| 1) A party named as a respondent to a dispute who- | Rule 4.1 was amended for clarity and to improve the flow of the rules | May 1, 2023 | Click here to see all changes |
| fails is in default if they fail to respond provide a | to improve the now of the fales | | made this date |
| <u>Dispute Response Form</u> to a properly served | | | |
| Dispute Notice and instructions for response | | | |
| within | | | |
| a) the timeframe provided for in these rules, or | | | |
| who has requested an extension to respond | | | |
| and has not responded by the date shown- | | | |
| on the extension, is in default. | | | |
| b) any extended timeframe granted by the | | | |
| tribunal. | | | |
| 2) If the tribunal notifies an applicant that no | | | |
| respondent provided a Dispute Response, and | | | |
| the applicant does not request a default | | | |
| decision within 21 days of being notified they | | | |
| may do so, the tribunal may dismiss or refuse | | | |
| to resolve the dispute. | | | |
| Rule 4.1(2) | Rule 4.1(2) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 2) If the tribunal notifies an applicant that no | the tribunal notifies applicants they | | see all changes |
| respondent provided a Dispute Response, and the | may ask for a default decision, not | | made this date |
| applicant does not request a default decision | requests them to do so. | | |
| within 21 days of being requested to <u>notified they</u> | | | |
| may do so, the tribunal may dismiss or refuse to | | | |
| resolve the dispute. | | | |

Rule: 4.2

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 4.2(1) 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by a) providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims, b) providing a completed Proof of Service Form, if applicable, and c) paying the required fee to request a default decision and order. | Rule 4.2(1) was amended to clarify that a Proof of Service Form is not required in every case, depending on the method of service. | May 1, 2021 | Click here to see all changes made this date |
| Rule 4.2(1) 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by a) providing a completed Request for Default Decision and Order form together with supporting evidence of claimed disputerelated expenses and the value of non-debt claims, b) providing a completed Proof of Service Form, if applicable, and c) paying the required fee to request a default decision and order. | Rule 4.2(1) was amended to clarify that an applicant requesting a default decision and order only needs to provide evidence of dispute-related expenses if they are claiming dispute-related expenses. | May 1, 2022 | Click here to see all changes made this date |

| Rule 4.2(2) | Rule 4.2(2) was moved from Rule | May 1, 2023 | <u>Click here</u> to |
|---|-----------------------------------|-------------|----------------------|
| If the tribunal notified an applicant that no | 4.1(2) to improve the flow of the | | see all changes |
| respondent provided a Dispute Response, and the | rules. | | made this date |
| applicant does not request a default decision within 21 | | | |
| days of being notified they may do so, the tribunal | | | |
| may dismiss or refuse to resolve the dispute. | | | |

Rule: 4.3

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 4.3(1) | The words "unless the tribunal | January 1, 2020 | <u>Click here</u> to |
| 1) <u>Unless the tribunal decides otherwise</u> , when the | decides otherwise" were added to | | see all changes |
| tribunal makes a default decision and order, it will | Rule 4.3(1) to provide for | | made this date |
| a) assume a respondent is liable, and | circumstances where a tribunal | | |
| b) resolve the dispute without a respondent's | member may not assume the | | |
| participation. | respondent is liable. | | |
| Rule 4.3(1) | Rule 4.3(1) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 1) Unless the tribunal decides otherwise, When the | the language that creates an | | see all changes |
| tribunal makes a default decision and order, it will | exception to this rule because the | | made this date |
| <u>may</u> | tribunal may rely on the general | | |
| a) assume a respondent is liable, | exception in Rule 1.2(2) instead. | | |
| <u>b)</u> <u>determine the value of non-debt claims</u> | | | |
| based on evidence satisfactory to the | The text was also amended from | | |
| <u>tribunal,</u> and | "will" to "may" to reflect that the | | |
| <u>c)</u> resolve the dispute without a respondent's | tribunal has discretion on how to | | |
| participation. | decide. | | |
| | New Rule 4.3(1(b) was added to | | |
| | clarify that the applicant must still | | |
| | prove the value of claims that are | | |
| | not debt-related. | | |
| | Rule 4.3(1)(c) was previously Rule | | |
| | 4.3(1(b); numbering was altered due | | |
| | to the insertion of new Rule 4.3(1(b) | | |
| | but the text was not altered. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|-------------------------------------|-------------------|---------------------------|
| Rule 4.3(2) | Rule 4.3(2) was amended to indicate | May 1, 2022 | <u>Click here</u> to |
| 2) In a request for a default decision and order for a | that this rule is discretionary. | | see all changes |
| debt claim, the tribunal will <u>may</u> order payment of | | | made this date |
| a) the amount claimed, and | | | |
| b) applicable interest, claimed tribunal fees | | | |
| and reasonable dispute-related expenses. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|--|-------------|----------------------|
| AMENDED ROLE | RATIONALE | DATE | LIST BY DATE |
| Rule 5.1(2) | Rule 5.1(2) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 2) During case management parties will receive | an unnecessary phrase. | | see all changes |
| support from a tribunal officer acting as a case | | | made this date |
| manager. | | | |
| Rule 5.1(4) | Rule 5.1(4) was previously Rule 5.1(6); | May 1, 2021 | <u>Click here</u> to |
| 4) The case manager can adjust or modify the | numbering was altered to make the | | see all changes |
| facilitation directions at any time during | link between this rule and Rule 5.1(3) | | made this date |
| facilitation. | clearer. | | |
| | | | |
| | The text was amended to remove | | |
| | an unnecessary phrase. | | |
| Rule 5.1(5) | Rule 5.1(5) was repealed because it | May 1, 2021 | <u>Click here</u> to |
| [Repealed] | did not reflect the tribunal's practice | | see all changes |
| | with claims under the motor vehicle | | made this date |
| | injury jurisdiction. | | |
| Rule 5.1(5) | Rule 5.1(5) was previously Rule 5.1(4); | May 1, 2021 | <u>Click here</u> to |
| 5) During case management, a case manager can | numbering was altered due to the | | see all changes |
| may refer any matter requiring a decision or order | insertion of Rule 5.1(6) as Rule 5.1(4). | | made this date |
| to a tribunal member, including a party's non- | | | |
| compliance with directions. | The text was altered to accompany | | |
| | the new Rule 5.1(6). | | |
| | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 5.1(6) | New Rule 5.1(6) was added to list | May 1, 2021 | <u>Click here</u> to |
| 6) In deciding whether to refer any matter to a | factors a case manager will consider | | see all changes |
| tribunal member, except for a referral about non- | before referring a matter to a | | made this date |
| compliance with directions, the case manager will | tribunal member. | | |
| consider whether the referral | | | |
| a) <u>is appropriate and proportional in the</u> | | | |
| circumstances of the dispute, | | | |
| b) would facilitate speedy, accessible, | | | |
| inexpensive, informal and flexible resolution | | | |
| of the dispute, | | | |
| c) would potentially end the dispute against | | | |
| one or more respondents, and | | | |
| d) encourage early and collaborative dispute | | | |
| resolution. | | | |
| | | | |

Rule: 5.2

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 5.2 Agreements in Negotiation or Facilitation Made During Case Management | The heading for Rule 5.2 was amended to clarify it applies to the entire case management phase of the tribunal's dispute resolution process. | May 1, 2021 | Click here to see all changes made this date |
| Rule 5.2(2) 2) In reviewing a request for a consent resolution order or consent dismissal order, the tribunal may consider whether the draft order is a) whether the draft order is clear and within the tribunal's jurisdiction of the tribunal, and b) clear and c) any other factors the tribunal considers appropriate. | Rule 5.2(2) was amended to fix a typographical issue and put the rule in more plain language. Rule 5.2(2)(b) was previously Rule 5.2(2)(c); numbering was altered due to the deletion of Rule 5.2(2)(b). | May 1, 2021 | Click here to see all changes made this date |
| Rule 5.2(3) 3) The agreement that is the subject of a requested consent resolution order must set out a) the terms of agreement among the parties, and b) any other information the parties or the case manager think should be included. | Rule 5.2(3) was amended for clarity, since the tribunal can only make a consent resolution order that is within its jurisdiction to make. | May 1, 2022 | Click here to see all changes made this date |
| Rule 5.2(4) 4) If the agreement involves an adult with impaired mental capacity, the tribunal must review the agreement to ensure that it is fair, reasonable, and in the incapable that adult's best interests. | Rule 5.2(4) was amended to remove a potentially insensitive reference. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|--|
| Rule 5.2(5) | Rule 5.2(5) was amended to use | May 1, 2021 | <u>Click here</u> to |
| 5) If the agreement involves a child minor, the provisions of the <i>Infants Act</i> apply to the agreement and must be met before the parties request a consent resolution order. | "minor" instead of "child". | | see all changes made this date |
| Rule 5.2(5) 5) If the agreement involves a minor, the provision of the <i>Infants Act</i> apply to the agreement and must be met before the parties request a consent resolution order. | Rule 5.2(5) was amended for clarity. | May 1, 2023 | Click here to see all changes made this date |

