



# Civil Resolution Tribunal

## **RULES**

### **Table of Changes**

April 1, 2019 - present

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

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## Section A: List of Amendments by Date

Amendment Date: May 1, 2023

PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.9(1)</b> 1) Every party or representative of a party must <ul style="list-style-type: none"> <li>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,</li> <li>b) closely monitor and use their contact methods for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately if their contact information for tribunal communications changes.</li> </ul>	<b>Rule 1.9(1)</b> 1) Every party or representative of a party must <ul style="list-style-type: none"> <li>a) <del>avoid disclosure of,</del> inappropriate access to or use of their contact information for tribunal communications by people other than the party or the party's representative,</li> <li>b) closely monitor and use their contact methods for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately if their contact information for tribunal communications changes.</li> </ul>	Rule 1.9(1) was amended for clarity, as the CRT does not restrict a party or representative from disclosing their contact information to others.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.14(1)</b> 1) A party that is a corporation, partnership or other form of organization must act through one of the following: <ul style="list-style-type: none"> <li>a) if the party is a strata corporation, by an authorized</li> </ul>	<b>Rule 1.14(1)</b> 1) A party that is a corporation, partnership or other form of organization must act through one of the following: <ul style="list-style-type: none"> <li>a) if the party is a strata corporation, by an authorized</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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

PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p>member of the strata council;</p> <p>b) if the party is a section of a strata corporation, by an authorized member of the section executive,</p> <p>c) if the party is an incorporated entity, by a director, officer or authorized employee,</p> <p>d) if the party is a partnership, by a partner or authorized employee, or</p> <p>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.</p>	<p>member of the strata council;<del>;</del></p> <p>b) If the party is a section of a strata corporation, by an authorized member of the section executive<del>;</del></p> <p>c) if the party is an incorporated entity <u>or co-operative association</u>, by a director, officer or authorized employee<del>;</del></p> <p>d) if the party is a partnership, by a partner or authorized employee<del>;</del> <del>or</del></p> <p>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<del>;</del> <u>or</u></p> <p>f) <u>if the party is a society, by a director, senior manager, or authorized member or employee.</u></p>	Style Guide.	
<p><b>Rule 1.16(3)</b></p> <p>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.</p>	<p><b>Rule 1.16(3)</b></p> <p>3) 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.</p>	Rule 1.16(3) was amended for clarity.	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 1.16(10)</b></p> <p>10) At any time during the tribunal</p>	<p><b>Rule 1.16(10)</b></p> <p>10) At any time during the tribunal</p>	Rule 1.16(10) was amended to permit the	<a href="#">Click here</a> to see all changes

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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, <del>a case manager or the</del> <u>tribunal member can may</u> restrict the <del>helper or</del> representative's participation in the tribunal process <u>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.</u>	tribunal to withdraw approval for a representative if appropriate to do so.	made this date
<b>Rule 1.19(4)</b> 4) If the tribunal issues an amended Dispute Notice, it will <ul style="list-style-type: none"> <li>a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses,</li> <li>b) direct the applicant to serve the amended Dispute Notice on any respondents that have not filed Responses, and</li> <li>c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive.</li> </ul>	<b>Rule 1.19(4)</b> 4) If the tribunal issues an amended Dispute Notice, it will <ul style="list-style-type: none"> <li>a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses,</li> <li>b) <u>serve, or</u> direct the applicant to serve, the amended Dispute Notice on any <u>new respondents or</u> respondents that have not filed Responses, and</li> <li>c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive.</li> </ul>	Rule 1.19(4) was amended to permit the tribunal to serve an amended Dispute Notice to any new respondents.	<a href="#">Click here</a> to see all changes made this date
N/A	<b>Rule 1.19(6)</b> <u>6) The tribunal may at any time order</u>	Rule 1.19(6) was previously Rule 7.3(9). It was moved	<a href="#">Click here</a> to see all changes

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p>the Dispute Notice and instructions for response,</p> <p>b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response that the tribunal sent,</p> <p>c) the respondent is an adult with impaired mental capacity or a minor,</p> <p>d) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or</p> <p>e) the applicant chooses to serve the documents.</p>	<p>the Dispute Notice and instructions for response,</p> <p>b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response that the tribunal sent,</p> <p>c) the respondent is an adult with impaired mental capacity or a minor,</p> <p><u>d) the respondent is a ceased person.</u></p> <p><u>e) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or</u></p> <p><u>f) the applicant chooses to serve the documents.</u></p>	<p>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.</p>	
N/A	<p><b>Rule 2.4(3)</b></p> <p>3) <u>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.</u></p>	<p>Rule 2.4(3) was added to provide a method for serving a Dispute Notice when the respondent is deceased.</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 2.6(4)</b></p> <p>4) If a strata corporation is served with</p>	[Repealed]	<p>Rule 2.6(4) was repealed in conjunction with the</p>	<p><a href="#">Click here</a> to see all changes</p>

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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
<b>Rule 2.7(1)</b> 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	<b>Rule 2.7(1)</b> 1) This rule applies if the tribunal requires an applicant to serve a respondent that is a company, extraprovincial company, society, cooperative association, partnership, <del>or municipality. If a respondent is any or</del> other type of entity <del>an applicant must follow the tribunal's directions to serve that entity not</del> <u>addressed in these rules.</u>	Rule 2.7(1) was amended for clarity. A portion of Rule 2.7(1) was moved to a new rule, Rule 2.7(7).	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(2)</b> 2) If a respondent is a company as defined in the <i>Business Corporations Act</i> , a Dispute Notice and instructions must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the</li> </ul>	<b>Rule 2.7(2)</b> 2) If a respondent is a <del>company</del> <u>corporation</u> as defined in the <i>Business Corporations Act</i> , a Dispute Notice and instructions must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature</li> </ul>	Rule 2.7(2) was amended for consistency with the Rules and the <i>Business Corporations Act</i> .	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p>registered office with the Registrar of Companies,</p> <p>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</p> <p>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</p>	<p>or delivery in person to the address shown for the registered office with the Registrar of Companies,</p> <p>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</p> <p>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</p>		
N/A	<p><b>Rule 2.7(7)</b></p> <p>7) <u>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.</u></p>	Rule 2.7(7) was added for clarity. It was previously part of Rule 2.7(1).	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 2.9</b></p> <p>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.</p> <p>2) An applicant must submit the Request for Directions on Service</p>	<p><b>Rule 2.9</b></p> <p>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 <del>sending the tribunal a completed</del> <u>completing a</u> Request for Directions on Service Form.</p> <p>2) An applicant must submit the</p>	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.	<a href="#">Click here</a> to see all changes made this date

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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 <del>Form</del> to the tribunal before the deadline for service has passed. 3) <u>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.</u>		
<b>Rule 4.1</b> 1) 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. 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.	<b>Rule 4.1</b> 1) A party named as a respondent to a dispute <del>who fails</del> <u>is in default if they fail to respond provide a Dispute Response Form</u> to a properly served Dispute Notice and instructions for response within <ol style="list-style-type: none"> <li>the timeframe provided for in these <u>rules</u>, or <del>who has requested an extension to respond and has not responded by the date shown on the extension,</del> is in default.</li> <li><u>any extended timeframe granted by the tribunal.</u></li> </ol> 2) <del>If the tribunal notifies an applicant that no respondent provided a</del>	Rule 4.1 was amended for clarity and to improve the flow of the rules.	<a href="#">Click here</a> to see all changes made this date

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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.		
<b>Rule 4.2(2)</b> N/A	<b>Rule 4.2(2)</b> 2) <u>If the tribunal notified 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.</u>	Rule 4.2(2) was moved from Rule 4.1(2) to improve the flow of the rules.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.2(5)</b> 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.	<b>Rule 5.2(5)</b> 5) If the agreement involves a minor, the provision of the <i>Infants Act</i> apply to the agreement <del>and must be met before the parties request a consent resolution order.</del>	Rule 5.2(5) was amended for clarity.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.3(4)</b> 4) At any time during case management, the case manager can a) recommend that 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 or claim,	<b>Rule 5.3(4)</b> 4) At any time during case management, the case manager can a) <del>recommend that</del> <u>provide an opportunity for</u> a party <del>take steps</del> 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	Rule 5.3(4) was amended for consistency with the <i>CRTA</i> and to reflect the neutrality of the case manager role.	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
including who should pay any costs associated with those steps.	to add a party or claim, including who should pay any costs associated with those steps.		
<b>Rule 5.4(3)</b> 3) If no party pays the tribunal decision fee within the time period set by the case manager, the tribunal can <ol style="list-style-type: none"> <li>refuse to resolve the dispute,</li> <li>proceed to hear the dispute, or</li> <li>dismiss the dispute.</li> </ol>	<b>Rule 5.4(3)</b> 3) If no party pays the tribunal decision fee within the time period set by the case manager, the tribunal can <ol style="list-style-type: none"> <li><del>refuse to resolve</del> <u>dismiss</u> the dispute,</li> <li><del>proceed to hear</del> <u>refuse to resolve</u> the dispute, or</li> <li><del>dismiss</del> <u>proceed to hear</u> the dispute.</li> </ol>	Rule 5.4(3) was re-ordered to reflect the most likely outcomes of a failure to pay the tribunal decision fee.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(3)</b> 3) A party who withdraws a claim can only pursue the claim again at the tribunal with the tribunal's permission.	<b>Rule 6.1(3)</b> 3) A party who withdraws a claim can only pursue the claim again at the tribunal with the tribunal's permission <u>subject to the factors in Rule 6.1(5), including whether the limitation period for the claim has expired.</u>	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.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(4)</b> 4) If all claims in a dispute are withdrawn, <ol style="list-style-type: none"> <li>the tribunal will treat the dispute as resolved and close the dispute file, and</li> <li>the applicant may continue any withdrawn claim only if</li> </ol>	<b>Rule 6.1(4)</b> 4) If all claims in a dispute are withdrawn <u>and all parties consent to the withdrawal of the claims,</u> <ol style="list-style-type: none"> <li>the tribunal will treat the dispute as resolved and close the dispute file, <del>and</del></li> <li><del>the applicant may continue</del></li> </ol>	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).	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
the tribunal permits the party to do so.	<del>any withdrawn claim only if the tribunal permits the party to do so.</del>		
<b>Rule 7.3(2)</b> 2) The default timelines for completing the arguments portion of a Tribunal Decision Plan for a final decision are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 5 days for the applicant to reply.</li> </ul>	<b>Rule 7.3(2)</b> 2) The default timelines for completing the <u>evidence and</u> arguments portion of a Tribunal Decision Plan for a final decision are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide <u>evidence and</u> arguments,</li> <li>b) 7 days for the respondent to <del>respond</del>, <u>provide evidence and response arguments</u>, and</li> <li>c) 5 days for the applicant to <u>provide reply arguments</u>.</li> </ul>	Rule 7.3(2) was amended to reflect existing tribunal procedure regarding evidence and argument submission.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(5)</b> 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 <ul style="list-style-type: none"> <li>a) 20,000 characters per claim for an applicant's arguments,</li> <li>b) 20,000 characters per claim for a respondent's arguments, and</li> <li>c) 10,000 characters per claim for an applicant's reply.</li> </ul>	<b>Rule 7.3(5)</b> 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 <ul style="list-style-type: none"> <li>a) 20,000 characters per claim for an applicant's arguments,</li> <li>b) 20,000 characters per claim for a respondent's <u>response</u> arguments, and</li> <li>c) 10,000 characters per claim for an applicant's reply.</li> </ul>	Rule 7.3(5) was amended for clarity.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(8)</b> 8) A party may contact a case manager	<b>Rule 7.3(8)</b> 8) A party may contact a case manager	Rule 7.3(8) was amended for clarity.	<a href="#">Click here</a> to see all changes