| manager can a) recommend that provide an opportunity for a party take steps to add a party to the reflect the neutrality of the case manager role. manager role. made this date | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|--|-------------------|--|
| b) permit a party to add, revise, or withdraw a claim to the dispute, and c) determine the steps required to add a party or claim, including who should pay any costs | 4) At any time during case management, the case manager can a) recommend that provide an opportunity for a party take steps to add a party to the dispute, b) permit a party to add, revise, or withdraw a claim to the dispute, and c) determine the steps required to add a party | consistency with the <i>CRTA</i> and to reflect the neutrality of the case | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 5.4(1) 1) If the case manager decides the parties cannot resolve their dispute by agreement, the case manager will a) inform the parties that the facilitation phase is over, b) confirm the claims that are going forward for decision, c) provide directions for the preparation and exchange of expert evidence, if necessary, d) make a recommendation on the hearing format, if necessary, and e) ask the applicant to pay the tribunal decision fee. | New Rule 5.4(1)(d) was added to allow a case manager to recommend whether a hearing should be oral or in writing, if necessary. Rule 5.4(1)(e) was previously Rule 5.4(1)(d); numbering was altered due to the insertion of new Rule 5.4(1)(d), but the text was not altered. | May 1, 2021 | Click here to see all changes made this date |
| Rule 5.4(3) 3) If no party pays the tribunal decision fee within the time period set by the case manager, the tribunal can a) refuse to resolve dismiss the dispute, b) proceed to hear refuse to resolve the dispute, or c) dismiss proceed to hear the dispute. | Rule 5.4(3) was re-ordered to reflect the most likely outcomes of a failure to pay the tribunal decision fee. | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|---------------------------|
| Rule 5.5 | The heading for Rule 5.5 was | May 1, 2020 | <u>Click here</u> to |
| Damages in Motor Vehicle Injury Disputes with a | updated to reflect amendments | | see all changes |
| Minor Injury | made January 1, 2020. | | made this date |
| Rule 5.5 | The terminology in the rules was | September 1, | <u>Click here</u> to |
| Damages in Motor Vehicle Injury Disputes <u>Claims</u> | changed from "motor vehicle injury | 2022 | see changes |
| | jurisdiction" to "accident claims | | made this date |
| | jurisdiction" to align more closely | | |
| | with the language in the Act. The | | |
| | rules now define "motor vehicle | | |
| | injury claims" specifically as claims | | |
| | under s.133(1)(b) and (c) of the Act. | | |
| Rule 5.5(1) | Rule 5.5(1) was repealed because it is | January 1, 2020 | <u>Click here</u> to |
| [repealed] | not necessary to reproduce or | | see all changes |
| | paraphrase the presumption set out | | made this date |
| | in s.135 of the <i>CRTA</i> . | | |
| Rule 5.5(2) | The text of Rule 5.5(2) was updated | January 1, 2020 | <u>Click here</u> to |
| 2) If a party informs the tribunal that they believe | because the process will apply | | see all changes |
| there is a substantial likelihood that the damages | whether the motor vehicle dispute | | made this date |
| will, or the case manager identifies, that the | involves a minor injury or not. | | |
| damages that will be awarded in a motor vehicle | | | |
| injury dispute may exceed the tribunal limit | The "substantial likelihood" | | |
| amount, the tribunal may | requirement has been removed | | |
| a) set timelines for the parties to submit | from 5.5(2) and incorporated into | | |
| evidence, | 5.5(3) for increased clarity. | | |
| b) set timelines for the parties to provide | | | |
| arguments, and | | | |
| c) refer the determination to a tribunal | | | |
| member. | | | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| AMENDED DILLE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|---|----------------------|--|
| AMENDED RULE | | DATE | LIST BY DATE |
| Rule 5.5(2) 2) If a party informs the tribunal, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute may exceed the tribunal limit amount \$50,000, the tribunal may a) set timelines for the parties to submit evidence, b) set timelines for the parties to provide arguments, and c) refer the determination to a tribunal member. | Rule 5.5(2) was amended to clarify a reference to the tribunal's monetary limit in motor vehicle injury disputes. | May 1, 2021 | Click here to see all changes made this date |
| Rule 5.5(2) 2) If a party informs the tribunal, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute claim may exceed \$50,000, the tribunal may a) set timelines for the parties to submit evidence, b) set timelines for the parties to provide arguments, and c) refer the determination to a tribunal member. | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. | September 1, 2022 | Click here to see changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 5.5(3) | The text of Rule 5.5(3) was updated | January 1, 2020 | <u>Click here</u> to |
| 3) The tribunal may refuse to resolve a motor vehicle | to reflect the tests set out in section | | see all changes |
| injury dispute about damages if | 135 of the <i>CRTA</i> , and to provide | | made this date |
| <u>a)</u> it determines, <u>on the basis of satisfactory</u> | harmony with Rule 5.5(2). | | |
| evidence, that there is a substantial | | | |
| likelihood <u>the total amount of damages,</u> | | | |
| excluding interest and expenses, that will be | | | |
| awarded for a minor injury in an accident | | | |
| <u>claim</u> will exceed <u>\$50,000, or</u> | | | |
| b) it determines that the total amount of | | | |
| damages, excluding interest and expenses, | | | |
| in an accident claim will likely exceed | | | |
| <u>\$50,000.</u> | | | |
| Rule 5.5(3) | The terminology in the rules was | September 1, | <u>Click here</u> to |
| 3) The tribunal may refuse to resolve a motor vehicle | changed from "motor vehicle injury | 2022 | see changes |
| injury dispute <u>claim</u> about damages if | jurisdiction" to "accident claims | | made this date |
| a) it determines, on the basis of satisfactory | jurisdiction" to align more closely | | |
| evidence, that there is a substantial | with the language in the Act. The | | |
| likelihood the total amount of damages, | rules now define "motor vehicle | | |
| excluding interest and expenses, that will be | injury claims" specifically as claims | | |
| awarded for a minor injury in an accident <u>a</u> | under s.133(1)(b) and (c) of the Act. | | |
| <u>motor vehicle injury</u> claim will exceed | | | |
| \$50,000, or | | | |
| b) it determines that the total amount of | | | |
| damages, excluding interest and expenses, | | | |
| in an accident <u>a motor vehicle injury</u> claim | | | |
| will likely exceed \$50,000. | | | |

Rule: 6.1

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 6.1(1) 1) A party can request permission to withdraw one or more of its claims before the end of case management by following the <u>tribunal</u>'s directions of the tribunal. | Rule 6.1(1) was amended to make it more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 6.1(2) 2) A party can ask the tribunal member for permission to withdraw its claims during after the dispute has been assigned to a tribunal decision process member for adjudication by contacting the case manager tribunal. | 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. | January 1, 2020 | Click here to see all changes made this date |
| Rule 6.1(2) 2) A party can ask the tribunal member for permission to withdraw one or more of 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). | May 1, 2020 | Click here to see all changes made this date |
| Rule 6.1(3) 3) A party who withdraws a claim can only pursue the claim with the permission of the tribunal. | 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. | May 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 6.1(3) 3) A party who withdraws a claim <u>again at the</u> <u>tribunal</u> can only pursue the claim with the <u>tribunal's</u> permission of the tribunal . | Rule 6.1(3) was amended to clarify that it does not apply to pursuing claims somewhere besides the tribunal. We also put the rule in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 6.1(3) 3) A party who withdraws a claim can only pursue the claim again at the tribunal with the tribunal's permission subject to the factors in Rule 6.1(5), including whether the limitation period for the claim has expired. | Rule 6.1(3) was amended to draw attention to the impact of the limitation period on a party's ability to pursue a withdrawn claim. | May 1, 2023 | Click here to see all changes made this date |
| Rule 6.1(4) 4) If all claims in a dispute are withdrawn, the tribunal will a) treat the dispute as resolved and close the dispute file, and b) only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim. | 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. | May 1, 2020 | Click here to see all changes made this date |
| A) If all claims in a dispute are withdrawn, the tribunal will a) the tribunal will treat the dispute as resolved and close the dispute file, and b) the applicant may continue any withdrawn claim only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim do so. | Rule 6.1(4) was amended to better reflect the tribunal processes. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|--|
| Rule 6.1(4) 4) If all claims in a dispute are withdrawn and all parties consent to the withdrawal of the claims, a) the tribunal will treat the dispute as resolved and close the dispute file, and b) the applicant may continue any withdrawn claim only if the tribunal permits the party to do so. | Rule 6.1(4) was amended to reflect existing tribunal practice of obtaining the consent of all parties to the withdrawal of a claim. Rule 6.1(4)(b) was removed for redundancy with Rule 6.1(3). | May 1, 2023 | Click here to see all changes made this date |
| Rule 6.1(5) 5) In considering a request to pursue a withdrawn claim the tribunal may consider a) the reason for the withdrawal, b) any prejudice to the other parties, c) whether the limitation period for the claim has expired, d) the tribunal's mandate, e) whether it is in the interests of justice and fairness, and f) any other factors the tribunal considers appropriate. | 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. | May 1, 2020 | Click here to see all changes made this date |

Rule: 6.2

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|---|-------------|----------------------|
| | | DATE | LIST BY DATE |
| Rule 6.2 | The heading for Rule 6.2 was | May 1, 2021 | <u>Click here</u> to |
| If the Parties want the Dispute Dismissed <u>by Consent</u> | amended to clarify that it applies to | | see all changes |
| | consent dismissals. | | made this date |
| Rule 6.2(2) | Rule 6.2(2) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 2) The tribunal will normally grant a request to | more plain language. | | see all changes |
| dismiss a dispute will normally be granted if it has | | | made this date |
| been agreed upon by all parties in <u>to</u> the dispute_ | | | |
| have agreed to it. | | | |
| Rule 6.2(3) | Rule 6.2(3) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 3) A person requesting the <u>consent</u> dismissal of a | that it applies to consent dismissals | | see all changes |
| claim <u>relating to the personal injuries</u> made by a | and claims relating to personal | | made this date |
| child minor or an adult with impaired mental | injuries. We also changed the | | |
| capacity must include written consent from the | language from "child" to "minor". | | |
| Public Guardian and Trustee for that request. | | | |
| Rule 6.2(3) | Rule 6.2(3) was amended to clarify | May 1, 2022 | <u>Click here</u> to |
| 3) A person requesting the consent dismissal of a | that written consent from the | | see all changes |
| claim relating to personal injuries made by a minor | Public Guardian and Trustee will | | made this date |
| or an adult wit h impaired mental capacity <u>who is</u> | only be required if an adult is legally | | |
| <u>legally incapable</u> must include written consent | incapable. | | |
| from the Public Guardian and Trustee for that | | | |
| request. | | | |

Rule: 7.1

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 7.1(1) | Rule 7.1(1) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 1) The tribunal can determine all matters relating to | more plain language. | | see all changes |
| the tribunal decision process, including | | | made this date |
| a) the format and length of the tribunal | | | |
| decision process, | | | |
| b) any instructions and directions required to | | | |
| prepare for, or to complete, the tribunal | | | |
| decision process, and | | | |
| c) any other matter within the <u>tribunal's</u> | | | |
| authority of the tribunal . | | | |

Rule: 7.3

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 7.3(1) 1) The case manager can direct the parties to complete a Tribunal Decision Plan, including directing the parties to a) provide information and evidence relating to any claims or issues, b) provide information and explanations relating to their own or to another party's positions and submissions arguments, c) provide an agreed statement of facts, d) exchange all the information and evidence required by the plan with the other parties, e) respond to any submissions arguments or evidence provided by other parties, and f) complete any of the steps required by the plan by specific dates or within specific timelines. | 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. | January 1, 2020 | Click here to see all changes made this date |
| Rule 7.3(2)2) For all disputes other than disputes under the | The word "submissions" was changed to "arguments" | January 1, 2020 | Click here to see all changes |
| tribunal's motor vehicle injury jurisdiction, the default timelines for completing the submissions arguments portion of the Tribunal Decision Plan are a) 7 days for the applicant to provide submissions arguments, b) 7 days for the respondent to respond, and c) 3 days for the applicant to reply. | 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. | | made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|--|
| Rule 7.3(2) 2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the arguments portion of the Tribunal Decision Plan are a) 7 days for the applicant to provide arguments, b) 7 days for the respondent to respond, and c) 3 5 days for the applicant to reply. | Rule 7.3(2) was amended to reflect the deadlines the tribunal uses. | May 1, 2021 | Click here to see all changes made this date |
| Rule 7.3(2) 2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, t The default timelines for completing the arguments portion of the a Tribunal Decision Plan for a final decision are a) 7 days for the applicant to provide arguments, b) 7 days for the respondent to respond, and c) 5 days for the applicant to reply. | Rule 7.3(2) was amended to standardize the argument submission timelines across all dispute areas. The tribunal's technology platform uses one timeline, and parties can always ask for extensions if they have a reasonable basis for needing one. | May 1, 2022 | Click here to see all changes made this date |
| Rule 7.3(2) 2) The default timelines for completing the evidence and arguments portion of a Tribunal Decision Plan for a final decision are a) 7 days for the applicant to provide evidence and arguments, b) 7 days for the respondent to respond, provide evidence and response arguments, and c) 5 days for the applicant to provide reply arguments. | Rule 7.3(2) was amended to reflect existing tribunal procedure regarding evidence and argument submission. | May 1, 2023 | Click here to see all changes made this date |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 7.3(3) | The word "submissions" was | January 1, 2020 | <u>Click here</u> to |
| 3) For disputes under the tribunal's motor vehicle | changed to "arguments" | | see all changes |
| injury jurisdiction, the default timelines for | throughout the rules. The term | | made this date |
| completing the submissions <u>arguments</u> portion of | "submissions" is broader, and | | |
| the Tribunal Decision Plan are | includes both arguments and | | |
| a) 10 days for the applicant to provide | evidence. Using the term | | |
| submissions <u>arguments</u> , | "arguments" when referring to | | |
| b) 10 days for the respondent to respond, and | arguments is clearer and more | | |
| c) 7 days for the applicant to reply. | precise. | | |
| Rule 7.3(3) | Rule 7.3(3) was repealed to | May 1, 2022 | <u>Click here</u> to |
| [Repealed] | standardize the argument | | see all changes |
| | submission timelines across all | | made this date |
| | dispute areas. The tribunal's | | |
| | technological platform uses one | | |
| | timeline, and parties can always ask | | |
| | for extensions if needed. | | |
| Rule 7.3(4) | The word "submissions" was | January 1, 2020 | <u>Click here</u> to |
| 4) Unless the case manager directs otherwise, the | changed to "arguments" | | see all changes |
| timelines for completing the submissions | throughout the rules. The term | | made this date |
| arguments portion of the Tribunal Decision Plan | "submissions" is broader, and | | |
| start when the case manager notifies the parties | includes both arguments and | | |
| that a timeline is starting to run. | evidence. Using the term | | |
| | "arguments" when referring to | | |
| | arguments is clearer and more | | |
| | precise. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 7.3(4) 4) Unless the case manager directs otherwise, The timelines for completing the arguments portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run. | Rule 7.3(4) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | May 1, 2021 | Click here to see all changes made this date |
| Rule 7.3(4) 4) The timelines for completing the arguments portion of the a Tribunal Decision Plan for a final decision start when the case manager tribunal notifies the parties that a timeline is starting to run. | Rule 7.3(4) was amended to clarify that this rule only applies to the Tribunal Decision Plan for a final decision, and to provide flexibility with respect to which staff position notifies parties of this. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--|---|-----------------|--|
| Rule 7.3(5) 5) Unless the case manager directs otherwise, submissions a claim is for interest or dispute-related fees and expenses, arguments are limited to a) 20,000 characters (approximately 10 pages) per claim for the an applicant's submissions arguments, b) 20,000 characters (approximately 10 pages) per claim for the a respondent's submissions arguments, and c) 10,000 characters (approximately 5 pages) per claim for the an applicant's reply. | 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). The words "approximately pages" were removed to reduce confusion regarding the allowed limits for arguments. 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. 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. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 7.3(5) 5) Unless a claim is for interest or dispute-related fees and expenses, arguments in a Tribunal Decision Plan for a final decision are limited to a) 20,000 characters per claim for an applicant's arguments, b) 20,000 characters per claim for a respondent's arguments, and c) 10,000 characters per claim for an applicant's reply. | Rule 7.3(5) was amended to clarify that these requirements are only for final decisions. Rule 7.3(5) does not apply to other types of CRT decisions such as preliminary jurisdiction decisions or representative requests. | May 1, 2022 | Click here to see all changes made this date |
| Rule 7.3(5) 5) Unless a claim is for interest or dispute related fees and expenses, arguments in a Tribunal Decision Plan for a final decision are limited to a) 20,000 characters per claim for an applicant's arguments, b) 20,000 characters per claim for a respondent's response arguments, and c) 10,000 characters per claim for an applicant's reply. | Rule 7.3(5) was amended for clarity. | May 1, 2023 | Click here to see all changes made this date |
| Rule 7.3(6) 6) Arguments are limited to 500 characters per claim in a) a claim for contractual or court order interest, or b) 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. | 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. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 7.3(6) 6) Arguments in a Tribunal Decision Plan for a final decision are limited to 500 2500 characters per claim in a) a claim for contractual or court order interest, or b) 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. | Rule 7.3(6) was amended to standardize the character counts across areas of CRT jurisdiction. | May 1, 2022 | Click here to see all changes made this date |
| Rule 7.3(7) 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. | 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. | January 1, 2020 | Click here to see all changes made this date |
| Rule 7.3(7) [Repealed] | Rule 7.3(7) was repealed to standardize the character counts across areas of CRT jurisdiction. | May 1, 2022 | Click here to see all changes made this date |
| Rule 7.3(8) 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 arguments. | 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. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 7.3(8) 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 arguments: a) an extension to the timeline for completing the Tribunal Decision Plan, and b) permission to submit arguments that exceed the character limit. | Rule 7.3(8) was amended for clarity. | May 1, 2023 | Click here to see all changes made this date |
| Rule 7.3(9) [Renumbered] | Rule 7.3(9) was renumbered as Rule 1.19(6) | May 1, 2023 | Click here to see all changes made this date |
| Rule 7.3(10) 10) For decisions other than final decisions, the tribunal will set character limits and timelines for providing submissions based on the type of decision. | New Rule 7.3(10) was added to provide direction on the process for decisions other than final decisions. | May 1, 2022 | Click here to see all changes made this date |

Rule: 7.4

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|------------------------------------|-------------------|---------------------------|
| Rule 7.4 | The heading for Rule 7.4 was | May 1, 2021 | <u>Click here</u> to |
| If a Dispute Requires <u>mM</u> ore Facilitation | amended to fix a minor typo. | | see all changes |
| | | | made this date |
| Rule 7.4(3) | Rule 7.4(3) was repealed as it was | May 1, 2023 | <u>Click here</u> to |
| [Repealed] | unnecessary, as the consequences | | see all changes |
| | for non-compliance are addressed | | made this date |
| | in the CRTA and in Rule 1.4. | | |