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</p> <p>b) the deadline set by the case manager or tribunal member.</p>	<p>parties</p> <p><del>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</del></p> <p><del>b) the Tribunal Decision Plan by the deadline set by the case manager or tribunal member.</del></p>	evidence as part of the Tribunal Decision Plan.	
<p><b>Rule 8.3(4)</b></p> <p>4) 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.</p>	<p><b>Rule 8.3(4)</b></p> <p>4) <del>The tribunal may require a</del> A party providing written expert evidence to the tribunal <del>must to</del> 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.</p>	Rule 8.3(4) was amended to provide more flexibility in the expert evidence requirements.	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 8.3(7)</b></p> <p>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.</p>	<p><b>Rule 8.3(7)</b></p> <p>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; <u>and a party generally cannot act as their own expert because the party is not neutral about the dispute's outcome.</u></p>	Rule 8.3(7) was amended to provide guidance to parties about the impartiality requirement of expert evidence.	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 8.3(9)</b></p> <p>9) The tribunal may seek clarification of the expert report from the expert without advance notice to the parties.</p>	{Repealed}	Rule 8.3(9) was repealed as it was not necessary.	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.3(10)</b> 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 argument.	[Repealed]	Rule 8.3(10) was repealed as it was not necessary.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.4(1)</b> 1) In determining whether additional expert evidence is reasonably necessary and proportionate for accident benefit and motor vehicle injury claims the tribunal may consider <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim the tribunal must decide,</li> <li>c) a fee for the report,</li> <li>d) any information or evidence the tribunal wants the expert to consider, and</li> <li>e) the questions to be answered in the report.</li> </ul>	<b>Rule 8.4(1)</b> 1) In determining whether <del>additional expert evidence</del> <u>it is</u> reasonably necessary and proportionate <u>to allow expert evidence from more than one expert</u> for accident benefit and motor vehicle injury claims the tribunal may consider <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim the tribunal must decide,</li> <li>c) a fee for the report,</li> <li>d) any information or evidence the tribunal wants the expert to consider, and</li> <li>e) the questions to be answered in the report.</li> </ul>	Rule 8.4(1) was amended for clarity.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(4)</b> 4) An oral hearing may be conducted by telephone, by videoconference, or in person.	<b>Rule 9.1(4)</b> 4) An oral hearing may be conducted by telephone, by videoconference, or in <del>person</del> <u>extraordinary circumstances and where required by the interests of justice, in person.</u>	Rule 9.1(4) was combined with previous Rule 9.1(5) for clarity and to improve the flow of the Rules.	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 9.1(5)</b> 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.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(6)</b> 6) To request an oral hearing a party must indicate the reasons for their request in the Tribunal Decision Plan.	<b>Rule 9.1(6)</b> 6) To request an oral hearing a party must <u>indicate</u> <u>inform</u> the reasons for <del>their case manager of the</del> request <del>in</del> <u>during</u> the <del>Tribunal Decision Plan</del> case management phase.	Rule 9.1(6) was amended to revise the timing for requesting an oral hearing.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.3(2)</b> 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.	[Repealed]	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.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.4(1)</b> 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	<b>Rule 9.4(1)</b> 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 <u>any affected minors including minor parties</u> , and will use initials in place of full names or use other	Rule 9.4(1) was amended for clarity.	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
do so.	descriptions where the tribunal considers it appropriate to do so.		
<b>Rule 9.4(5)</b> N/A	<b>Rule 9.4(5)</b> 5) <u>An order for a party to pay money will be made in Canadian currency (CAD).</u>	New Rule 9.4(5) was added to specify that tribunal orders will be made in Canadian currency.	<a href="#">Click here</a> to see all changes made this date
<b>PART 11 – Notice of Objection</b> <b>Rule 11.1</b> 1) To object to a tribunal small claims decision a party must, within 28 days of receiving a Notice of Final Decision, submit a completed Notice of Objection Form to the tribunal and pay the required fee. 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.	[Repealed]	Part 11 was repealed as it was no longer necessary due to the elimination of the Notice of Objection process on July 1, 2022.	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(2)</b> 2) A person who wants to know the names of parties, or any other	<b>Rule 12.1(2)</b> 2) A person who wants to know the names of parties, or any other	Rule 12.1(2) was amended for clarity.	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p>information in a tribunal dispute that is not already publicly available through the tribunal or another public website, can ask the tribunal for that information by</p> <ul style="list-style-type: none"> <li>a) completing the Public Information Request Form, and</li> <li>b) paying the required fee.</li> </ul>	<p>information in a tribunal dispute that is not already publicly available through the tribunal or another public website, can ask the tribunal for that information by</p> <ul style="list-style-type: none"> <li>a) completing the <del>Public Information</del> <u>Claim</u> Record Request Form, and</li> <li>b) paying the required fee.</li> </ul>		
<p><b>Rule 12.1(3)</b></p> <p>3) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the person making the request can obtain the information from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person</li> </ul>	<p><b>Rule 12.1(3)</b></p> <p>3) In reviewing a <del>public information</del> <u>claim record</u> request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the person making the request can obtain the information from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person</li> </ul>	<p>Rule 12.1(3) was amended for clarity.</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p>whose information would be disclosed,</p> <p>e) can redact any part of the information it decides to disclose, and</p> <p>f) can make an order setting out any limitations on the use or handling of any information it chooses to disclose.</p>	<p>whose information would be disclosed,</p> <p>e) can redact any part of the information it decides to disclose, and</p> <p>f) can make an order setting out any limitations on the use or handling of any information it chooses to disclose.</p>		
<p><b>Rule 12.1(6)</b></p> <p>6) If the tribunal receives information or evidence related to a party's health or employment status from a party or through an independent 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.</p>	<p><b>Rule 12.1(6)</b></p> <p>[Repealed]</p>	<p>Rule 12.1(6) was repealed as it is already addressed by the tribunal's Access to Information and Privacy Policy.</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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Amendment Date: September 1, 2022

PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.16(4)</b> A party to a dispute under the tribunal's motor vehicle injury jurisdiction does not need the tribunal's permission to have a lawyer represent them.	<b>Rule 1.16(4)</b> 4) A party to a dispute under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.16(7)</b> 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 jurisdiction, the tribunal may consider <ul style="list-style-type: none"> <li>a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute,</li> <li>b) whether the proposed representative may be a witness in the dispute,</li> <li>c) the proposed representative's ability to communicate in English, and</li> <li>d) the proposed representative's ability to respond to communications in a timely manner.</li> </ul>	<b>Rule 1.16(7)</b> 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 <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction, the tribunal may consider <ul style="list-style-type: none"> <li>a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute,</li> <li>b) whether the proposed representative may be a witness in the dispute,</li> <li>c) the proposed representative's ability to communicate in English, and</li> <li>d) the proposed representative's ability to respond to communications in a timely manner.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 1.16(8)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) the reasons provided by the party requesting representation,</li> <li>b) whether every party in the dispute has agreed to the representation, and if not, their reasons for opposing it,</li> <li>c) whether allowing the representation will prejudice the other party, considering that party's circumstances,</li> <li>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,</li> <li>e) the potential impact of a representative on the efficient resolution of the dispute, and</li> <li>f) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<p><b>Rule 1.16(8)</b></p> <p>8) In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the reasons provided by the party requesting representation,</li> <li>b) whether every party in the dispute has agreed to the representation, and if not, their reasons for opposing it,</li> <li>c) whether allowing the representation will prejudice the other party, considering that party's circumstances,</li> <li>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,</li> <li>e) the potential impact of a representative on the efficient resolution of the dispute, and</li> <li>f) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.1(3)</b> 3) Before applying for a minor injury determination under the tribunal's motor vehicle injury jurisdiction a person must have <ul style="list-style-type: none"> <li>a) received a decision from the insurer that the insurer's position is that the injury is a minor injury under the <i>Insurance (Vehicle) Act</i>, or</li> <li>b) requested a decision from the insurer about whether the insurer's position is that the injury is a minor injury under the <i>Insurance (Vehicle) Act</i>.</li> </ul>	<b>Rule 2.1(3)</b> 3) Before applying for a minor injury determination under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction a person must have <ul style="list-style-type: none"> <li>a) received a decision from the insurer that the insurer's position is that the injury is a minor injury under the <i>Insurance (Vehicle) Act</i>, or</li> <li>b) requested a decision from the insurer about whether the insurer's position is that the injury is a minor injury under the <i>Insurance (Vehicle) Act</i>.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.8(4)</b> 4) If ICBC does not accept service on behalf of a respondent, the service requirements for non-motor vehicle injury claims will apply to the dispute.	<b>Rule 2.8(4)</b> 4) If ICBC does not accept service on behalf of a respondent, the service requirements <del>for non-motor vehicle injury claims will</del> <u>in rules 2.2 to 2.7 and 2.9 to 2.10</u> apply to the dispute.	Rule 2.8(4) was amended to clarify what happens if ICBC does not accept service on behalf of a respondent.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.5</b> Damages in Motor Vehicle Injury Disputes	<b>Rule 5.5</b> Damages in Motor Vehicle Injury <del>Disputes</del> <u>Claims</u>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 5.5(2)</b> 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 \$50,000, the tribunal may <ul style="list-style-type: none"> <li>a) set timelines for the parties to submit evidence,</li> <li>b) set timelines for the parties to provide arguments, and</li> <li>c) refer the determination to a tribunal member.</li> </ul>	<b>Rule 5.5(2)</b> 2) If a party informs the tribunal, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury <del>dispute</del> <u>claim</u> may exceed \$50,000, the tribunal may <ul style="list-style-type: none"> <li>a) set timelines for the parties to submit evidence,</li> <li>b) set timelines for the parties to provide arguments, and</li> <li>c) refer the determination to a tribunal member.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 5.5(3)</b></p> <p>3) The tribunal may refuse to resolve a motor vehicle injury dispute about damages if</p> <ul style="list-style-type: none"> <li>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</li> <li>b) it determines that the total amount of damages, excluding interest and expenses, in an accident claim will likely exceed \$50,000.</li> </ul>	<p><b>Rule 5.5(3)</b></p> <p>3) The tribunal may refuse to resolve a motor vehicle injury <u>dispute claim</u> about damages if</p> <ul style="list-style-type: none"> <li>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 <del>an accident</del> <u>a motor vehicle injury</u> claim will exceed \$50,000, or</li> <li>b) it determines that the total amount of damages, excluding interest and expenses, in <del>an accident</del> <u>a motor vehicle injury</u> claim will likely exceed \$50,000.</li> </ul>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 8.4</b> Limits on Expert Evidence for Motor Vehicle Injury Claims</p>	<p><b>Rule 8.4</b> Limits on Expert Evidence for <u>Accident Benefit and</u> Motor Vehicle Injury Claims</p>	<p>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.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 8.4(1)</b></p> <p>1) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim the tribunal must decide,</li> <li>c) the other evidence available,</li> <li>d) the amount claimed,</li> <li>e) the timeliness of the request, and</li> <li>f) any other factors the tribunal considers appropriate.</li> </ul>	<p><b>Rule 8.4(1)</b></p> <p>1) In determining whether additional expert evidence is reasonably necessary and proportionate for <u>accident benefit and</u> motor vehicle injury claims the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim the tribunal must decide,</li> <li>c) the other evidence available,</li> <li>d) the amount claimed,</li> <li>e) the timeliness of the request, and</li> <li>f) any other factors the tribunal considers appropriate.</li> </ul>	<p>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.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 8.5(1)</b></p> <p>1) For disputes filed under the tribunal's motor vehicle injury jurisdiction 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.</p>	<p><b>Rule 8.5(1)</b></p> <p>1) For <del>disputes filed under the tribunal's</del> <u>accident benefit and motor vehicle injury jurisdiction claims</u> 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.</p>	<p>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.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 8.6</b> Costs of Expert Evidence in a Motor Vehicle Injury Dispute</p>	<p><b>Rule 8.6</b> Costs of Expert Evidence <del>in a</del> <u>for</u> <u>Accident Benefit and</u> Motor Vehicle Injury <del>Dispute</del> <u>Claims</u></p>	<p>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.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 8.6(1)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) completing the Independent Medical Examination Request Form,</li> <li>b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and</li> <li>c) providing any other information the tribunal requests.</li> </ul>	<p><b>Rule 8.6(1)</b></p> <p>1) A party who cannot afford to pay the cost of obtaining expert evidence in <del>a</del> <u>an accident benefit or</u> motor vehicle injury <del>dispute</del> <u>claim</u> may request that the tribunal order an independent medical examination and that another party pay the cost of obtaining the independent medical examination by</p> <ul style="list-style-type: none"> <li>a) completing the Independent Medical Examination Request Form,</li> <li>b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and</li> <li>c) providing any other information the tribunal requests.</li> </ul>	<p>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.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 9.5(3)</b></p> <p>3) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process, except the tribunal has the discretion to make such an order if</p> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal's motor vehicle injury jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal's jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees that a lawyer has charged.</li> </ul>	<p><b>Rule 9.5(3)</b></p> <p>3) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process, except the tribunal has the discretion to make such an order if</p> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal's jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees that a lawyer has charged.</li> </ul>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Glossary</b> “Accident claim” in the Act is the same as “motor vehicle injury” in the rules.	<b>Glossary</b> <del>“Accident claim” in the Act is the same as “motor vehicle injury” in the rules.</del> <u>“Accident benefits claim” means a claim under section 133(1)(a) of the Act.</u> <u>“Accident claims jurisdiction” means claims under Part 10 – Division 7 of the Act.</u>	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.	<a href="#">Click here</a> to see changes made to the Glossary
<b>Glossary</b> N/A	<b>Glossary</b> <u>“Motor vehicle injury claim” means a claim under section 133(1)(b) or (c) of the Act.</u>	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.	<a href="#">Click here</a> to see changes made to the Glossary

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Amendment Date: May 1, 2022

PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.2(2)</b> 2) The tribunal can waive the application of a rule or timeline to facilitate the fair, affordable, and efficient resolution of disputes.	<b>Rule 1.2(2)</b> 2) The tribunal can waive <u>or vary</u> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.4(2)</b> 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 <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order, or a direction,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply</li> </ul>	<b>Rule 1.4(2)</b> 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 <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order, or a direction,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss <u>or refuse to resolve</u> the claims brought by a party</li> </ul>	Rule 1.4(2) was amended to align with the options available to the tribunal under the <i>Civil Resolution Tribunal Act (CRTA)</i> .	<a href="#">Click here</a> to see changes made to this Rule