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|--------------------------------------|-------------|----------------------|
| AMENDED ROLL | RATIONALL | DATE | LIST BY DATE |
| Rule 8.2 | The heading for Rule 8.2 was | May 1, 2021 | <u>Click here</u> to |
| How to <u>Issue a</u> Summons a Person to Provide | amended to make it simpler. | | see all changes |
| Evidence | | | made this date |
| Rule 8.2(1) | Rule 8.2(1) was amended for clarity | May 1, 2022 | <u>Click here</u> to |
| 1) A party must contact the other person <u>or</u> | because it is not always a person | | see all changes |
| organization in writing to request the evidence, | that information is requested from. | | made this date |
| record, or other thing in that person's <u>or</u> | | | |
| organization's control, before issuing a summons. | | | |
| Rule 8.2(2) | Rule 8.2(2) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 2) If a party requires a person to provide evidence or | more plain language. | | see all changes |
| to produce a record or other thing in that person's | | | made this date |
| control, the party can issue a summons by | | | |
| a) consulting with the case manager, | | | |
| b) completing the summons according to the | | | |
| case manager's directions, | | | |
| c) providing the summons according to the | | | |
| instructions in the Summons Form or the | | | |
| <u>tribunal's</u> directions of the tribunal , and | | | |
| d) including with the summons the fees shown | | | |
| on the Summons Form. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-------------------------------------|-------------------|---------------------------|
| Rule 8.2(2) | Rule 8.2(2) was amended for clarity | May 1, 2022 | <u>Click here</u> to |
| 2) If a party requires a person <u>or organization</u> to | because it is not always a person | | see all changes |
| provide evidence or to produce a record or other | that information is requested from. | | made this date |
| thing in that person's or organization's control, the | | | |
| party can issue a summons by | | | |
| a) consulting with the case manager, | | | |
| b) completing the summons according to the | | | |
| case manager's directions, | | | |
| c) providing the summons according to the | | | |
| instructions in the Summons Form or the | | | |
| tribunal's directions, and | | | |
| d) including with the summons the fees shown | | | |
| on the Summons Form. | | | |
| Rule 8.2(3) | Rule 8.2(3) was repealed because | May 1, 2021 | <u>Click here</u> to |
| [Repealed] | the new Rule 8.8 sets out the | | see all changes |
| | process the tribunal will use to | | made this date |
| | make an order about producing | | |
| | documents. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|--|
| Rule 8.3 (1) 1) Unless the tribunal decides otherwise, a party may not rely on an expert opinion unless the party provides the expert's evidence to all other parties a) within 21 days of the case manager notifying the parties that facilitation has ended, or b) the deadline set by the case manager or tribunal member. | The words "unless the tribunal decides otherwise" were added to Rule 8.3(1) to reflect the tribunal's discretion. | January 1, 2020 | Click here to see all changes made this date |
| Rule 8.3(1) 1) Unless the tribunal decides otherwise, A party may not rely on an expert opinion unless only if the party provides the expert's evidence to all other parties a) within 21 days of the case manager notifying the parties that facilitation has ended, or b) the deadline set by the case manager or tribunal member. | Rule 8.3(1) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. We also put the rule in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 8.3(1) 1) A party may rely on expert opinion only if the party provides includes the expert's evidence in to all other parties a) within 21 days of the case manager notifying the parties that facilitation has ended, or b) the Tribunal Decision Plan by the deadline set by the case manager or tribunal member. | Rule 8.3(1) was amended to reflect the tribunal's practice of requiring parties to provide expert evidence as part of the Tribunal Decision Plan. | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 8.3(3) 3) The tribunal may accept expert opinion evidence will only be accepted from a person the tribunal decides is qualified by education, training, or experience to give that opinion. | Rule 8.3(3) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 8.3(4) 4) A party providing written expert opinion evidence to the tribunal must provide a copy of the expert's invoice and any correspondence with that expert relating to the requested opinion to every party by the deadline for providing the expert's evidence to all other parties unless the tribunal directs otherwise. | Rule 8.3(4) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | May 1, 2021 | Click here to see all changes made this date |
| Rule 8.3(4) 4) The tribunal may require a A party providing written expert evidence to the tribunal must to provide a copy of the expert's invoice and any correspondence with that expert relating to the requested opinion to every party by the deadline for providing the expert's evidence to all other parties. | Rule 8.3(4) was amended to provide more flexibility in the expert evidence requirements. | May 1, 2023 | Click here to see all changes made this date |
| Rule 8.3(5) 5) The case manager tribunal can a) direct a party to obtain expert opinion evidence, or b) direct multiple parties to retain a joint expert to produce expert opinion evidence. | 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. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 8.3(7) 7) An The role of an expert giving evidence to the tribunal is there to assist the tribunal and not to advocate for any side or party in a dispute. | Rule 8.3(7) was amended to better express the intent of the rule. | May 1, 2021 | Click here to see all changes made this date |
| Rule 8.3(7) 7) The role of an expert giving evidence to the tribunal is to assist the tribunal and not to advocate for any side or party in a dispute, and a party generally cannot act as their own expert because the party is not neutral about the dispute's outcome. | Rule 8.3(7) was amended to provide guidance to parties about the impartiality requirement of expert evidence. | May 1, 2023 | Click here to see all changes made this date |
| Rule 8.3(8) 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 arguments. | 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. | January 1, 2020 | Click here to see all changes made this date |
| Rule 8.3(9) [Repealed] | Rule 8.3(9) was repealed as it was not necessary. | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 8.3(10) | The word "submissions" was | January 1, 2020 | <u>Click here</u> to |
| 10) If the tribunal seeks clarification of the report, both | changed to "arguments" | | see all changes |
| the question(s) and the response(s) must be | throughout the rules. The term | | made this date |
| provided in writing and will be disclosed to the | "submissions" is broader, and | | |
| parties for submissions <u>arguments</u> . | includes both arguments and | | |
| | evidence. Using the term | | |
| | "arguments" when referring to | | |
| | arguments is clearer and more | | |
| | precise. | | |
| Rule 8.3(10) | Rule 8.3(10) was repealed as it was | May 1, 2023 | <u>Click here</u> to |
| [Repealed] | not necessary. | | see all changes |
| | | | made this date |
| Rule 8.3(11) | Rule 8.3(11) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 11) The tribunal may accept <u>an expert's</u> written reports | more plain language. | | see all changes |
| prepared by an expert <u>report</u> without the need for | | | made this date |
| the expert to attend <u>attending</u> an oral hearing. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|----------------------|--|
| Rule 8.4 Limits on Expert Evidence for Accident Benefit and Motor Vehicle Injury Claims | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. The heading for Rule 8.4(1) was amended to add the term "accident benefit" because this rule also applies to claims under s.133(1)(a) of the Act. | September 1, 2022 | Click here to see changes made this date |
| Rule 8.4(1) 1) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider a) the type of bodily injury or injuries, b) the nature of the claim to be decided by the tribunal must decide, c) the other evidence available, d) the amount claimed, e) the timeliness of the request, and f) any other factors the tribunal considers appropriate. | Rule 8.4(1) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |

| Rule 8.4(1) | The terminology in the rules was | September 1, | <u>Click here</u> to |
|---|---------------------------------------|--------------|----------------------|
| 1) In determining whether additional expert evidence | changed from "motor vehicle injury | 2022 | see changes |
| is reasonably necessary and proportionate for | jurisdiction" to "accident claims | | made this date |
| accident benefit and motor vehicle injury claims | jurisdiction" to align more closely | | |
| the tribunal may consider | with the language in the Act. The | | |
| a) the type of bodily injury or injuries, | rules now define "motor vehicle | | |
| b) the nature of the claim the tribunal must | injury claims" specifically as claims | | |
| decide, | under s.133(1)(b) and (c) of the Act. | | |
| c) the other evidence available, | | | |
| d) the amount claimed, | Rule 8.4(1)was amended to add the | | |
| e) the timeliness of the request, and | term "accident benefit" because this | | |
| f) any other factors the tribunal considers | rule also applies to claims under | | |
| appropriate. | s.133(1)(a) of the Act. | | |
| Rule 8.4(1) | Rule 8.4(1) was amended for clarity. | May 1, 2023 | <u>Click here</u> to |
| 1) In determining whether additional expert evidence | | | see all changes |
| <u>it</u> is reasonably necessary and proportionate <u>to</u> | | | made this date |
| allow expert evidence from more than one expert | | | |
| for accident benefit and motor vehicle injury | | | |
| claims the tribunal may consider | | | |
| a) the type of bodily injury or injuries, | | | |
| b) the nature of the claim the tribunal must | | | |
| decide, | | | |
| c) a fee for the report, | | | |
| d) any information or evidence the tribunal | | | |
| wants the expert to consider, and | | | |
| e) the questions to be answered in the report. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|----------------------|--|
| Rule 8.5(1) 1) For disputes filed under the tribunal's accident benefit and motor vehicle injury jurisdiction claims the tribunal may, on the tribunal's own initiative or on the request of a party, order an independent medical examination of the injured party at any point after a dispute response has been filed. | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. Rule 8.5(1) was amended to add the term "accident benefit" because this rule also applies to claims under s.133(1)(a) of the Act. | September 1, 2022 | Click here to see changes made this date |
| Rule 8.5(2) 2) A party may request that the tribunal order an independent medical examination by a) filling out the Independent Medical Examination Request Form, and b) paying the required fee. | Rule 8.5(2) was amended to clarify that both elements of the Rule are required. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW |
|---|--|-------------------|--|
| Rule 8.5(4) 4) The tribunal Chair may a) create a roster of experts independent health professionals to perform independent medical examinations, b) retain experts from that roster, and c) determine the terms and conditions, | Rule 8.5(4) was amended to use more concise language and to clarify who will be on the roster the Chair will create. | May 1, 2021 | Click here to see all changes made this date |
| including remuneration and reimbursement of expenses, under which an expert may perform an independent medical examination. Rule 8.5(5) | Rule 8.5(5) was amended to remove | May 1, 2021 | Click here to |
| 5) The tribunal must set the terms of reference for the independent medical examination and report in the order appointing the expert including a) the form and content of the report, b) setting any time periods for providing the report, c) setting a fee for the report, d) providing any information or evidence the tribunal wants the expert to consider, and e) the questions to be answered in the report. | unnecessary language. | 1773y 1, 2021 | see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--------------------------------------|-------------------|---------------------------|
| Rule 8.5(6) | Rule 8.5(6) was amended to fix a | May 1, 2021 | <u>Click here</u> to |
| 6) Except with the written consent of all parties, the | grammatical issue with the rule. | | see all changes |
| tribunal must not appoint an expert to provide an | | | made this date |
| independent medical examination if the expert | | | |
| a) has previously examined the injured party, | | | |
| b) is treating or has previously treated the | | | |
| injured party, | | | |
| c) has been consulted in the treatment of the | | | |
| injured party, | | | |
| d) has acted as a consultant to the insurer with | | | |
| respect to the accident, | | | |
| e) is a partner of or practices with an expert | | | |
| described above, or | | | |
| f) appointment could otherwise result in a reasonable apprehension of bias be | | | |
| reasonably viewed as potentially biased. | | | |
| Rule 8.5(8) | Rule 8.5(8) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 8) If a party fails to attend the independent medical | more plain language. | 1 1 1 ay 1, 2021 | see all changes |
| examination when requested or obstructs the | Thore plant lariguage. | | made this date |
| examination without reasonable cause, the | | | Triade triis date |
| tribunal may, after giving notice to the party who | | | |
| failed to attend or obstructed the examination | | | |
| a) direct the expert to reschedule the | | | |
| examination of the party and give the party | | | |
| notice of the rescheduled examination, | | | |
| b) direct the expert to provide a report without | | | |
| examining the party, or | | | |
| c) find the party to be in non-compliance <u>non-</u> | | | |
| compliant and decide the dispute without | | | |
| the report. | | | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|-----------------------------------|-------------------|-----------------------------------|
| Rule 8.5(9) | Rule 8.5(9) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 9) The tribunal will give a copy of the expert's independent medical examination report to all parties and the parties will have the opportunity to make submissions to the tribunal about the independent medical examination-report. | an unnecessary phrase. | | see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|----------------------|--|
| Rule 8.6 Costs of Expert Evidence in a for Accident Benefit and Motor Vehicle Injury Dispute Claims | The terminology in the rules was changed from "motor vehicle injury jurisdiction" to "accident claims jurisdiction" to align more closely with the language in the Act. The rules now define "motor vehicle injury claims" specifically as claims under s.133(1)(b) and (c) of the Act. The heading for Rule 8.6 was amended to add the term "accident benefit" because this rule also applies to claims under s.133(1)(a) of the Act. | September 1, 2022 | Click here to see changes made this date |
| Rule 8.6(1) 1) A party who cannot afford to pay the cost of obtaining expert evidence in a motor vehicle injury dispute may request that the tribunal order an independent medical examination and that another party pay the cost of obtaining the independent medical examination by a) completing the Independent Medical Examination Request Form, b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and c) providing any other information requested by the tribunal requests. | Rule 8.6(1) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |

- 1) A party who cannot afford to pay the cost of obtaining expert evidence in a an accident benefit or motor vehicle injury dispute claim may request that the tribunal order an independent medical examination and that another party pay the cost of obtaining the independent medical examination by
 - a) completing the Independent Medical Examination Request Form,
 - b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and
 - c) providing any other information the tribunal requests.

| The terminology in the rules was |
|---------------------------------------|
| changed from "motor vehicle injury |
| jurisdiction" to "accident claims |
| jurisdiction" to align more closely |
| with the language in the Act. The |
| rules now define "motor vehicle |
| injury claims" specifically as claims |
| under s.133(1)(b) and (c) of the Act. |
| |

Rule 8.6(1) was amended to add the term "accident benefit" because this rule also applies to claims under s.133(1)(a) of the Act.

| September 1, | <u>Click here</u> to |
|--------------|----------------------|
| 2022 | see changes |
| | made this date |
| | |
| | |
| | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 8.7(1) 1) 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. | New Rule 8.7(1) was added to establish a procedure for what will happen if the tribunal orders an oral hearing. | January 1, 2020 | Click here to see all changes made this date |
| Rule 8.7(1) 1) 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 the tribunal requires about the witnesses required by the tribunal. | Rule 8.7(1) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| Rule 8.7(2) 2) Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise. | New Rule 8.7(2) was added to establish a procedure for what will happen if the tribunal orders an oral hearing. | January 1, 2020 | Click here to see all changes made this date |
| Rule 8.7(2) 2) Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise. | Rule 8.7(2) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-------------------------------------|-------------------|---------------------------|
| Rule 8.7(3) | New Rule 8.7(3) was added to | May 1, 2020 | <u>Click here</u> to |
| 3) Every witness may be required to make a solemn | provide a requirement for witnesses | | see all changes |
| affirmation before giving evidence at an oral | to make a solemn affirmation before | | made this date |
| <u>hearing.</u> | providing evidence at an oral | | |
| | hearing. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-------------------------------------|-------------------|---------------------------|
| Rule 8.8 - Orders to Produce Evidence | New Rule 8.8 was added to set out a | May 1, 2021 | <u>Click here</u> to |
| 1) If a party wants the tribunal to order a person to | process for when a party wants the | | see all changes |
| produce records that may be in that person's | tribunal to make an order to | | made this date |
| possession or control, the party may ask the | produce documents against a | | |
| tribunal to make an order under section 34 of the | person who is not a party to the | | |
| Act. | dispute. | | |
| 2) To request an order, the party must discuss the | | | |
| request with the case manager, who may require | | | |
| the party to submit | | | |
| a) the list of records sought, | | | |
| b) the identity of the person who may have the | | | |
| <u>records,</u> | | | |
| c) contact information for the person, and | | | |
| d) any other information the case manager | | | |
| thinks is relevant. | | | |
| 3) Before the tribunal makes an order to produce | | | |
| records, the case manager | | | |
| a) may direct the party to attempt to obtain | | | |
| the records through an alternative process, | | | |
| including a summons under section 33 of | | | |
| the Act or a request under the Freedom of | | | |
| Information and Protection of Privacy Act, | | | |
| <u>and</u> | | | |
| b) may contact the person who may have the | | | |
| records to seek their position on the | | | |
| proposed order. | | | |
| 4) Before the tribunal makes an order to produce | | | |
| records, the tribunal will invite submissions | | | |

| | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|------------|--|-----------|-------------------|------------------------------|
| | regarding the proposed order sought from the | | | |
| | person who may have the records and the parties | | | |
| | to the dispute. | | | |
| <u>5</u>) | As part of an order to produce records, the tribunal | | | |
| | may order the party who requests the records to | | | |
| | pay any fees the person reasonably incurs to | | | |
| | <u>produce the records.</u> | | | |