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.11(1)</b> 1) Communications made attempting to settle claims by agreement in the tribunal process are confidential and must not be disclosed during the tribunal decision process or in any court proceeding or other legally binding process unless <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) a court or tribunal requires the parties to disclose them,</li> <li>c) they would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications is abusive or includes threats of bodily harm.</li> </ul>	<b>Rule 1.11(1)</b> 1) Communications made attempting to settle claims by agreement in the tribunal process are confidential and must not be disclosed <del>during the</del> <u>to a tribunal decision process member</u> , or in any court proceeding or other legally binding process, unless <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) a court or tribunal requires the parties to disclose them,</li> <li>c) they would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications is abusive or includes threats of bodily harm.</li> </ul>	Rule 1.11(1) was amended to align with s.89 of the <i>CRTA</i> .	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13</b> Disputes Involving Minors and Persons with Impaired Mental Capacity	<b>Rule 1.13</b> Disputes Involving <del>Minors and Persons</del> <u>Adults</u> with Impaired Mental Capacity <u>and Minors</u>	The heading for Rule 1.13 was amended for clarity.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.13(1)</b> 1) A minor or a person with impaired mental capacity <ul style="list-style-type: none"> <li>a) must participate in the tribunal process through a litigation guardian, and</li> <li>b) b) does not need the tribunal's permission to be represented.</li> </ul>	<b>Rule 1.13(1)</b> 1) <del>A minor or a person</del> <u>An adult</u> with impaired mental capacity <u>or a minor</u> <ul style="list-style-type: none"> <li>a) must participate in the tribunal process through a litigation guardian, and</li> <li>b) does not need the tribunal's permission to be represented.</li> </ul>	Rule 1.13(1) was amended for clarity.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(2)</b> 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.	<b>Rule 1.13(2)</b> 2) A litigation guardian <del>acting</del> <u>seeking to act</u> for <del>a minor or a person</del> <u>an adult</u> with impaired mental capacity <u>or a minor</u> must provide a completed Litigation Guardian <del>Declaration</del> Form to the tribunal. <u>including:</u> <ul style="list-style-type: none"> <li>a) <u>information about the nature of their relationship with the adult with impaired mental capacity or minor.</u></li> <li>b) <u>their reasons for believing the person requires a litigation guardian, including the person's age and the nature and extent of any impairments.</u></li> <li>c) <u>confirmation that they have no conflict of interest.</u></li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	<p>d) <u>indication of any legal authority they have to act on behalf of the person.</u></p> <p>e) <u>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</u></p> <p>f) <u>confirmation that they are at least 19 years of age and understand the nature of the CRT proceedings and their responsibilities as litigation guardian.</u></p>		

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<p><b><u>Rule 1.13(3)</u></b></p> <p><u>3) A litigation guardian must agree to act in the best interests of the person they are acting for, including:</u></p> <ul style="list-style-type: none"> <li><u>a) informing and consulting the person about the proceeding to the extent reasonable,</u></li> <li><u>b) considering the impact of the proceeding on the person,</u></li> <li><u>c) deciding whether to obtain legal advice, and</u></li> <li><u>d) assisting with gathering evidence for the CRT proceeding.</u></li> </ul>	New Rule 1.13(3) was added to set out the standards of conduct that a litigation guardian must agree to.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<p><b><u>Rule 1.13(4)</u></b></p> <p><u>4) The tribunal may refuse to allow a person to act as litigation guardian, or restrict or remove a litigation guardian who has been previously approved, if:</u></p> <ul style="list-style-type: none"> <li><u>a) no guardian is needed,</u></li> <li><u>b) the litigation guardian is unable or unwilling to continue,</u></li> <li><u>c) a more appropriate person seeks to be litigation guardian,</u></li> <li><u>d) the litigation guardian has a conflict of interest, or</u></li> <li><u>e) the tribunal otherwise determines that the person should not be permitted to act as litigation guardian.</u></li> </ul>	New Rule 1.13(4) was added to set out the tribunal's authority to refuse to allow a person to act as a litigation guardian or to restrict or remove them from acting in that capacity.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.13(3)</b> 3) If an application for dispute resolution involves a personal injury, then a 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.	<b>Rule 1.13(5)</b> 5) If an application for dispute resolution involves a personal injury, then <del>a minor or person</del> <u>the tribunal may require an adult</u> with impaired mental capacity <del>must</del> <u>or minor to</u> 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(5) was previously Rule 1.13(3); numbering was altered due to the addition of new Rules 1.13(3) and 1.13(4).  The text was amended to make it discretionary for a lawyer to have to represent an adult with impaired mental capacity or a minor when a claim involves a personal injury.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(4)</b> 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.	[Repealed]	Rule 1.13(4) was repealed and replaced with new rule 1.13(6). See Rule 1.13(6) for further explanation.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<b>Rule 1.13(6)</b> <u>6) The CRT may require a litigation guardian to obtain the consent of the Public Guardian and Trustee before proceeding with or settling a claim relating to a personal injury.</u>	<p>New Rule 1.13(6) replaced previous Rule 1.13(4).</p> <p>New Rule 1.13(6) was added to 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.</p>	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 1.15(2)</b> <u>2) If an insurer is representing a party and wants to act through a person other than a director or authorized employee, the insurer must request the tribunal's permission and the tribunal will apply the same factors as when a party requests representation.</u>	<p>New Rule 1.15(2) was added to set out the factors the tribunal will consider when an insurer is automatically allowed to represent their insured under the CRT Rules, but the insurer wants to act through someone other than a director or authorized employee.</p>	<a href="#">Click here</a> to see changes made to this Rule

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<p><b>Rule 1.16(8)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>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,</li> <li>b) whether every party in the dispute has agreed to representation,</li> <li>c) whether the person proposed as the representative is appropriate,</li> <li>d) the stage in the dispute resolution process, and</li> <li>e) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<p><b>Rule 1.16(8)</b></p> <p><u>8)</u> 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</p> <ul style="list-style-type: none"> <li><u>a) the reasons provided by the party requesting representation,</u></li> <li>b) whether every party in the dispute has agreed to the representation, <u>and if not, their reasons for opposing it,</u></li> <li><u>c) whether allowing the representation will prejudice the other party, considering that party's circumstances,</u></li> <li><u>d)</u> if any other party in the dispute is represented and if so, whether that representative is a lawyer or person supervised by a lawyer,</li> <li><u>e) the potential impact of a representative on the efficient resolution of the dispute, and</u></li> <li><u>f)</u> whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<p>Rule 1.16(8)(d) was previously Rule 1.16(8)(a).</p> <p>Rule 1.16(8)(f) was previously Rule 1.16(8)(e).</p> <p>Former Rules 1.16(8)(c) and (d) were repealed.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	<del>c) whether the person proposed as the representative is appropriate,</del> <del>d) the stage in the dispute resolution process, and</del>		
N/A	<b>Rule 1.16(9)</b> <u>9) If the tribunal approves a request for permission to be represented and the proposed representative is not a lawyer, the tribunal will consider whether the proposed representative is appropriate.</u>	New Rule 1.16(9) was added to clarify that the tribunal will consider the appropriateness of a proposed representative as a separate issue from the request to be represented.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.16(9)</b> 9) At any time during the tribunal process, a case manager or tribunal member can restrict the helper or representative's participation in the tribunal process.	<b>Rule 1.16(10)</b> <u>10) At any time during the tribunal process, a case manager or tribunal member can restrict the helper or representative's participation in the tribunal process.</u>	Rule 1.16(10) was previously Rule 1.16(9); numbering was altered due to the addition of new Rule 1.16(9). The text was not altered.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.20(1)</b> 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 <ul style="list-style-type: none"> <li>a) the tribunal's mandate,</li> <li>b) whether there are related legally binding processes underway,</li> <li>c) the relative impacts on each party if the tribunal refuses to resolve the claim or dispute, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul>	[Repealed]	Rule 1.20(1) was repealed because it mirrored the <i>CRTA</i> and was not necessary.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 2.1(5)</b> 5) <u>All of the claims in a Dispute Application Form or Dispute Notice must be related to each other.</u>	New Rule 2.1(5) was added to clarify that applicants with multiple, unrelated claims should submit separate applications for the unrelated claims.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<b>Rule 2.1(6)</b> <u>6) If the claims in a Dispute Application Form or Dispute Notice are not related to each other, the tribunal may</u> <ol style="list-style-type: none"> <li><u>direct the applicant to provide separate Dispute Application Forms for the unrelated claims and pay the required application fees,</u></li> <li><u>refuse to resolve the applicant's claims, or</u></li> <li><u>refuse to issue a Dispute Notice for the applicant's claims.</u></li> </ol>	New Rule 2.1(6) was added to set out what the tribunal may do if an applicant files multiple, unrelated claims in one Dispute Application Form or Dispute Notice.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.2(1)</b> 1) If the tribunal serves a respondent under this rule, then rules 2.6 and 2.7 do not apply.	<b>Rule 2.2(1)</b> 1) If the tribunal serves a respondent under this rule, then rules <u>2.4</u> , 2.6 and 2.7 do not apply.	Rule 2.2(1) was amended to clarify that the rule on CRT service also does not apply to new Rule 2.4.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.2(2)</b> 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.	<b>Rule 2.2(2)</b> 2) On behalf of an applicant, the tribunal may serve the Dispute Notice and instructions for response on a respondent by regular mail if <ul style="list-style-type: none"> <li>a) the respondent is an individual, corporation, strata corporation, <del>section of a strata corporation</del>, partnership, society, co-operative association or municipality, <u>and</u></li> <li>b) <u>the respondent's mailing address is in Canada.</u></li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.2(4)</b> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.2(5)</b></p> <p>5) If the respondent is a corporation, society, co-operative association, strata corporation, section of a strata corporation, or municipality, the tribunal may send the Dispute Notice and instructions for response to the respondent by regular mail to</p> <ul style="list-style-type: none"> <li>a) the corporation's registered office, head office or attorney's office;</li> <li>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;</li> <li>or</li> <li>c) the clerk, deputy clerk or a similar official, if the respondent is a municipality.</li> </ul>	<p><b>Rule 2.2(5)</b></p> <p>5) If the respondent is a corporation, society, co-operative association, strata corporation, <del>section of a strata corporation</del>, or municipality, the tribunal may send the Dispute Notice and instructions for response to the respondent by regular mail to</p> <ul style="list-style-type: none"> <li>a) the corporation's registered office, head office or attorney's office;</li> <li>b) the most recent mailing address on file in the Land Title Office, if the respondent is a strata corporation <del>or a section of a strata corporation</del>;</li> <li>or</li> <li>c) the clerk, deputy clerk or a similar official, if the respondent is a municipality.</li> </ul>	<p>Rule 2.2(5) was amended to remove the ability of the tribunal to serve a section of a strata corporation by regular mail.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.3(1)</b></p> <p>1) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not give the tribunal the information the tribunal requires to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response the tribunal sent,</li> <li>c) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or</li> <li>d) the applicant chooses to serve the documents.</li> </ul>	<p><b>Rule 2.3(1)</b></p> <p>1) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not give the tribunal the information the tribunal requires to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response <u>that</u> the tribunal sent,</li> <li>c) <u>the respondent is an adult with impaired mental capacity or a minor</u></li> <li>d) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or</li> <li>e) the applicant chooses to serve the documents.</li> </ul>	<p>New Rule 2.3(1)(c) was added to provide that the tribunal will not serve by regular mail if a respondent is an adult with impaired mental capacity or a minor. If a respondent is an adult with impaired mental capacity or a minor, there are additional people that may be required to be served under the CRT Rules. As a result, the tribunal will require the applicant to serve.</p> <p>Rule 2.3(1)(d) was previously Rule 2.3(1)(c) and Rule 2.3(1)(e) was previously Rule 2.3(1)(d); numbering was altered due to the addition of new Rule 2.3(1)(c), but the text was not altered.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.5(1)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) the respondent or the person with whom the respondent normally resides, and</li> <li>b) the Public Guardian and Trustee.</li> </ul>	<p><b>Rule 2.5(1)</b></p> <p>1) If an applicant knows <u>or the CRT becomes aware</u> that <del>a an adult</del> respondent has <u>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</u></p> <ul style="list-style-type: none"> <li>a) <u>the respondent, and</u></li> <li>b) <u>anyone that the applicant is aware of having legal authority for the respondent including</u> a committee of estate, a representative appointed in a representation agreement, or an attorney appointed in an enduring power of attorney</li> </ul> <p><del>the applicant must serve the Dispute Notice and instructions for response on that person and</del></p> <ul style="list-style-type: none"> <li>a) <del>the respondent or the person with whom the respondent normally resides, and</del></li> <li>b) <del>the Public Guardian and Trustee.</del></li> </ul>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.5(2)</b> 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.	<b>Rule 2.5(2)</b> 2) If the <del>tribunal requires an applicant to serve the Dispute Notice and instructions for response on</del> <u>knows</u> or the CRT becomes aware that a respondent <del>who</del> is a minor, the applicant must serve the Dispute Notice and instructions for response <del>on that</del> <u>by registered mail requiring a signature, courier delivery requiring a signature, or delivery in person to</u> a) <u>the respondent, and</u> b) <u>the respondent's parent or guardian.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.6(1)</b> 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.	<b>Rule 2.6(1)</b> 1) This rule applies if <del>the tribunal requires an applicant to serve</del> <u>is serving</u> 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.)	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.6(2)</b></p> <p>2) If the respondent is a strata corporation, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by delivery in person to a council member.</li> </ul>	<p><b>Rule 2.6(2)</b></p> <p>2) If the respondent is a strata corporation, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail <u>requiring a signature</u>, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by <u>registered mail requiring a signature, courier delivery requiring a signature or delivery in person to a strata</u> council member.</li> </ul>	<p>Rule 2.6(2) was amended to specify that service by registered mail requires a signature, and to provide alternatives for how to serve a strata council member.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.6(3)</b> 3) If the respondent is a section of a strata corporation, a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to an executive member of the section.</li> </ul>	<b>Rule 2.6(3)</b> 3) If the respondent is a section of a strata corporation, a Dispute Notice and instructions for response must be served <del>a) by registered mail</del> <u>requiring a signature</u> , courier delivery requiring a signature or delivery in person to <del>the section at its most recent mailing address on file in the Land Title Office, or b) by delivery in person to</del> an executive member of the section.	Rule 2.6(3) was amended to remove references to the address on file in the Land Title Office because sections are not required to have an address on file in the Land Title Office. Often, they will use the same mailing address as the strata corporation, but CRT disputes 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.6(4)</b></p> <p>4) If a strata corporation or a section of a strata corporation 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</p> <ul style="list-style-type: none"> <li>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</li> <li>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.</li> </ul>	<p><b>Rule 2.6(4)</b></p> <p>4) If a strata corporation <del>or a section of a strata corporation</del> 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 <del>a) if the claim is against a strata corporation,</del> by delivery in person or regular mail to a member of the strata council or the property manager for the strata corporation, or</p> <ul style="list-style-type: none"> <li><del>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.</del></li> </ul>	<p>Rule 2.6(4) was amended to align with the amendments to Rule 2.6(3).</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.7(1)</b></p> <p>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.</p>	<p><b>Rule 2.7(1)</b></p> <p>1) This rule applies if <del>the tribunal</del> <u>requires</u> an applicant <del>to serve</del> <u>is serving</u> 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.</p>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.7(2)</b></p> <p>2) If a respondent is a company as defined in the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the registered office with the Registrar of Companies,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	<p><b>Rule 2.7(2)</b></p> <p>2) If a respondent is a company as defined in the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>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,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	<p>Rule 2.7(2) was amended to specify that service by registered mail requires a signature.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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<p><b>Rule 2.7(3)</b></p> <p>3) If a respondent is an extraprovincial company as defined in the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,</li> <li>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,</li> <li>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</li> <li>d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or</li> </ul>	<p><b>Rule 2.7(3)</b></p> <p>3) If a respondent is an extraprovincial company as defined in the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail <u>requiring a signature</u>, 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,</li> <li>b) by registered mail <u>requiring a signature</u>, 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,</li> <li>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</li> </ul>	<p>Rule 2.7(3) was amended to specify that service by registered mail requires a signature.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
receiver manager of the extraprovincial company.	d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the extraprovincial company.		
<b>Rule 2.7(4)</b> 4) If a respondent is a society incorporated under the <i>Societies Act</i> or a co-operative association incorporated under the <i>Co-operative Association Act</i> a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association.</li> </ul>	<b>Rule 2.7(4)</b> 4) If a respondent is a society incorporated under the <i>Societies Act</i> or a co-operative association incorporated under the <i>Co-operative Association Act</i> a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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, or</li> <li>b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association.</li> </ul>	Rule 2.7(4) was amended to specify that service by registered mail requires a signature.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.7(5)</b> 5) If a respondent is a partnership, a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to a partner, or</li> <li>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.</li> </ul>	<b>Rule 2.7(5)</b> 5) If a respondent is a partnership, a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail <u>requiring a signature</u>, courier delivery requiring a signature or delivery in person to a partner, or</li> <li>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.</li> </ul>	Rule 2.7(5) was amended to specify that service by registered mail requires a signature.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.7(6)</b> 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.	<b>Rule 2.7(6)</b> 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 <u>requiring a signature</u> , courier delivery requiring a signature or delivery in person.	Rule 2.7(6) was amended to specify that service by registered mail requires a signature.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.4</b> <b>When a Dispute Notice is Considered Served</b>	<b><u>Rule 2.10</u></b> <b>When a Dispute Notice is Considered Served</b>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.4(1)</b> 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 <ul style="list-style-type: none"> <li>a) replying to the email,</li> <li>b) contacting the tribunal to make a request specific to the dispute, or</li> <li>c) otherwise confirming receipt of the Dispute Notice.</li> </ul>	<b><u>Rule 2.10(1)</u></b> 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 <ul style="list-style-type: none"> <li>a) replying to the email,</li> <li>b) contacting the tribunal to make a request specific to the dispute, or</li> <li>c) otherwise confirming receipt of the Dispute Notice.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.4(2)</b> 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 <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that respondent did not receive the Dispute Notice and instructions for response.</li> </ul>	<b><u>Rule 2.10(2)</u></b> 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 <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that respondent did not receive the Dispute Notice and instructions for response.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.4(3)</b> 3) A Dispute Notice and instructions for response that the applicant serves by registered mail are considered served on the date and time shown on the delivery receipt.	<b><u>Rule 2.10(3)</u></b> 3) A Dispute Notice and instructions for response that the applicant serves by registered mail are considered served on the date and time shown on the delivery receipt.	Rule 2.10(3) was previously Rule 2.4(3); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered.	<a href="#">Click here</a> to see changes made to this Rule

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 3.3(1)</b></p> <p>1) A respondent who thinks another person is responsible for a claim can make a third party claim against that other person by</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</li> <li>b) completing a Application Form for the third party claim that identifies the other person and describes any claims against that person,</li> <li>c) providing the Application Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	<p><b>Rule 3.3(1)</b></p> <p>1) A respondent who thinks another person is responsible for <u>a the applicant's</u> claim can make a third party claim against that other person by</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</li> <li>b) completing <u>a an</u> Application Form for the third party claim that identifies the other person and describes any claims against that person,</li> <li>c) providing the Application Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	<p>Rule 3.3(1) was amended to clarify that a third party claim must relate to the claim that was brought against the respondent.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 4.2(1)</b> 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by <ol style="list-style-type: none"> <li>providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims,</li> <li>providing a completed Proof of Service Form, if applicable, and</li> <li>paying the required fee to request a default decision and order.</li> </ol>	<b>Rule 4.2(1)</b> 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by <ol style="list-style-type: none"> <li>providing a completed Request for Default Decision and Order form together with supporting evidence of <u>claimed</u> dispute-related expenses and the value of non-debt claims,</li> <li>providing a completed Proof of Service Form, if applicable, and</li> <li>paying the required fee to request a default decision and order.</li> </ol>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 4.3(2)</b> 2) In a request for a default decision and order for a debt claim, the tribunal will order payment of <ol style="list-style-type: none"> <li>the amount claimed, and</li> <li>applicable interest, claimed tribunal fees and reasonable dispute-related expenses.</li> </ol>	<b>Rule 4.3(2)</b> 2) In a request for a default decision and order for a debt claim, the tribunal <del>will</del> <u>may</u> order payment of <ol style="list-style-type: none"> <li>the amount claimed, and</li> <li>applicable interest, claimed tribunal fees and reasonable dispute-related expenses.</li> </ol>	Rule 4.3(2) was amended to indicate that this rule is discretionary.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.2(3)</b> 3) The agreement that is the subject of a requested consent resolution order must set out <ul style="list-style-type: none"> <li>a) the terms of agreement among the parties, and</li> <li>b) any other information the parties or the case manager think should be included.</li> </ul>	<b>Rule 5.2(3)</b> 3) The agreement that is the subject of a requested consent resolution order must set out <u>a) the terms of agreement among the parties, and</u> <del>b) any other information the parties or the case manager think should be included.</del>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 6.2(3)</b> 3) A person requesting the consent dismissal of a claim relating to personal injuries made by a minor or an adult with impaired mental capacity must include written consent from the Public Guardian and Trustee for that request.	<b>Rule 6.2(3)</b> 3) A person requesting the consent dismissal of a claim relating to personal injuries made by a minor or an adult with <del>impaired mental capacity</del> <u>who is legally incapable</u> must include written consent from the Public Guardian and Trustee for that request.	Rule 6.2(3) was amended to clarify that written consent from the Public Guardian and Trustee will only be required if an adult is legally incapable.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(2)</b> 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 <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 5 days for the applicant to reply.</li> </ul>	<b>Rule 7.3(2)</b> 2) <del>For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, t</del> The default timelines for completing the arguments portion of <del>the a</del> Tribunal Decision Plan <u>for a final decision</u> are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 5 days for the applicant to reply.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.3(3)</b> 3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the arguments portion of the Tribunal Decision Plan are <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide arguments,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul>	[Repealed]	Rule 7.3(3) was repealed to standardize the argument submission timelines across all dispute areas. The tribunal's technological platform uses one timeline, and parties can always ask for extensions if needed.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(4)</b> 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.	<b>Rule 7.3(4)</b> 4) The timelines for completing the arguments portion of <del>the a</del> Tribunal Decision Plan <u>for a final decision</u> start when the <del>case manager</del> <u>tribunal</u> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.3(5)</b> 5) Unless a claim is for interest or dispute-related fees and expenses, arguments are limited to <ul style="list-style-type: none"> <li>a) 20,000 characters per claim for an applicant's arguments,</li> <li>b) 20,000 characters per claim for a respondent's arguments, and</li> <li>c) 10,000 characters per claim for an applicant's reply.</li> </ul>	<b>Rule 7.3(5)</b> 5) Unless a claim is for interest or dispute-related fees and expenses, arguments <u>in a Tribunal Decision Plan for a final decision</u> are limited to <ul style="list-style-type: none"> <li>a) 20,000 characters per claim for an applicant's arguments,</li> <li>b) 20,000 characters per claim for a respondent's arguments, and</li> <li>c) 10,000 characters per claim for an applicant's reply.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(6)</b> 6) Arguments are limited to 500 characters per claim in <ul style="list-style-type: none"> <li>a) a claim for contractual or court order interest, or</li> <li>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.</li> </ul>	<b>Rule 7.3(6)</b> 6) Arguments <u>in a Tribunal Decision Plan for a final decision</u> are limited to <del>500</del> <u>2500</u> characters per claim in <ul style="list-style-type: none"> <li>a) a claim for contractual or court order interest, or</li> <li>b) a claim for dispute-related fees and expenses <del>in a dispute that is not under the tribunal's strata property or motor vehicle injury jurisdiction.</del></li> </ul>	Rule 7.3(6) was amended to standardize the character counts across areas of CRT jurisdiction.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.3(7)</b> 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.	[Repealed]	Rule 7.3(7) was repealed to standardize the character counts across areas of CRT jurisdiction.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 7.3(10)</b> <u>10) For decisions other than final decisions, the tribunal will set character limits and timelines for providing submissions based on the type of decision.</u>	New Rule 7.3(10) was added to provide direction on the process for decisions other than final decisions.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.2(1)</b> 1) A party must contact the other person in writing to request the evidence, record, or other thing in that person's control, before issuing a summons.	<b>Rule 8.2(1)</b> 1) A party must contact the other person <u>or organization</u> in writing to request the evidence, record, or other thing in that person's <u>or organization's</u> control, before issuing a summons.	Rule 8.2(1) was amended for clarity because it is not always a person that information is requested from.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.2(2)</b> 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 <ul style="list-style-type: none"> <li>a) consulting with the case manager,</li> <li>b) completing the summons according to the case manager's directions,</li> <li>c) providing the summons according to the instructions in the Summons Form or the tribunal's directions, and</li> <li>d) including with the summons the fees shown on the Summons Form.</li> </ul>	<b>Rule 8.2(2)</b> 2) If a party requires a person <u>or organization</u> to provide evidence or to produce a record or other thing in that person's <u>or organization's</u> control, the party can issue a summons by <ul style="list-style-type: none"> <li>a) consulting with the case manager,</li> <li>b) completing the summons according to the case manager's directions,</li> <li>c) providing the summons according to the instructions in the Summons Form or the tribunal's directions, and</li> <li>d) including with the summons the fees shown on the Summons Form.</li> </ul>	Rule 8.2(2) was amended for clarity because it is not always a person that information is requested from.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.5(2)</b> 2) A party may request that the tribunal order an independent medical examination by <ul style="list-style-type: none"> <li>a) filling out the Independent Medical Examination Request Form,</li> <li>b) paying the required fee.</li> </ul>	<b>Rule 8.5(2)</b> 2) A party may request that the tribunal order an independent medical examination by <ul style="list-style-type: none"> <li>a) filling out the Independent Medical Examination Request Form, <u>and</u></li> <li>b) paying the required fee.</li> </ul>	Rule 8.5(2) was amended to clarify that both elements of the Rule are required.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 9.4(4)</b></p> <p>4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement</p> <ul style="list-style-type: none"> <li>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</li> <li>b) to make the payment to the party's legal representative, or</li> <li>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</li> </ul>	<p><b>Rule 9.4(4)</b></p> <p>4) An order for a party to pay money to a party who is <del>a person</del> <u>an adult</u> with impaired mental capacity can include a requirement</p> <ul style="list-style-type: none"> <li>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</li> <li>b) to make the payment to the party's legal representative, or</li> <li>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</li> </ul>	<p>Rule 9.4(4) was amended for clarity.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 10.2(1)</b> 1) In reviewing the request for cancellation, a tribunal member will consider whether <ul style="list-style-type: none"> <li>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,</li> <li>b) the request was made as soon as reasonably possible after the requesting party learned about the decision and order, and</li> <li>c) the Dispute Response Form shows a defence that has merit or is at least worth investigating, in the case of a default decision.</li> </ul>	<b>Rule 10.2(1)</b> 1) In reviewing <del>the a</del> request for cancellation, a tribunal member will consider whether <ul style="list-style-type: none"> <li>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,</li> <li>b) the request was made as soon as reasonably possible after the requesting party learned about the decision and order, and</li> <li>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, <del>in the case of a default decision.</del></li> </ul>	Rule 10.2(1) was amended to clarify and reflect that a request for cancellation may be made following a non-compliance decision or a default decision.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 10.3(1)</b> 1) If the tribunal cancels the decision and order, the tribunal will <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the participating parties to resolve the dispute.</li> </ul>	<b>Rule 10.3(1)</b> 1) If the tribunal cancels the decision and order, the tribunal will <ul style="list-style-type: none"> <li><del>a) accept the Dispute Response Form as a Dispute Response,</del></li> <li><del>b) provide the Dispute Response to all parties, and</del></li> <li><u>a) provide further direction to the participating parties to resolve the dispute, and</u></li> <li><u>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.</u></li> </ul>	Rule 10.3(1) was amended to more accurately reflect the tribunal process.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 10.3(2)</b> 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.	<a href="#">Click here</a> to see changes made to this Rule