Rule: 9.1

| | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|-----------|---|-------------------------------------|-------------------|---------------------------|
| Rι | ile 9.1 | New Rule 9.1 was added to set out | January 1, 2020 | <u>Click here</u> to |
| <u>1)</u> | The tribunal has discretion to decide whether a | the rules and procedures related to | | see all changes |
| | hearing will be held in writing, orally, or a | tribunal hearings. | | made this date |
| | combination of in writing and orally. | | | |
| <u>2)</u> | A written hearing may be conducted by email, | The former Rule 9.1 is now known as | | |
| | electronic submissions, or paper submissions. | Rule 9.2 | | |
| <u>3)</u> | An oral hearing may be conducted by telephone, | | | |
| | videoconference, or in person. | | | |
| <u>4)</u> | A tribunal hearing will be held in writing unless | | | |
| | the tribunal orders otherwise. | | | |
| <u>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>6)</u> | <u>Unless the tribunal orders otherwise, to request</u> | | | |
| | an oral hearing a party must indicate the reasons | | | |
| | for their request in the Tribunal Decision Plan. | | | |
| <u>7)</u> | If the tribunal orders an oral hearing it will issue a | | | |
| | Notice of Hearing containing: | | | |
| | a) the time and date of the hearing | | | |
| | b) how the hearing will be conducted, | | | |
| | <u>c)</u> instructions for providing witness lists, and | | | |
| | <u>d)</u> any other information the tribunal considers | | | |
| | necessary. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|--|
| Rule 9.1(2) 2) A tribunal hearing will generally be held in writing unless the tribunal orders otherwise. | Rule 9.1(2) was previously Rule 9.1(4); numbering was altered to make it flow more naturally from the previous rule. | May 1, 2021 | Click here to see all changes made this date |
| | We also removed the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | | |
| Rule 9.1(3) 3) A written hearing may be conducted by email, electronic submissions, or paper submissions. | Rule 9.1(3) was previously Rule 9.1(2); numbering was altered due to the insertion of Rule 9.1(4) as Rule 9.1(2), but the text was not altered. | May 1, 2021 | Click here to see all changes made this date |
| Rule 9.1(4) 4) An oral hearing may be conducted by telephone, by videoconference, or in person. | Rule 9.1(4) was previously Rule 9.1(3); numbering was altered due to the insertion of Rule 9.1(4) as Rule 9.1(2). The text was amended to fix a grammatical issue with the rule. | May 1, 2021 | Click here to see all changes made this date |
| Rule 9.1(4) 4) An oral hearing may be conducted by telephone, by videoconference, or in person extraordinary circumstances and where required by the interests of justice, in person. | Rule 9.1(4) was combined with previous Rule 9.1(5) for clarity and to improve the flow of the Rules. | May 1, 2023 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|--|
| Rule 9.1(5) 5) In considering whether to hold an oral hearing that is 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. | Rule 9.1(5) was amended to clarify that an oral hearing may not be in person. | May 1, 2021 | Click here to see all changes made this date |
| Rule 9.1(5) [Repealed] | Rule 9.1(5) was repealed as it was combined with Rule 9.1(4) for clarity and to improve the flow of the Rules. | May 1, 2023 | Click here to see all changes made this date |
| Rule 9.1(6) 6) Unless the tribunal orders otherwise, To request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan. | Rule 9.1(6) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | May 1, 2021 | Click here to see all changes made this date |
| Rule 9.1(6) 6) To request an oral hearing a party must indicate inform the reasons for their case manager of the request in during the Tribunal Decision Plan case management phase. | Rule 9.1(6) was amended to revise the timing for requesting an oral hearing. | May 1, 2023 | Click here to see all changes made this date |

Rule: 9.2

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|-------------------|-------------------------------|
| Rule 9.2 1) A party, or representative of a party, must not | Rule 9.2 was previously Rule 9.1; numbering was altered due to the | January 1, 2020 | Click here to see all changes |
| contact a tribunal member directly about a dispute. | addition of the new Rule 9.1, but the text was not changed. | | made this date |
| 2) If a party, or representative of a party, contacts a tribunal member directly about a dispute, the tribunal may a) find the party to be non-compliant if the dispute is ongoing, b) exercise its discretion to refuse to resolve the dispute, c) refuse to resolve future disputes brought by that party, or d) take any other action the tribunal deems necessary. | | | |

Rule: 9.3

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|-----------------------------------|
| Rule 9.3 | Rule 9.3 was previously Rule 9.2; | January 1, 2020 | <u>Click here</u> to |
| 1) When the Chair assigns a dispute to a member for | numbering was altered due to the | | see all changes |
| decision, the tribunal will provide the parties with | addition of the new Rule 9.1, but the | | made this date |
| the name of the member assigned to the dispute | text was not changed. | | |
| and an estimated date for release of the decision. | | | |
| 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. | | | |
| 3) The tribunal Chair may extend the time allowed | | | |
| for providing a final decision and orders resolving | | | |
| the dispute. | | | |
| 4) If the tribunal changes the date for providing its | | | |
| final decision and orders, it will notify the parties | | | |
| of the change. | | | |
| Rule 9.3(2) | Rule 9.3(2) was amended to fix a | May 1, 2021 | <u>Click here</u> to |
| 2) In small claims disputes the tribunal will provide | minor typo. | | see all changes |
| any Orders <u>orders</u> resolving the dispute once the | | | made this date |
| time for making a Notice of Objection has passed | | | |
| without the tribunal receiving a Notice of | | | |
| Objection. | | | |
| Rule 9.3(2) | Rule 9.3(2) was repealed as it was no | May 1, 2023 | <u>Click here</u> to |
| [Repealed] | longer necessary due to the | | see all changes made this date |
| | elimination of the Notice of | | made triis date |
| | Objection process on July 1, 2022. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|-----------------------------------|-------------------|-----------------------------------|
| Rule 9.3(3) | Rule 9.3(3) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute. | an unnecessary word. | | see all changes made this date |

Rule: 9.4

| | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|-----|---|-------------------------------------|-------------------|---------------------------|
| Rul | e 9.4 | Rule 9.4 was previously Rule 9.3. | January 1, 2020 | <u>Click here</u> to |
| 1) | On request of a party or on the tribunal's own | Numbering was altered due to the | | see all changes |
| | initiative, the tribunal will take reasonable steps | addition of the new Rule 9.1. | | made this date |
| | to protect the privacy of non-parties and will use | | | |
| | initials in place of full names or use other | Rule 9.4(2) was repealed because it | | |
| | descriptions where the tribunal considers it | is contained in the CRTA for strata | | |
| | appropriate to do so. | disputes, and these types of orders | | |
| 2) | [repealed] | are not available in all other | | |
| 3) | An order for a party to pay money to another | disputes under other areas of the | | |
| | party that is a child can include a requirement to | tribunal's jurisdiction. | | |
| | make the payment to | | | |
| | a) the Public Guardian and Trustee on behalf | | | |
| | of that child, or | | | |
| | b) a trustee appointed under section 179 of the | | | |
| | Family Law Act. | | | |
| 4) | An order for a party to pay money to a party who | | | |
| | is a person with impaired mental capacity can | | | |
| | include a requirement | | | |
| | 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, | | | |
| | b) to make the payment to the party's legal | | | |
| | representative, or | | | |
| | c) if there is no committee of estate, | | | |
| | representative appointed in a | | | |
| | representation agreement, or attorney | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee. | | | |
| Rule 9.4(1) 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 any affected minors including minor parties, and will use initials in place of full names or use other descriptions where the tribunal considers it appropriate to do so. | Rule 9.4(1) was amended for clarity. | May 1, 2023 | Click here to see all changes made this date |
| Rule 9.4(2) 2) In considering how to protect the privacy interests of parties and non-parties, the tribunal will also consider the CRT Access to Information and Privacy Policy. | New Rule 9.4(2) was added to indicate the tribunal will also consider its privacy policy when assessing how to protect the privacy interests of parties and non-parties. | May 1, 2021 | Click here to see all changes made this date |
| Rule 9.4(3) 3) An order for a party to pay money to another party that is a child minor can include a requirement to make the payment to a) the Public Guardian and Trustee on behalf of that child minor, or b) a trustee appointed under section 179 of the Family Law Act. | Rule 9.4(3) was amended to change "child" to "minor". | May 1, 2021 | Click here to see all changes made this date |
| Rule 9.4(4) 4) An order for a party to pay money to a party who is a person an adult with impaired mental capacity can include a requirement | Rule 9.4(4) was amended for clarity. | May 1, 2022 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| 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, b) to make the payment to the party's legal representative, or 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. Rule 9.4(5) 5) An order for a party to pay money will be made in Canadian currency (CAD). | New Rule 9.4(5) was added to specify that tribunal orders will be made in Canadian currency. | May 1, 2023 | Click here to see all changes made this date |

Rule: 9.5

| | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|----|---|--|-------------------|-----------------------------------|
| Ru | e 9.5 | Rule 9.5 was previously Rule 9.4. | January 1, 2020 | <u>Click here</u> to |
| 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 | Numbering was altered due to the addition of the new Rule 9.1. | | see all changes made this date |
| | the successful party's tribunal fees and | The word "in" was changed to "to" in | | |
| | reasonable dispute-related expenses unless the | Rule 9.5(2)(a) as a housekeeping | | |
| | tribunal member decides otherwise. | amendment, to correct a typo. | | |
| 2) | A final decision or order can also include a | | | |
| | requirement for one party to pay to another party | Rule 9.5(5) was added to reflect that | | |
| | in the dispute some or all of | the tribunal does not typically order | | |
| | a) any tribunal fees paid by the other party in | one party to pay another party for | | |
| | relation in <u>to</u> the dispute, | time spent dealing with a dispute. | | |
| | b) any fees and expenses paid by a party in relation to witness fees and summonses, | | | |
| | and | | | |
| | c) any other reasonable expenses and charges | | | |
| | that the tribunal considers directly related to | | | |
| | the conduct of the tribunal process. | | | |
| 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 | | | |
| | a) the dispute is under the tribunal's motor | | | |
| | vehicle injury jurisdiction, or | | | |
| | 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 | | | |
| | circumstances which make it appropriate to | | | |

| | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---|--|-------------------|--|
| charged 4) To determine order fees charged representative party, the tribal the combon the degree representative party and | r a party or representative's conduct sed unnecessary delay or expense, | | | |
| appropr 5) <u>Except in extribunal will re</u> | raordinary circumstances, the not order one party to pay another nosation for time spent dealing with | | | |
| tribunal member tribunal member tribunal member the successful | not resolved by agreement, and a per makes a final decision, the per will usually order the party will usually be required to pay party's tribunal fees and reasonable d expenses unless the tribunal- les otherwise. | Rule 9.5(1) was amended to put it in more plain language. We also removed the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. | May 1, 2021 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 9.5(2) | Rule 9.5(2) was amended to remove | May 1, 2021 | <u>Click here</u> to |
| 2) A final decision or order can also include a | an unnecessary phrase. | | see all changes |
| requirement for one party to pay to another party | | | made this date |
| in the dispute some or all of | | | |
| a) any tribunal fees paid by the other party in | | | |
| relation to the dispute, | | | |
| b) any fees and expenses paid by a party in | | | |
| relation to witness fees and summonses, | | | |
| and | | | |
| c) any other reasonable expenses and charges | | | |
| that the tribunal considers directly related to | | | |
| the conduct of the tribunal process. | | | |
| Rule 9.5(3) | Rule 9.5(3) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 3) The tribunal will not order one party to pay to | that the tribunal does not have to | | see all changes |
| another party any fees a lawyer has charged in the | order a party to pay fees if one of the | | made this date |
| tribunal dispute process unless <u>except the tribunal</u> | exceptions listed applies. We also | | |
| has the discretion to make such an order if | clarified that the tribunal may order | | |
| a) the dispute is under the tribunal's motor | a party only to pay the legal fees | | |
| vehicle injury jurisdiction, or | another party has incurred. | | |
| 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 | | | |
| that a lawyer has charged by a lawyer or | | | |
| other representative. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---------------------------------------|-------------------|---------------------------|
| Rule 9.5(3) | The terminology in the rules was | September 1, | Click here to |
| 3) The tribunal will not order one party to pay to | changed from "motor vehicle injury | 2022 | see changes |
| another party any fees a lawyer has charged in the | jurisdiction" to "accident claims | | made this date |
| tribunal dispute process, except the tribunal has | jurisdiction" to align more closely | | |
| the discretion to make such an order if | with the language in the Act. The | | |
| a) the dispute is under the tribunal's motor | rules now define "motor vehicle | | |
| vehicle injury accident claims jurisdiction, or | injury claims" specifically as claims | | |
| b) the dispute is under another area of the | under s.133(1)(b) and (c) of the Act. | | |
| 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 | | | |
| that a lawyer has charged. | | | |
| Rule 9.5(4) | Rule 9.5(4) was amended to clarify | May 1, 2021 | <u>Click here</u> to |
| 4) To determine whether , and to what degree, to | that the tribunal may order a party | | see all changes |
| order a party must pay the fees charged by that a | only to pay the legal fees another | | made this date |
| lawyer or other representative be paid by one party | party has incurred. We also put the | | |
| <u>charged</u> to another party, the tribunal may | rule into more plain language. | | |
| consider | | | |
| a) the complexity of the dispute, | | | |
| b) the degree of involvement by the representative, | | | |
| c) whether a party or representative's conduct | | | |
| has caused unnecessary delay or expense, | | | |
| and | | | |
| d) any other factors the tribunal considers appropriate. | | | |

Rule: 10.1

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|--|-------------------|---------------------------|
| Rule 10.1(1) | Rule 10.1(1) was amended to put it in | May 1, 2021 | Click here to |
| 1) A party may request <u>ask</u> the cancellation of | more plain language and to replace | | see all changes |
| tribunal to cancel a final decision or order that was | a longer phrase with a simpler word. | | made this date |
| made when that party was in default or failed to | | | |
| comply with the Act, rules or regulations non- | | | |
| compliant by | | | |
| a) completing and submitting the Request for | | | |
| Cancellation of Final Decision or Dismissal | | | |
| Form, | | | |
| b) providing a completed Dispute Response | | | |
| Form if one has not already been provided | | | |
| to the tribunal, | | | |
| c) providing evidence to support their request, | | | |
| d) paying the required fee, and | | | |
| e) following any other directions provided by | | | |
| the tribunal <u>provides</u> . | | | |
| Rule 10.1(2) | New Rule 10.1(2) was added to | January 1, 2020 | <u>Click here</u> to |
| 2) <u>Unless the tribunal orders otherwise, a party</u> | balance potential prejudice to an | | see all changes |
| requesting cancellation of a final decision or order | applicant associated with the | | made this date |
| that was made when that party was in default or | amendments to the CRT Rules on | | |
| failed to comply with the Act, rules or regulations | April 1, 2019 which allow the tribunal | | |
| must apply to cancel the decision or order within | to serve the Dispute Notice and | | |
| 28 days after the party is considered to have | instructions for response in most | | |
| received notice of the decision or order. | disputes. | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|--|
| Rule 10.1(2) 2) 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 non-compliant 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. | Rule 10.1(2) was amended to remove the language that creates an exception to this rule because the tribunal may rely on the general exception in Rule 1.2(2) instead. We also replaced a longer phrase with a simpler word. | May 1, 2021 | Click here to see all changes made this date |

Rule: 10.2

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 10.2(1) | Rule 10.2(1) was amended to change | May 1, 2021 | <u>Click here</u> to |
| 1) In reviewing the request for cancellation, a tribunal | the factors the tribunal will consider | | see all changes |
| member will consider <u>whether</u> | when a party asks to cancel a final | | made this date |
| a)—whether the reason for default or non- | order or decision made when the | | |
| compliance was due to an accident, illness- | party was in default or non- | | |
| or other cause beyond the control of the | compliant. | | |
| party making the request, | | | |
| b)—whether the party making the request was | Rules 10.2(1)(a), 10.2(1)(b), and | | |
| acting in good faith, | 10.2(1)(c) were removed and | | |
| c)—evidence supporting the request, | replaced by new Rules 10.2(1)(a) and | | |
| a) the requesting party's failure to respond to | 10.2(1)(b). | | |
| the Dispute Notice or to comply with the | | | |
| Act, rules or regulations was willful or | Rule 10.2(1)(c) was previously Rule | | |
| deliberate, | 10.2(1)(d); numbering was altered | | |
| b) the request was made as soon as reasonably | due to the replacement of Rules | | |
| possible after the requesting party learned | 10.2(1)(a), 10.2(1)(b), and 10.2(1)(c) with | | |
| about the decision and order, and | new Rules 10.2(1)(a) and 10.2(1)(b). | | |
| <u>c)</u> whether the Dispute Response Form shows | | | |
| a defence <u>that has merit or is at least</u> worth | Rule 10.2(1)(d) was repealed. | | |
| investigating , and in the case of a default | | | |
| decision. | | | |
| d) if there is any delay in submitting the | | | |
| request for cancellation, the reason for that | | | |
| delay, along with evidence for the delay. | | | |
| | | | |

| AMENDED DILLE | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|--------------------------------------|-------------|----------------------|
| AMENDED RULE | RATIONALE | DATE | LIST BY DATE |
| Rule 10.2(1) | Rule 10.2(1) was amended to clarify | May 1, 2022 | <u>Click here</u> to |
| 1) In reviewing the <u>a</u> request for cancellation, a | and reflect that a request for | | see all changes |
| tribunal member will consider whether | cancellation may be made following | | made this date |
| a) the requesting party's failure to respond to | a non-compliance decision or a | | |
| the Dispute Notice or to comply with the | default decision. | | |
| Act, rules or regulations was willful or | | | |
| deliberate, | | | |
| b) the request was made as soon as reasonably | | | |
| possible after the requesting party learned | | | |
| about the decision and order, and | | | |
| c) the Dispute <u>Notice or Dispute</u> Response | | | |
| Form shows a <u>claim or</u> defence that has | | | |
| merit or is at least worth investigating, in the | | | |
| case of a default decision . | | | |
| Rule 10.2(2) | Rule 10.2(2) was repealed and | May 1, 2021 | <u>Click here</u> to |
| [Repealed] | replaced with a new Rule. | | see all changes |
| | | | made this date |
| Rule 10.2(2) | New Rule 10.2(2) was added to | May 1, 2021 | <u>Click here</u> to |
| 2) The requesting party has the burden to provide | clarify that the party who requests | | see all changes |
| sufficient evidence on the factors above. | cancellation must provide sufficient | | made this date |
| | evidence on the factors the tribunal | | |
| | will consider. | | |

Rule: 10.3

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|---------------------------|
| Rule 10.3(1) | The word "participating" was added | January 1, 2020 | <u>Click here</u> to |
| 1) If the decision and order are cancelled, the tribunal | to Rule 10.3(1) because the tribunal | | see all changes |
| will | will not provide direction to non- | | made this date |
| a) accept the Dispute Response Form as a | participating parties for resolution of | | |
| Dispute Response, | the dispute. | | |
| b) provide the Dispute Response to all parties, | | | |
| and | | | |
| c) provide further direction to the <u>participating</u> | | | |
| parties for resolution of the dispute. | | | |
| Rule 10.3(1) | Rule 10.3(1) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 1) If the <u>tribunal cancels the</u> decision and order are | more plain language. | | see all changes |
| cancelled , the tribunal will | | | made this date |
| a) accept the Dispute Response Form as a | | | |
| Dispute Response, | | | |
| b) provide the Dispute Response to all parties, | | | |
| and | | | |
| c) provide further direction to the participating | | | |
| parties for resolution of <u>to resolve</u> the | | | |
| dispute. | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 10.3(1) 1) If the tribunal cancels the decision and order, the tribunal will a) accept the Dispute Response Form as a Dispute Response, b) provide the Dispute Response to all parties, and a) provide further direction to the participating parties to resolve the dispute:, and b) in the case of a default decision, accept the Dispute Response Form as a Dispute Response and provide the Dispute Response to all parties. | Rule 10.3(1) was amended to more accurately reflect the tribunal process. | May 1, 2022 | Click here to see all changes made this date |
| Rule 10.3(2) 2) 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. | 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. | January 1, 2020 | Click here to see all changes made this date |
| Rule 10.3(2) [Repealed] | Rule 10.3(2) was repealed to more accurately reflect the tribunal process. | May 1, 2022 | Click here to see all changes made this date |