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Amendment Date: May 1, 2021

PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.2(2)</b> 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.	<b>Rule 1.2(2)</b> 2) <del>In exceptional circumstances,</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.3(1)</b> 2) All parties in a dispute being resolved by the tribunal must <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) participate in any case management activities or hearings held by the tribunal,</li> <li>c) behave and communicate in a respectful manner, and</li> <li>d) follow the directions provided by tribunal members and case managers.</li> </ul>	<b>Rule 1.3(1)</b> 1) All parties in a dispute <del>being resolved by the tribunal</del> <u>is resolving</u> must <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) participate in <del>any</del> <u>all of the tribunal's</u> case management activities or hearings <del>held by the tribunal,</del></li> <li>c) behave and communicate in a respectful manner, and</li> <li>d) follow the directions <del>provided by that</del> <u>tribunal members, and case managers and other tribunal staff provide.</u></li> </ul>	Rule 1.3 was amended to make the language clearer. We have also clarified that other tribunal staff may give directions that parties must follow. 2	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.3(3)</b> 3) No person can record a case management discussion or tribunal decision process without permission from the tribunal.	<b>Rule 1.3(3)</b> 3) <del>No</del> <u>A</u> person can record a case management discussion or tribunal decision process <del>without</del> <u>only with</u> permission from the tribunal.	Rule 1.3(3) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.4(1)</b> 1) If a party does not comply with the CRT Act, a rule, an order or a direction at any stage of a tribunal proceeding, the party is non-compliant.	<b>Rule 1.4(1)</b> [repealed]	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.	<a href="#">Click here</a> to see changes made to this Rule

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<p><b>Rule 1.4(2)</b></p> <p>2) If a party is non-compliant, the tribunal may</p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order or a direction,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply with the Act, a rule, an order or a direction, and</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance with the Act, a rule, an order or a direction.</li> </ul>	<p><b>Rule 1.4(2)</b></p> <p>2) <del>If a party is non-compliant, the tribunal may</del> <u>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</u></p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order or a direction,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply with the Act, a rule, an order or a direction, and</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance</li> </ul>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	with the Act, a rule, an order or a direction.		
<b>Rule 1.5(1)</b> 1) The official versions of the tribunal's forms are <ul style="list-style-type: none"> <li>a) the electronic versions provided by the tribunal, and</li> <li>b) the paper versions authorized by the tribunal.</li> </ul>	<b>Rule 1.5(1)</b> 1) The official versions of the tribunal's forms are <ul style="list-style-type: none"> <li>a) the electronic versions <del>provided by</del> the tribunal <u>provides</u>, and</li> <li>b) the paper versions <del>authorized by</del> the tribunal <u>authorizes</u>.</li> </ul>	Rule 1.5(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.6(1)</b> 1) If a tribunal form or rule indicates a fee is required in order to take a step, the fee shown in the <a href="#">Civil Resolution Tribunal Fees</a> must be paid before the tribunal will complete the step.	<b>Rule 1.6(1)</b> 1) If a tribunal form or rule indicates a fee is required <del>in order</del> to take a step, the fee shown in the <a href="#">Civil Resolution Tribunal Fees</a> must be paid before the tribunal will complete the step.	Rule 1.6(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.6(2)</b> 2) A person who cannot afford to pay a fee can ask the tribunal to waive payment of fees by <ul style="list-style-type: none"> <li>a) completing the steps required by the Fee Waiver Request Form, and</li> <li>b) providing any other information requested by the tribunal.</li> </ul>	<b>Rule 1.6(2)</b> 2) A person who cannot afford to pay a fee can ask the tribunal to waive payment of fees by <ul style="list-style-type: none"> <li>a) completing the steps required by the Fee Waiver Request Form, and</li> <li>b) providing any other information <del>requested by</del> the tribunal <u>requests</u>.</li> </ul>	Rule 1.6(2) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.9(1)</b> Every party or representative of a party must <ul style="list-style-type: none"> <li>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,</li> <li>b) closely monitor and use their contact information for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately if their contact information for tribunal communications change.</li> </ul>	<b>Rule 1.9(1)</b> 1) Every party or representative of a party must <ul style="list-style-type: none"> <li>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,</li> <li>b) closely monitor and use their contact <del>information</del> <u>methods</u> for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately if their contact information for tribunal communications change.</li> </ul>	Rule 1.9(1) was amended to clarify that parties must monitor their methods of communicating with the tribunal, such as an email account.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.9(2)</b> At any time during the tribunal process, the tribunal can require a party or representative to use communication types other than the ones selected by that party or representative.	<b>Rule 1.9(2)</b> [repealed]	Rule 1.9(2) was repealed because the tribunal generally expects parties to use the CRT portal to communicate, unless they tell us they cannot use electronic communication methods.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.10(1)</b> 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.	<b>Rule 1.10(1)</b> 1) <del>Electronic information and</del> <u>Except for electronic communications made to serve a party with a Dispute Notice,</u> electronic communications are considered received 24 hours after they are sent, unless the <del>electronic</del> <u>tribunal is satisfied the recipient has received the communication is made to serve a party with a Dispute Notice earlier.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.10(2)</b> 2) Information and communications sent by ordinary mail are considered received at noon on the 10th day after they are postmarked.	<b>Rule 1.10(2)</b> 2) <del>Information and</del> <u>Except for communications made to serve a party with a Dispute Notice,</u> communications sent by <del>ordinary</del> <u>regular</u> mail are considered received <del>at noon</del> on the <del>10th</del> <u>fifteenth</u> day after they are postmarked <u>the tribunal gives the mail to its mail services provider, unless the tribunal is satisfied the recipient has received the communication earlier.</u>	Rule 1.10(2) 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 have also clarified that the tribunal can consider that a party has received regular mail sooner than this date.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.10(3)</b> 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.	<b>Rule 1.10(3)</b> 3) <del>Information and</del> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 1.11(1)</b></p> <p>1) Discussions, negotiations and other communications made attempting to settle claims by agreement in the tribunal process, including information exchanged as part of those communications, are confidential and must not be disclosed during the tribunal decision process or in any court proceeding or other legally binding process unless</p> <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) the parties are required by a court or tribunal to disclose them,</li> <li>c) it is information or evidence that would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications or information is abusive, or includes threats of bodily harm, made during or in connection with negotiation or settlement processes.</li> </ul>	<p><b>Rule 1.11(1)</b></p> <p>1) <del>Discussions, negotiations and other</del> <u>Communications</u> made attempting to settle claims by agreement in the tribunal process, <del>including information exchanged as part of those communications,</del> are confidential and must not be disclosed during the tribunal decision process or in any court proceeding or other legally binding process unless</p> <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) <del>the parties are required by a</del> court or tribunal <u>requires the parties</u> to disclose them,</li> <li>c) <del>it is information or evidence that they</del> would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications <del>or information</del> is abusive, or includes threats of bodily harm, <del>made during or in connection with negotiation or settlement processes.</del></li> </ul>	<p>Rule 1.11(1) was amended to put it in more plain language and to remove unnecessary phrases.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.12(3)</b> 3) The tribunal can decide which party must bear the costs of translation or interpretation and can direct any party to take further steps in relation to translation or interpretation of communications.	<b>Rule 1.12(3)</b> 3) The tribunal can decide which party must <del>bear the costs of</del> <u>pay for</u> translation or interpretation <u>services</u> and can direct any party to take further steps in relation to translation or interpretation of communications.	Rule 1.12(3) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13</b> Representation of Parties in the Tribunal Process	<b>Rule 1.13</b> <del>Representation of Parties in the Tribunal Process</del> <u>Disputes Involving Minors and Persons with Impaired Mental Capacity</u>	The heading for Rule 1.13 was amended to reflect that the rule now addresses a more specific topic.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(1)</b> 1) A child who is under 19 years old or a person with impaired mental capacity <ul style="list-style-type: none"> <li>a) must participate in the tribunal process through a litigation guardian, and</li> <li>b) is not required to request permission from the tribunal to be represented.</li> </ul>	<b>Rule 1.13(1)</b> 1) A <del>child who is under 19 years old</del> <u>minor</u> or a person with impaired mental capacity <ul style="list-style-type: none"> <li>a) must participate in the tribunal process through a litigation guardian, and</li> <li>b) <del>is does not required to request</del> <u>need the tribunal's</u> permission <del>from the tribunal</del> to be represented.</li> </ul>	Rule 1.13(1) was amended to use the term “minor” instead of “child who is under 19 years old”. The glossary defines “minor” to reflect its legal meaning in British Columbia, which is an individual younger than 19 years old. We also rewrote some of the rule in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.13(2)</b> 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.	<b>Rule 1.13(2)</b> 2) A litigation guardian acting for a <del>child</del> <u>minor</u> 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”.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(3)</b> 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.	<b>Rule 1.13(3)</b> 3) If an application for dispute resolution involves a personal injury then a <del>child</del> <u>minor</u> 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”.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(4)</b> 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.	<b>Rule 1.13(4)</b> 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 <u>value</u> so it falls within the <u>tribunal’s</u> monetary jurisdiction <del>of the tribunal</del> , 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.14</b> Participation of Helpers and Representatives	<b>Rule 1.14</b> <del>Participation of Helpers and Representatives</del> <u>Disputes Involving Corporations, Partnerships or Other Organizations</u>	The heading for Rule 1.14 was amended to reflect that this rule now covers a different topic.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(10)</b> 10) Unless the tribunal authorizes otherwise, 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 an incorporated entity, by a director, officer or authorized employee; c) if the party is a partnership, by a partner or authorized employee; or d) if the party is an unincorporated entity using a business name, by the owner of the business or any authorized employee.	<b>Rule 1.14(1)</b> 1) <del>Unless the tribunal authorizes otherwise,</del> 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) <u>if the party is a section of a strata corporation, by an authorized member of the section executive;</u> 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, <u>such as a sole proprietorship,</u> by the owner	Rule 1.14(1) was previously Rule 1.13(10).  The text 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.  New Rule 1.14(1)(b) was added to state who must act for a section of a strata corporation.  Rule 1.14(1)(c) was previously Rule 1.13(10)(b); numbering was altered due to the addition of new Rule 1.14(1)(b), but the text was not altered.  Rule 1.14(1)(d) was previously Rule 1.13(10)(c);	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.14

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	of the business or any authorized employee.	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.	
<b>Rule 1.13(13)</b> 13) 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.	<b><u>Rule 1.14(2)</u></b> <u>2)</u> 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.	Rule 1.14(2) was previously Rule 1.13(13), but the text was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.14
<b>Rule 1.15</b> Timelines	<b>Rule 1.15</b> <del>Timelines</del> <u>Disputes Involving an Insurer</u>	The heading for Rule 1.15 was amended to reflect that this rule now covers a different topic.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.13(12)</b> 12) An insurer who is a representative or a party in a dispute must act through <ul style="list-style-type: none"> <li>a) a director or authorized employee of the insurer, or</li> <li>b) another person permitted by a tribunal employee or member to represent the insurer.</li> </ul>	<b>Rule 1.15(1)</b> 1) An insurer who is a <u>party or</u> representative <del>or of</del> a party in a dispute must act through <ul style="list-style-type: none"> <li>a) a director or authorized employee of the insurer, or</li> <li>b) another person <del>permitted by a the tribunal employee or member</del> <u>permits</u> to represent the insurer.</li> </ul>	Rule 1.15(1) was previously Rule 1.13(12).  The text was amended to put it in more plain language and to simplify the reference to the tribunal.	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.15
<b>Rule 1.16</b> Linking Disputes	<b>Rule 1.16</b> Linking Disputes <u>Representatives and Helpers</u>	The heading for Rule 1.16 was amended to reflect that this rule now covers a different topic.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 1.16(1)</b> 1) <u>Unless these rules state a party does not need the tribunal's permission to be represented, a party must receive the tribunal's permission to have a representative.</u>	New Rule 1.16 was inserted to clarify that the tribunal must permit a party to be represented, unless the rules have a specific exception	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.13(9)</b> 9) A party who is represented must be present during all tribunal proceedings, or otherwise fully informed and providing direct input, unless the tribunal excuses the party from doing so.	<b>Rule 1.16(2)</b> 2) A party who is represented must be present during all tribunal proceedings, or otherwise fully informed and providing direct input, <del>unless the tribunal excuses the party from doing so.</del>	Rule 1.16(2) was previously Rule 1.13(9).  The text 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.	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.16

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.14(1)</b> 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.	<b>Rule 1.16(3)</b> 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.	Rule 1.16(3) was previously Rule 1.14(1). The text was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.14  <a href="#">Click here</a> to see changes made to Rule 1.16
<b>Rule 1.13(7)</b> 7) A party to a dispute under the tribunal's motor vehicle injury jurisdiction can be represented by <ul style="list-style-type: none"> <li>a) a lawyer,</li> <li>b) an authorized employee of an insurer when the insurer may be required to provide coverage to pay damages in the dispute, or</li> <li>c) any other representative the tribunal considers appropriate.</li> </ul>	<b>Rule 1.16(4)</b> 4) A party to a dispute under the tribunal's motor vehicle injury jurisdiction <del>can be represented by</del> <ul style="list-style-type: none"> <li>a) <del>a lawyer,</del></li> <li>b) <del>an authorized employee of an insurer when the insurer may be required to provide coverage to pay damages in the dispute, or</del></li> <li>c) <del>any other representative the tribunal considers appropriate.</del></li> </ul> <u>does not need the tribunal's permission to have a lawyer represent them.</u>	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.	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.16

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.13(11)</b> 11) An insurer may represent their insured without requiring the permission of the tribunal if they: <ul style="list-style-type: none"> <li>a) are making a claim to recover from a third party an amount paid under an insurance policy, or</li> <li>b) may be required to provide coverage to pay damages in a dispute.</li> </ul>	<b>Rule 1.16(5)</b> 5) An insurer may represent their insured without requiring the <del>permission of the tribunal's</del> <u>permission</u> if they <ul style="list-style-type: none"> <li>a) are making a claim to recover from a third party an amount paid under an insurance policy, or</li> <li>b) may be required to provide coverage to pay damages in a dispute.</li> </ul>	Rule 1.16(5) was previously Rule 1.13(11).  The text was amended to put the rule in more plain language.	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.16
<b>Rule 1.13(5)</b> 5) A party requesting permission to be represented in a dispute must provide information to the tribunal explaining why representation is in the interests of justice and fairness.	<b>Rule 1.16(6)</b> 6) <del>A party requesting</del> <u>If a party requests the tribunal's permission to be represented in a dispute, the party</u> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 1.13(8)</b></p> <p>8) In considering whether a representative is appropriate, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute,</li> <li>b) whether the proposed representative may be a witness in the dispute,</li> <li>c) the proposed representative's ability to communicate in English, and</li> <li>d) the proposed representative's ability to respond to communications in a timely manner.</li> </ul>	<p><b>Rule 1.16(7)</b></p> <p><u>7) In considering whether a representative is appropriate, 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 jurisdiction, the tribunal may consider</u></p> <ul style="list-style-type: none"> <li>a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute,</li> <li>b) whether the proposed representative may be a witness in the dispute,</li> <li>c) the proposed representative's ability to communicate in English, and</li> <li>d) the proposed representative's ability to respond to communications in a timely manner.</li> </ul>	<p>Rule 1.16(7) was previously Rule 1.13(8).</p> <p>The text was amended to clarify when it applies.</p>	<p><a href="#">Click here</a> to see changes made to Rule 1.13</p> <p><a href="#">Click here</a> to see changes made to Rule 1.16</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.13(6)</b> 6) In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's motor vehicle injury jurisdiction, a tribunal employee or member may consider <ul style="list-style-type: none"> <li>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,</li> <li>b) whether every party in the dispute has agreed to representation,</li> <li>c) whether the person proposed as the representative is appropriate,</li> <li>d) the stage in the dispute resolution process, and</li> <li>e) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<b>Rule 1.16(8)</b> <u>8)</u> In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's motor vehicle injury jurisdiction, <u>a the tribunal employee</u> <del>or member</del> may consider <ul style="list-style-type: none"> <li>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,</li> <li>b) whether every party in the dispute has agreed to representation,</li> <li>c) whether the person proposed as the representative is appropriate,</li> <li>d) the stage in the dispute resolution process, and</li> <li>e) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	Rule 1.16(8) was previously Rule 1.13(6).  The text was amended to simplify the reference to the tribunal.	<a href="#">Click here</a> to see changes made to Rule 1.13  <a href="#">Click here</a> to see changes made to Rule 1.16

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.14(2)</b> 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.	<b>Rule 1.16(9)</b> 9) At any time during the tribunal process, a case manager or tribunal member can restrict the <u>helper or representative's</u> participation <del>of a person providing representation or assistance</del> in the tribunal process.	Rule 1.16(9) was previously Rule 1.14(2).  The text was amended to put it in more plain language.	
<b>Rule 1.17</b> Amendments to Dispute Notices and Dispute Response Forms	<b>Rule 1.17</b> <del>Amendments to Dispute Notices and Dispute Response Forms</del> <u>Timelines</u>	The heading for Rule 1.17 was amended to reflect that this rule now covers a different topic.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.15(1)</b> 1) A tribunal officer can extend or shorten any timeline for any step or phase of the tribunal process.	<b>Rule 1.17(1)</b> 1) <del>A</del> <u>The</u> tribunal <del>officer</del> 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.	<a href="#">Click here</a> to see changes made to Rule 1.15  <a href="#">Click here</a> to see changes made to Rule 1.17
<b>Rule 1.15(2)</b> 2) The tribunal can pause the tribunal process and resume it at a future date.	<b>Rule 1.17(2)</b> 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.	<a href="#">Click here</a> to see changes made to Rule 1.15  <a href="#">Click here</a> to see changes made to Rule 1.17

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.15(3)</b> 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 <ul style="list-style-type: none"> <li>a) the reason for the request,</li> <li>b) whether all parties consent ,</li> <li>c) any prejudice to the other parties,</li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) the tribunal's mandate,</li> <li>f) other legislation which applies to the dispute and to the request,</li> <li>g) whether it is in the interests of justice and fairness, and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul>	<b><u>Rule 1.17(3)</u></b> <u>3)</u> 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 <ul style="list-style-type: none"> <li>a) the reason for the request,</li> <li>b) whether all parties consent ,</li> <li>c) any prejudice to the other parties,</li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) the tribunal's mandate,</li> <li>f) other legislation which applies to the dispute and to the request,</li> <li>g) whether it is in the interests of justice and fairness, and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul>	Rule 1.17(3) was previously Rule 1.15(3). The text was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.15  <a href="#">Click here</a> to see changes made to Rule 1.17

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.17(1)</b> 1) A party may request that the tribunal issue an amended Dispute Notice or accept an amended Dispute Response Form by <ol style="list-style-type: none"> <li>contacting the tribunal to request an amendment,</li> <li>specifying the amendments that are requested, and</li> <li>paying the required fee.</li> </ol>	<b>Rule 1.19(1)</b> 1) <del>A party</del> <u>An applicant</u> may request <del>that ask</del> the tribunal <u>to</u> issue an amended Dispute Notice, or <u>a respondent may ask the tribunal to</u> accept an amended Dispute Response Form by <ol style="list-style-type: none"> <li>contacting the tribunal to request an amendment,</li> <li>specifying the <u>requested</u> amendments <del>that are requested</del>, and</li> <li>paying the required fee.</li> </ol>	Rule 1.19(1) was previously Rule 1.17(1). The text was amended to clarify that an applicant may ask for an amended Dispute Notice and a respondent may ask the tribunal to accept an amended Dispute Response form. We also put the rule in more plain language.	<a href="#">Click here</a> to see changes made to Rule 1.17  <a href="#">Click here</a> to see changes made to Rule 1.19
<b>Rule 1.17(2)</b> 2) In deciding whether to amend a Dispute Notice or accept an amended Dispute Response Form the tribunal will consider <ol style="list-style-type: none"> <li>the stage in the proceeding,</li> <li>the nature of the change,</li> <li>any prejudice to the parties, and</li> <li>any other factors the tribunal considers appropriate.</li> </ol>	<b>Rule 1.19(2)</b> 2) In deciding whether to amend a Dispute Notice or accept an amended Dispute Response Form the tribunal will consider <ol style="list-style-type: none"> <li>the stage in the proceeding,</li> <li>the nature of the change,</li> <li>any prejudice to the parties, and</li> <li>any other factors the tribunal considers appropriate.</li> </ol>	Rule 1.19(2) was previously Rule 1.17 (2). The text was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.17  <a href="#">Click here</a> to see changes made to Rule 1.19

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.17(3)</b> 3) Except in extraordinary circumstances the tribunal will not issue an amended Dispute Notice or accept an amended Dispute Response Form after the dispute has entered the tribunal decision process.	<b><u>Rule 1.19(3)</u></b> <u>3)</u> Except in extraordinary circumstances the tribunal will not issue an amended Dispute Notice or accept an amended Dispute Response Form after the dispute has entered the tribunal decision process.	Rule 1.19(3) was previously Rule 1.17 (3). The text was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.17  <a href="#">Click here</a> to see changes made to Rule 1.19
<b>Rule 1.17(4)</b> 4) If the tribunal issues an amended Dispute Notice, it will <ul style="list-style-type: none"> <li>a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses,</li> <li>b) direct the applicant to serve the amended Dispute Notice on any respondents that have not filed Responses, and</li> <li>c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive.</li> </ul>	<b><u>Rule 1.19(4)</u></b> <u>4)</u> If the tribunal issues an amended Dispute Notice, it will <ul style="list-style-type: none"> <li>a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses,</li> <li>b) direct the applicant to serve the amended Dispute Notice on any respondents that have not filed Responses, and</li> <li>c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive.</li> </ul>	Rule 1.19(4) was previously Rule 1.17(4). The text was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.17  <a href="#">Click here</a> to see changes made to Rule 1.19

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.17(5)</b> 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.	<b><u>Rule 1.19(5)</u></b> <u>5)</u> If the tribunal accepts an amended Dispute Response Form, <del>it</del> <u>the tribunal</u> 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.	<a href="#">Click here</a> to see changes made to Rule 1.17  <a href="#">Click here</a> to see changes made to Rule 1.19
<b>Rule 1.18</b> Refusing to Resolve a Dispute	<b><u>Rule 1.20</u></b> Refusing to Resolve a Dispute	Rule 1.20 was previously Rule 1.18. The heading was not altered.	<a href="#">Click here</a> to see changes made to Rule 1.18  <a href="#">Click here</a> to see changes made to Rule 1.20

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.18(1)</b> 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 <ul style="list-style-type: none"> <li>a) the tribunal's mandate,</li> <li>b) whether there are related legally binding processes underway,</li> <li>c) the relative impacts on each party of the tribunal refusing to resolve the claim or dispute, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul>	<b>Rule 1.20(1)</b> 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 <ul style="list-style-type: none"> <li>a) the tribunal's mandate,</li> <li>b) whether there are related legally binding processes underway,</li> <li>c) the relative impacts on each party of <u>if the tribunal refusing refuses</u> to resolve the claim or dispute, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul>	Rule 1.20(1) was previously Rule 1.18(1). The text was amended to use clearer language.	<a href="#">Click here</a> to see changes made to Rule 1.18  <a href="#">Click here</a> to see changes made to Rule 1.20
<b>Rule 2.1(2)</b> 2) After an initial review of the Dispute Application Form, the tribunal may provide the primary applicant one of the following: <ul style="list-style-type: none"> <li>a) a Dispute Notice and directions about what to do next,</li> <li>b) a request for more information about the application, or</li> <li>c) an explanation for why a Dispute Notice will not be issued.</li> </ul>	<b>Rule 2.1(2)</b> 2) After an initial review of the Dispute Application Form, the tribunal may <del>provide</del> <u>give</u> the primary applicant one of the following: <ul style="list-style-type: none"> <li>a) a Dispute Notice and directions about what to do next,</li> <li>b) a request for more information about the application, or</li> <li>c) an explanation for why a Dispute Notice will not be issued.</li> </ul>	Rule 2.1(2) was amended to use more plain language	<a href="#">Click here</a> to see changes made to this Rule

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<p><b>Rule 2.2(5)</b></p> <p>5) <u>If the respondent is a corporation, society, co-operative association, strata corporation, section of a strata corporation, or municipality, the tribunal may send the Dispute Notice and instructions for response to the respondent by regular mail to</u></p> <ul style="list-style-type: none"> <li>a) <u>the corporation's registered office, head office or attorney's office;</u></li> <li>b) <u>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;</u></li> <li>or</li> <li>c) <u>the clerk, deputy clerk or a similar official, if the respondent is a municipality.</u></li> </ul>	New Rule 2.2(5) was added to explain that the tribunal may serve certain respondents at particular addresses.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<p><b>Rule 2.2(6)</b></p> <p>6) <u>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 email.</u></p>	New Rule 2.2(6) was added to reflect that the tribunal also emails a copy of the Dispute Notice to a respondent if the applicant provides an email address for the respondent.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.2(7)</b> 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.	<b>Rule 2.2(7)</b> [Repealed]	Rule 2.2(7) was repealed because it is unnecessary after the other amendments to the service rules.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 2.3</b> <u>When and How an Applicant Must Serve a Respondent</u>	New Rule 2.3 was added to explain when and how an applicant must serve a respondent	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.2(3)</b> 3) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if <ul style="list-style-type: none"> <li>a) the applicant does not provide the tribunal with the information required for the tribunal to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response sent by the tribunal were not received by the respondent, or</li> <li>c) the tribunal is unable to serve the Dispute Notice and instructions for response for any other reason.</li> </ul>	<b>Rule 2.3(1)</b> 1) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if <ul style="list-style-type: none"> <li>a) the applicant does not <del>provide</del> <u>give</u> the tribunal <del>with the</del> <u>information required for the</u> tribunal <u>requires</u> to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the <u>respondent did not receive the</u> Dispute Notice and instructions for response <del>sent by the tribunal were not received by the respondent sent, or</del></li> <li>c) the tribunal <del>is unable to</del> <u>cannot</u> serve the Dispute Notice and instructions for response for any other reason, <u>or</u></li> <li>d) <u>the applicant chooses to serve the documents.</u></li> </ul>	Rule 2.3(1) was previously Rule 2.2(3). The text was amended to make it more plain language.  We also clarified that if the applicant chooses to serve then the tribunal will tell the applicant they must serve.	<a href="#">Click here</a> to see changes made to Rule 2.2  <a href="#">Click here</a> to see changes made to Rule 2.3