Rule 11.1

| AMENDED RULE | RATIONALE | AMENDMENT | LINK TO VIEW |
|--------------|------------------------------------|-------------|----------------------|
| | | DATE | LIST BY DATE |
| Rule 11.1 | Part 11 was repealed as it was no | May 1, 2023 | <u>Click here</u> to |
| [Repealed] | longer necessary due to the | | see all changes |
| | elimination of the Notice of | | made this date |
| | Objection process on July 1, 2022. | | |

Rule: 12.1

| AMENDED RULE | | RATIONALE | AMENDMENT | LINK TO VIEW |
|---|-------------------------|---------------------------------------|-----------------|----------------------|
| | | | DATE | LIST BY DATE |
| Rule 12.1(1) | | New Rule 12.1(1) was added to | January 1, 2020 | <u>Click here</u> to |
| 1) Public requests for information | and access to | provide for the CRT Access to | | see all changes |
| records are governed by the CR | T Access to | Information and Privacy Policy. | | made this date |
| Information and Privacy Policy. | | | | |
| Rule 12.1(1) | | Rule 12.1(1) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 1) Public The CRT Access to Information | ation and Privacy | more plain language. | | see all changes |
| Policy governs public requests fo | r information and | | | made this date |
| access to records are governed b | y the <u>CRT Access</u> | | | |
| to Information and Privacy Policy | <u>.</u> | | | |
| | | | | |
| Rule 12.1(2) | | Rule 12.1(2) was previously Rule | January 1, 2020 | Click here to |
| 2) A person who wants to know th | e names of | 12.1(1); numbering was altered due to | | see all changes |
| parties, or any other information | n in a tribunal | the addition of the new Rule 12.1(1), | | made this date |
| dispute that is not already publ | cly available | but the text was not changed. | | |
| through the tribunal or another | public website, | | | |
| can ask the tribunal for that info | ormation by | | | |
| a) completing the Public Info | rmation Request | | | |
| Form, and | | | | |
| b) paying the required fee. | | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| Rule 12.1(2) 4) 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 a) completing the Public Information Claim Record Request Form, and b) paying the required fee. | Rule 12.1(2) was amended for clarity. | May 1, 2023 | Click here to see all changes made this date |
| Rule 12.1(3) 3) In reviewing a public information request the tribunal a) must consider whether the information can be obtained by the requestor from another publicly available source, b) must consider the privacy of any person whose information might be the subject of the request, c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law, 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, e) can redact any part of the information it decides to provide to the requestor, and f) can make an order setting out any limitations on the use or handling of any information it chooses to release. | 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. | January 1, 2020 | Click here to see all changes made this date |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 12.1(3) | Rule 12.1(3) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 3) In reviewing a public information request the | more plain language and use more | | see all changes |
| tribunal | consistent language. | | made this date |
| a) must consider whether the <u>person making</u> | | | |
| the request can obtain the information can | | | |
| be obtained by the requestor from another | | | |
| publicly available source, | | | |
| b) must consider the privacy of any person | | | |
| whose information might be the subject of | | | |
| the request, | | | |
| c) must maintain confidentiality of settlement | | | |
| discussions in all open or closed tribunal | | | |
| disputes, unless otherwise required by law, | | | |
| 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, | | | |
| e) can redact any part of the information it | | | |
| decides to provide to the requestor <u>disclose</u> , | | | |
| and | | | |
| f) can make an order setting out any | | | |
| limitations on the use or handling of any | | | |
| information it chooses to release <u>disclose</u> . | | | |

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---|-------------------|-----------------------------------|
| Rule 12.1(3) 3) In reviewing a public information <u>claim record</u> | Rule 12.1(3) was amended for clarity. | May 1, 2023 | Click here to see all changes |
| request the tribunal | | | made this date |
| a) must consider whether the person making the request can obtain the information from another publicly available source, | | | |
| b) must consider the privacy of any person whose information might be the subject of the request, | | | |
| c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law, | | | |
| 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, | | | |
| e) can redact any part of the information it decides to disclose, and | | | |
| f) can make an order setting out any limitations on the use or handling of any information it chooses to disclose. | | | |
| Rule 12.1(4) | Rule 12.1(4) was previously Rule | January 1, 2020 | <u>Click here</u> to |
| 4) The tribunal can require a party to pay fees for obtaining copies of information or records from the tribunal. | 12.1(3); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed. | | see all changes made this date |
| Rule 12.1(5) | Rule 12.1(5) was previously Rule | January 1, 2020 | <u>Click here</u> to |
| 5) A tribunal member can, at any time, order that some or all information in a dispute be sealed or redacted. | 12.1(4); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed. | | see all changes made this date |

| | AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---------------|---|---|-------------------|--|
| Rul 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 | New Rule 12.1(6) was added to protect the privacy and sensitive medical information of parties to CRT disputes. | January 1, 2020 | Click here to see all changes made this date |
| Rul 6) | e 12.1(6) Unless the tribunal orders otherwise, medical and employment 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. | May 1, 2020 | Click here to see all changes made this date |
| 6) | Unless If the tribunal orders otherwise, medical and employment receives information or evidence submitted to the tribunal by related to a party's health or employment status from a party or through an independent medical examination, the tribunal will not be disclosed disclose it to a person or organization that is not a any non-party to the dispute or used use it for any purpose other than one related unrelated to the tribunal dispute. | Rule 12.1(6) was amended to put it in more plain language. | May 1, 2021 | Click here to see all changes made this date |
| | e 12.1(6) pealed] | Rule 12.1(6) was repealed as it is already addressed by the tribunal's Access to Information and Privacy Policy. | May 1, 2023 | Click here to see all changes made this date |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

Rule: 12.3

| AMENDED RULE | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|---------------------------------------|-------------------|---------------------------|
| Rule 12.3(1) | Rule 12.3(1) was amended to make | May 1, 2021 | <u>Click here</u> to |
| 1) A <u>The</u> tribunal officer can validate a record or other | the reference to the tribunal more | | see all changes |
| document by | consistent with the other rules. | | made this date |
| a) including text on a copy of the document | | | |
| saying it is validated, and | | | |
| b) including a signature on a copy of the | | | |
| document. | | | |
| Rule 12.3(2) | Rule 12.3(2) was amended to put it in | May 1, 2021 | <u>Click here</u> to |
| 2) A The tribunal may use an electronic signature on | more plain language and make it | | see all changes |
| to validate a validated <u>record or other</u> document | more consistent with Rule 12.3(1). | | made this date |
| produced by the tribunal can be applied | | | |
| electronically. | | | |
| Rule 12.3(3) | Rule 12.3(3) was amended to make it | May 1, 2021 | <u>Click here</u> to |
| 3) A person who wants to obtain a validated copy of a | more consistent with Rule 12.3(1). | | see all changes |
| tribunal <u>record or other</u> document must | | | made this date |
| a) provide the information required for the | | | |
| request, and | | | |
| b) pay the required fee. | | | |

Glossary

| AMENDED DEFINITION | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|--|--|-------------------|--|
| "Accident claim" in the <i>CRT</i> Act is the same as "motor vehicle injury" in the rules. | The Glossary was amended to make references to the <i>Civil Resolution</i> Tribunal Act more consistent. | May 1, 2021 | Click here to see all changes made this date |
| "Civil Resolution Tribunal Act" in the CRT Act is the same as "CRT Act" in the rules. | The definition of "minor" was also added. | | |
| "Default" in the rules refers to a situation where a party does not comply with section 7(2) of the <i>CRT</i> Act. | added. | | |
| "Hearing" in the CRT Act is the same as "tribunal decision process" in the rules. | | | |
| "Initiating notice" in the <i>CRT</i> Act is the same as "Dispute Notice" in the rules. | | | |
| "Initiating party" in the <i>CRT</i> Act is the same as "applicant" in the rules, or a respondent who wants to make a counterclaim or third party claim under the rules. | | | |
| "Minor" means an individual who is under 19 years of age. | | | |
| "Request for tribunal resolution" in the <i>CRT</i> Act is the same as "Dispute Application" in the rules. | | | |
| "Responding party" in the <i>CRT</i> Act is the same as "respondent" in the rules. | | | |

Words that have been added are marked with <u>underlining</u>; words that have been removed are marked with <u>strikethrough</u>.

| AMENDED DEFINITION | RATIONALE | AMENDMENT DATE | LINK TO VIEW LIST BY DATE |
|---|---------------------------------------|-------------------|------------------------------|
| "Accident claim" in the Act is the same as "motor- | The terminology in the rules was | September 1, | <u>Click here</u> to |
| vehicle injury" in the rules. | changed from "motor vehicle injury | 2022 | see changes |
| | jurisdiction" to "accident claims | | made this date |
| "Accident benefits claim" means a claim under section | jurisdiction" to align more closely | | |
| 133(1)(a) of the Act. | with the language in the Act. The | | |
| | rules now define "motor vehicle | | |
| "Accident claims jurisdiction" means claims under | injury claims" specifically as claims | | |
| Part 10 – Division 7 of the Act. | under s.133(1)(b) and (c) of the Act. | | |
| | | | |
| "Motor vehicle injury claim" means a claim under | | | |
| section 133(1)(b) or (c) of the Act. | | | |
| | | | |