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<p><b>Rule 2.2(4)</b></p> <p>4) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must</p> <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal by             <ul style="list-style-type: none"> <li>i. a method permitted by these rules for serving the type of respondent, or</li> <li>ii. another method ordered by the tribunal,</li> </ul> </li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal.</li> </ul>	<p><b>Rule 2.3(2)</b></p> <p><u>2)</u> If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must</p> <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the <u>tribunal issues the</u> Dispute Notice <del>is issued by the tribunal</del> by             <ul style="list-style-type: none"> <li>i. a method <del>permitted by</del> these rules <u>permit</u> for serving the type of respondent, or</li> <li>ii. another method <del>ordered by</del> the tribunal <u>orders</u>,</li> </ul> </li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the <u>tribunal issues the</u> Dispute Notice <del>is issued by the tribunal</del>, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process <del>requested by</del> the tribunal <u>requests</u>.</li> </ul>	<p>Rule 2.3(2) was previously Rule 2.2(4). The text was amended to make it more plain language</p>	<p><a href="#">Click here</a> to see changes made to Rule 2.2</p> <p><a href="#">Click here</a> to see changes made to Rule 2.3</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.2(5)</b> 5) The tribunal may refuse to resolve a dispute if <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.</li> </ul>	<b>Rule 2.3(3)</b> <u>3</u> ) The tribunal may refuse to resolve a dispute if <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the <u>tribunal issues the</u> Dispute Notice <del>is issued by the tribunal</del>, and</li> <li>b) the applicant has not requested an extension <u>of time</u> for service or withdrawn their claim against any parties not served.</li> </ul>	Rule 2.3(3) was previously Rule 2.2(5). The text was amended to make it more plain language.	<a href="#">Click here</a> to see changes made to Rule 2.2  <a href="#">Click here</a> to see changes made to Rule 2.3
<b>Rule 2.2(6)</b> 6) An applicant can ask the tribunal for more time to serve a respondent by completing the Request for Extension to Serve Form and providing it to the tribunal before the deadline for service has passed.	<b>Rule 2.3(4)</b> <u>4</u> ) An applicant can ask the tribunal for more time to serve a respondent by completing the Request for Extension to Serve Form and providing it to the tribunal before the deadline for service has passed.	Rule 2.3(4) was previously Rule 2.2(6). The text was not altered.	<a href="#">Click here</a> to see changes made to Rule 2.2  <a href="#">Click here</a> to see changes made to Rule 2.3

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.4(1)</b> 1) A Dispute Notice and instructions for response sent by the tribunal or an applicant by email are considered served only if the respondent acknowledges receipt of the Dispute Notice by <ul style="list-style-type: none"> <li>a) replying to the email,</li> <li>b) contacting the tribunal to make a request specific to the dispute, or</li> <li>c) otherwise confirming receipt of the Dispute Notice.</li> </ul>	<b>Rule 2.4(1)</b> 1) A Dispute Notice and instructions for response <del>sent by that</del> <u>sends</u> the tribunal or an applicant <u>sends</u> by email are considered served only if the respondent acknowledges receipt of the Dispute Notice by <ul style="list-style-type: none"> <li>a) replying to the email,</li> <li>b) contacting the tribunal to make a request specific to the dispute, or</li> <li>c) otherwise confirming receipt of the Dispute Notice.</li> </ul>	Rule 2.4(1) was amended to put it in more plain language	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.2(2)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response were not received by the respondent.</li> </ul>	<p><b>Rule 2.4(2)</b></p> <p>2) A Dispute Notice and instructions for response <del>served by the tribunal that</del> <u>the tribunal serves</u> by regular mail are considered <del>received</del> <u>served</u> <del>10 days on the fifteenth day</del> after the <del>day they are mailed by the tribunal</del> <u>gives the mail to its mail services provider, unless</u></p> <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that the <u>respondent did not receive the</u> Dispute Notice and instructions for response <del>were not received by the</del> respondent.</li> </ul>	<p>Rule 2.4(2) was previously Rule 2.2(2).</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to Rule 2.2</p> <p><a href="#">Click here</a> to see changes made to Rule 2.4</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.4(2)</b> 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.	<b>Rule 2.4(3)</b> 3) A Dispute Notice and instructions for response <del>served</del> <u>that the applicant serves</u> by registered mail are considered <del>received</del> <u>served</u> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.4(3)</b> 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.	<b>Rule 2.4(4)</b> 4) A Dispute Notice and instructions for response <del>served</del> <u>that the applicant serves</u> by courier are considered <del>received at</del> <u>served on the time date</u> and <del>date time</del> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.4(4)</b> 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.	<b>Rule 2.4(5)</b> 5) A Dispute Notice and instructions for response <u>served that the applicant serves</u> by delivery in person are considered <del>received at</del> <u>served on</u> 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 Notice, not simply receipt.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.4(5)</b> 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.	<b>Rule 2.4(6)</b> 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 <del>permitted by</del> the tribunal <u>permits</u> .	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.5</b> How to Serve Adults with Impaired Mental Capacity and Children	<b>Rule 2.5</b> How to Serve Adults with Impaired Mental Capacity and <del>Children</del> <u>Minors</u>	The heading of Rule 2.5 was amended to make it consistent with the change from “child” to “minor” elsewhere in the rules.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.5(2)</b> 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.	<b>Rule 2.5(2)</b> 2) If <u>the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a</u> respondent <del>who</del> is a <del>child</del> <u>minor</u> , the applicant must serve the Dispute Notice and instructions for response on that respondent's parent or guardian <del>unless the tribunal orders otherwise.</del>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.6</b> How to Serve Strata Corporation or Sections of a Strata Corporation Respondents	<b>Rule 2.6</b> How to Serve Strata Corporations <del>or</del> <u>and</u> Sections of a Strata Corporation Respondents	The heading of Rule 2.6 was amended to make it more plain language.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 2.6(1)</b> 1) <u>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.</u>	New Rule 2.6(1) was added to clarify when this rule applies.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.6(1)</b> 1) If the respondent is a strata corporation as defined in the <i>Strata Property Act</i> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by delivery in person to a council member.</li> </ul>	<b>Rule 2.6(2)</b> 2) If the respondent is a strata corporation <del>as defined in the <i>Strata Property Act</i></del> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by delivery in person to a council member.</li> </ul>	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 <i>Strata Property Act</i> that was no longer necessary.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.6(2)</b> 2) If the respondent is a section of a strata corporation as defined in the <i>Strata Property Act</i> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to an executive member of the section.</li> </ul>	<b>Rule 2.6(3)</b> 3) If the respondent is a section of a strata corporation <del>as defined in the <i>Strata Property Act</i></del> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to an executive member of the section.</li> </ul>	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	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.6(3)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>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,</li> <li>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.</li> </ul>	<p><b>Rule 2.6(4)</b></p> <p><u>4)</u> If a strata corporation or <u>a section of a strata corporation</u> 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</p> <ul style="list-style-type: none"> <li>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, <u>or</u></li> <li>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.</li> </ul>	<p>Rule 2.6(4) was previously Rule 2.6(3); numbering was altered due to the insertion of new Rule 2.6(1).</p> <p>The text was amended to clarify the reference to a section of a strata corporation and to fix a minor typographical error.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<b>Rule 2.7(1)</b> 1) <u>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.</u>	New Rule 2.7(1) was added to clarify when this rule applies and merged with what was previously Rule 2.7(6) to clarify what a respondent must do if the rule does not apply.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 2.7(1)</b></p> <p>1) If a respondent is a company as defined by the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the registered office with the Registrar of Companies,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	<p><b><u>Rule 2.7(2)</u></b></p> <p><u>2)</u> If a respondent is a company as defined <del>by</del> <u>in</u> the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the registered office with the Registrar of Companies,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	<p>Rule 2.7(2) was previously Rule 2.7(1); numbering was altered due to the insertion of new Rule 2.7(1).</p> <p>The text was amended to make its language more consistent with the rules overall.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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<p><b>Rule 2.7(2)</b></p> <p>2) If a respondent is an extraprovincial company as defined by the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,</li> <li>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,</li> <li>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</li> <li>d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or</li> </ul>	<p><b>Rule 2.7(3)</b></p> <p><u>3)</u> If a respondent is an extraprovincial company as defined <del>by</del> <u>in</u> the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the address shown for the head office in the office of the Registrar of Companies if that head office is in British Columbia,</li> <li>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,</li> <li>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</li> <li>d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or</li> </ul>	<p>Rule 2.7(3) was previously Rule 2.7(2); numbering was altered due to the insertion of new Rule 2.7(1).</p> <p>The text was amended to make its language more consistent with the rules overall.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
receiver manager of the extraprovincial company.	receiver manager of the extraprovincial company.		
<b>Rule 2.7(3)</b> 3) If a respondent is a society incorporated under the <i>Societies Act</i> or a co-operative association incorporated under the <i>Co-operative Association Act</i> a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association.</li> </ul>	<b>Rule 2.7(4)</b> 4) If a respondent is a society incorporated under the <i>Societies Act</i> or a co-operative association incorporated under the <i>Co-operative Association Act</i> a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.7(4)</b> 4) If a respondent is a partnership, a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to a partner, or</li> <li>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.</li> </ul>	<b><u>Rule 2.7(5)</u></b> <u>5)</u> If a respondent is a partnership, a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to a partner, or</li> <li>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.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.7(5)</b> 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.	<b><u>Rule 2.7(6)</u></b> <u>6)</u> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.7(6)</b> 6) If a respondent is any other type of party an applicant must follow the directions provided by the tribunal.	<b>Rule 2.7(6)</b> [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.	<a href="#">Click here</a> to see changes made to this Rule

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.9(1)</b> 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.	<b>Rule 2.9(1)</b> 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 <del>providing to</del> <u>sending</u> the tribunal a completed Request for Directions on Service Form.	Rule 2.9(1) was amended to make it more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 3.1(1)</b> 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 <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the Dispute Response Form to the tribunal and</li> <li>c) pay the required fee.</li> </ul>	<b>Rule 3.1(1)</b> 1) A respondent who is served with a Dispute Notice and instructions for response, <del>or a party who is served with a Dispute Notice and instructions for response because of a Counterclaim Form or Third Party Claim Form,</del> must, within 14 days of receiving them, or if service was outside British Columbia, within 30 days of receiving them <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the Dispute Response Form to the tribunal and</li> <li>c) pay the required fee.</li> </ul>	Rule 3.1(1) was amended to remove some unnecessary wording.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 3.2(1)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute,</li> <li>b) completing a Counterclaim Form,</li> <li>c) providing the completed Counterclaim Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	<p><b>Rule 3.2(1)</b></p> <p>1) <del>Unless a case manager or tribunal member directs otherwise,</del> <u>Within</u> 30 days of providing the Dispute Response Form to the tribunal, a respondent can make a counterclaim against an applicant by</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute,</li> <li>b) <del>completing a Counterclaim Form</del> <u>an Application Form for the counterclaim.</u></li> <li>c) providing the completed <del>Counterclaim</del> <u>Application</u> Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	<p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 3.3(1)</b> 1) Unless a case manager directs otherwise, a respondent who believes another person is responsible for a claim can make a third party claim against that other person by <ol style="list-style-type: none"> <li>indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</li> <li>completing a Third Party Claim Form identifying the other person and describing any claims against that person,</li> <li>providing the Third Party Claim Form to the tribunal, and</li> <li>paying the required fee to add a claim.</li> </ol>	<b>Rule 3.3(1)</b> 1) <del>Unless a case manager directs otherwise,</del> A respondent who <del>believes</del> <u>thinks</u> another person is responsible for a claim can make a third party claim against that other person by <ol style="list-style-type: none"> <li>indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</li> <li>completing a <del>Third Party Claim</del> <u>an Application</u> Form <del>identifying for the third party claim that identifies</del> the other person and <del>describing</del> <u>describes</u> any claims against that person,</li> <li>providing the <del>Third Party Claim</del> <u>Application</u> Form to the tribunal, and</li> <li>paying the required fee to add a claim.</li> </ol>	Rule 3.3(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 amended references to CRT forms to make them more accurate.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 3.3(2)</b> 2) A respondent who makes a third party claim must complete the steps for “Starting the Tribunal Process” except <ul style="list-style-type: none"> <li>a) the time frame for serving the other party is 30 days instead of 90 days and</li> <li>b) the original Dispute Notice and any responses must be served along with the Dispute Notice and instructions for response for the additional claims.</li> </ul>	<b>Rule 3.3(2)</b> 2) A respondent who makes a third party claim must complete the steps for “Starting the Tribunal Process” <u>in Part 2 of these Rules</u> , except <ul style="list-style-type: none"> <li>a) the time frame for serving the other party is 30 days instead of 90 days and</li> <li>b) the original Dispute Notice and any responses must be served along with the Dispute Notice and instructions for response for the additional claims.</li> </ul>	Rule 3.3(2) was amended to clarify the reference to Part 2 of the rules.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 4.1(2)</b> 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.	<b>Rule 4.1(2)</b> 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 <del>requested to</del> <u>notified they may</u> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 4.2(1)</b> 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by <ul style="list-style-type: none"> <li>a) providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims,</li> <li>b) providing a completed Proof of Service Form, and</li> <li>c) paying the required fee to request a default decision and order.</li> </ul>	<b>Rule 4.2(1)</b> 1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by <ul style="list-style-type: none"> <li>a) providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims,</li> <li>b) providing a completed Proof of Service Form, <u>if applicable</u>, and</li> <li>c) paying the required fee to request a default decision and order.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 4.3(1)</b> 1) Unless the tribunal decides otherwise, when the tribunal makes a default decision and order, it will <ul style="list-style-type: none"> <li>a) assume a respondent is liable, and</li> <li>b) resolve the dispute without a respondent's participation.</li> </ul>	<b>Rule 4.3(1)</b> 1) <del>Unless the tribunal decides otherwise,</del> When the tribunal makes a default decision and order, it <del>will</del> <u>may</u> <ul style="list-style-type: none"> <li>a) assume a respondent is liable,</li> <li>b) <u>determine the value of non-debt claims based on evidence satisfactory to the tribunal,</u> and</li> <li>c) resolve the dispute without a respondent's participation.</li> </ul>	<p>Rule 4.3(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.</p> <p>The text was also amended from "will" to "may" to reflect that the tribunal has discretion on how to decide.</p> <p>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.</p> <p>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.</p>	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.1(2)</b> 2) During case management parties will receive support from a tribunal officer acting as a case manager.	<b>Rule 5.1(2)</b> 2) During case management parties will receive support from <del>a tribunal officer acting as</del> a case manager.	Rule 5.1(2) was amended to remove an unnecessary phrase.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 5.1(6)</b> 6) The case manager can adjust or modify the facilitation directions at any time during facilitation.	<b>Rule 5.1(4)</b> <del>4)</del> The case manager can <del>adjust or</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 5.1(5)</b> 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.	<b>Rule 5.1(5)</b> [Repealed]	Rule 5.1(5) was repealed because it did not reflect the tribunal's practice with claims under the motor vehicle injury jurisdiction.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.1(4)</b> 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.	<b>Rule 5.1(5)</b> 5) During case management, a case manager <del>can</del> <u>may</u> 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).	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 5.1(6)</b> 6) <u>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</u> <ol style="list-style-type: none"> <li><u>is appropriate and proportional in the circumstances of the dispute.</u></li> <li><u>would facilitate speedy, accessible, inexpensive, informal and flexible resolution of the dispute.</u></li> <li><u>would potentially end the dispute against one or more respondents, and</u></li> <li><u>encourage early and collaborative dispute resolution.</u></li> </ol>	New Rule 5.1(6) was added to list factors a case manager will consider before referring a matter to a tribunal member.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.2</b> Agreements in Negotiation or Facilitation	<b>Rule 5.2</b> <del>Agreements in Negotiation or Facilitation</del> <u>Made During Case Management</u>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 5.2(2)</b> 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.	<b>Rule 5.2(2)</b> 2) In reviewing a request for a consent resolution order or consent dismissal order, the tribunal may consider <del>whether the draft order is</del> a) <u>whether the draft order is clear and</u> within the <u>tribunal's</u> jurisdiction <del>of the tribunal,</del> <u>and</u> <del>b) clear, and</del> <u>b)</u> 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).	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 5.2(4)</b> 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.	<b>Rule 5.2(4)</b> 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 <u>that</u> adult's best interests.	Rule 5.2(4) was amended to remove a potentially insensitive reference.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.2(5)</b> 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.	<b>Rule 5.2(5)</b> 5) If the agreement involves a <del>child</del> <u>minor</u> , 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) was amended to use “minor” instead of “child”.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 5.4(1)</b> 1) If the case manager decides the parties cannot resolve their dispute by agreement, the case manager will <ul style="list-style-type: none"> <li>a) inform the parties that the facilitation phase is over,</li> <li>b) confirm the claims that are going forward for decision,</li> <li>c) provide directions for the preparation and exchange of expert evidence, if necessary, and</li> <li>d) ask the applicant to pay the tribunal decision fee.</li> </ul>	<b>Rule 5.4(1)</b> 1) If the case manager decides the parties cannot resolve their dispute by agreement, the case manager will <ul style="list-style-type: none"> <li>a) inform the parties that the facilitation phase is over,</li> <li>b) confirm the claims that are going forward for decision,</li> <li>c) provide directions for the preparation and exchange of expert evidence, if necessary,</li> <li>d) <u>make a recommendation on the hearing format, if necessary,</u> and</li> <li>e) ask the applicant to pay the tribunal decision fee.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 5.5(2)</b> 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 <ul style="list-style-type: none"> <li>d) set timelines for the parties to submit evidence,</li> <li>e) set timelines for the parties to provide arguments, and</li> <li>f) refer the determination to a tribunal member.</li> </ul>	<b>Rule 5.5(2)</b> 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 <del>the tribunal limit amount</del> <u>\$50,000</u> , the tribunal may <ul style="list-style-type: none"> <li>a) set timelines for the parties to submit evidence,</li> <li>b) set timelines for the parties to provide arguments, and</li> <li>c) refer the determination to a tribunal member.</li> </ul>	Rule 5.5(2) was amended to clarify a reference to the tribunal's monetary limit in motor vehicle injury disputes.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 6.1(1)</b> 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.	<b>Rule 6.1(1)</b> 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's</u> directions <del>of the tribunal</del> .	Rule 6.1(1) was amended to make it more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 6.1(3)</b> 3) A party who withdraws a claim can only pursue the claim with the permission of the tribunal.	<b>Rule 6.1(3)</b> 3) A party who withdraws a claim <u>again</u> <del>at the tribunal</del> can only pursue the claim with the <u>tribunal's</u> permission <del>of the tribunal</del> .	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 6.1(4)</b> 4) If all claims in a dispute are withdrawn, the tribunal will <ul style="list-style-type: none"> <li>a) treat the dispute as resolved and close the dispute file, and</li> <li>b) only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim.</li> </ul>	<b>Rule 6.1(4)</b> 4) If all claims in a dispute are withdrawn, <del>the tribunal will</del> <ul style="list-style-type: none"> <li>a) <u>the tribunal will</u> treat the dispute as resolved and close the dispute file, and</li> <li>b) <u>the applicant may continue any withdrawn claim only</u> <del>reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim</del> <u>do so</u>.</li> </ul>	Rule 6.1(4) was amended to better reflect the tribunal processes.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 6.2</b> If the Parties want the Dispute Dismissed	<b>Rule 6.2</b> If the Parties want the Dispute Dismissed <u>by Consent</u>	The heading for Rule 6.2 was amended to clarify that it applies to consent dismissals.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 6.2(2)</b> 2) A request to dismiss a dispute will normally be granted if it has been agreed upon by all parties in the dispute.	<b>Rule 6.2(2)</b> 2) <u>The tribunal will normally grant a</u> request to dismiss a dispute <del>will normally be granted if it has been agreed upon by all parties in</del> <u>to</u> the dispute <u>have agreed to it</u> .	Rule 6.2(2) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 6.2(3)</b> 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.	<b>Rule 6.2(3)</b> 3) A person requesting the <u>consent</u> dismissal of a claim <u>relating to the personal injuries</u> made by a <del>child</del> <u>minor</u> 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”.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.1(1)</b> 1) The tribunal can determine all matters relating to the tribunal decision process, including <ul style="list-style-type: none"> <li>a) the format and length of the tribunal decision process,</li> <li>b) any instructions and directions required to prepare for, or to complete, the tribunal decision process, and</li> <li>c) any other matter within the authority of the tribunal.</li> </ul>	<b>Rule 7.1(1)</b> 1) The tribunal can determine all matters relating to the tribunal decision process, including <ul style="list-style-type: none"> <li>a) the format and length of the tribunal decision process,</li> <li>b) any instructions and directions required to prepare for, or to complete, the tribunal decision process, and</li> <li>c) any other matter within the <u>tribunal's</u> authority <del>of the tribunal</del>.</li> </ul>	Rule 7.1(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(2)</b> 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 <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 3 days for the applicant to reply.</li> </ul>	<b>Rule 7.3(2)</b> 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 <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) <u>3</u> <del>5</del> days for the applicant to reply.</li> </ul>	Rule 7.3(2) was amended to reflect the deadlines the tribunal uses.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.3(4)</b> 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.	<b>Rule 7.3(4)</b> 4) <del>Unless the case manager directs otherwise,</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.4</b> If a Dispute Requires more Facilitation	<b>Rule 7.4</b> If a Dispute Requires <del>m</del> <u>More</u> Facilitation	The heading for Rule 7.4 was amended to fix a minor typo.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.2</b> How to Summons a Person to Provide Evidence	<b>Rule 8.2</b> How to <u>Issue a</u> Summons <del>a Person to Provide Evidence</del>	The heading for Rule 8.2 was amended to make it simpler.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.2(2)</b> 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 <ul style="list-style-type: none"> <li>a) consulting with the case manager,</li> <li>b) completing the summons according to the case manager's directions,</li> <li>c) providing the summons according to the instructions in the Summons Form or the directions of the tribunal, and</li> <li>d) including with the summons the fees shown on the Summons Form.</li> </ul>	<b>Rule 8.2(2)</b> 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 <ul style="list-style-type: none"> <li>a) consulting with the case manager,</li> <li>b) completing the summons according to the case manager's directions,</li> <li>c) providing the summons according to the instructions in the Summons Form or the <u>tribunal's</u> directions <del>of the tribunal</del>, and</li> <li>d) including with the summons the fees shown on the Summons Form.</li> </ul>	Rule 8.2(2) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.2(3)</b> 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.	<b>Rule 8.2(3)</b> [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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.3(1)</b> 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 <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul>	<b>Rule 8.3(1)</b> 1) <del>Unless the tribunal decides otherwise, A</del> party may <del>not</del> rely on an expert opinion <del>unless</del> <u>only if</u> the party provides the expert's evidence to all other parties <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.3(3)</b> 3) Expert opinion evidence will only be accepted from a person the tribunal decides is qualified by education, training, or experience to give that opinion.	<b>Rule 8.3(3)</b> 3) <u>The tribunal may accept</u> expert opinion evidence <del>will only be accepted</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.3(4)</b> 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.	<b>Rule 8.3(4)</b> 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 <del>unless the tribunal directs otherwise.</del>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.3(7)</b> 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.	<b>Rule 8.3(7)</b> 7) <del>An</del> <u>The role of an</u> expert giving evidence to the tribunal is <del>there</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.3(11)</b> 11) The tribunal may accept written reports prepared by an expert without the need for the expert to attend an oral hearing.	<b>Rule 8.3(11)</b> 11) The tribunal may accept <u>an expert's</u> written <del>reports prepared by an expert</del> <u>report</u> without the <del>need for the expert to attend</del> <u>attending</u> an oral hearing.	Rule 8.3(11) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.4(1)</b> 2) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider <ul style="list-style-type: none"> <li>g) the type of bodily injury or injuries,</li> <li>h) the nature of the claim to be decided by the tribunal,</li> <li>i) the other evidence available,</li> <li>j) the amount claimed,</li> <li>k) the timeliness of the request, and</li> <li>l) any other factors the tribunal considers appropriate.</li> </ul>	<b>Rule 8.4(1)</b> 1) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim <del>to be decided by the tribunal</del> <u>must decide</u>,</li> <li>c) the other evidence available,</li> <li>d) the amount claimed,</li> <li>e) the timeliness of the request, and</li> <li>f) any other factors the tribunal considers appropriate.</li> </ul>	Rule 8.4(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.5(4)</b> 4) The tribunal Chair may <ul style="list-style-type: none"> <li>a) create a roster of experts to perform independent medical examinations,</li> <li>b) retain experts from that roster, and</li> <li>c) determine the terms and conditions, including remuneration and reimbursement of expenses, under which an expert may perform an independent medical examination.</li> </ul>	<b>Rule 8.5(4)</b> 4) The <del>tribunal</del> Chair may <ul style="list-style-type: none"> <li>a) create a roster of <del>experts</del> <u>independent health professionals</u> to perform independent medical examinations,</li> <li>b) retain experts from that roster, and</li> <li>c) determine the terms and conditions, including remuneration and reimbursement of expenses, under which an expert may perform an independent medical examination.</li> </ul>	Rule 8.5(4) was amended to use more concise language and to clarify who will be on the roster the Chair will create.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.5(5)</b> 5) The tribunal must set the terms of reference for the independent medical examination and report in the order appointing the expert including <ul style="list-style-type: none"> <li>a) the form and content of the report,</li> <li>b) setting any time periods for providing the report,</li> <li>c) setting a fee for the report,</li> <li>d) providing any information or evidence the tribunal wants the expert to consider, and</li> <li>e) the questions to be answered in the report.</li> </ul>	<b>Rule 8.5(5)</b> 5) The tribunal must set the terms of reference for the independent medical examination and report in the order appointing the expert including <ul style="list-style-type: none"> <li>a) the form and content of the report,</li> <li>b) <del>setting</del> any time periods for providing the report,</li> <li>c) <del>setting</del> a fee for the report,</li> <li>d) <del>providing</del> any information or evidence the tribunal wants the expert to consider, and</li> <li>e) the questions to be answered in the report.</li> </ul>	Rule 8.5(5) was amended to remove unnecessary language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 8.5(6)</b></p> <p>6) Except with the written consent of all parties, the tribunal must not appoint an expert to provide an independent medical examination if the expert</p> <ul style="list-style-type: none"> <li>a) has previously examined the injured party,</li> <li>b) is treating or has previously treated the injured party,</li> <li>c) has been consulted in the treatment of the injured party,</li> <li>d) has acted as a consultant to the insurer with respect to the accident,</li> <li>e) is a partner of or practices with an expert described above, or</li> <li>f) appointment could otherwise result in a reasonable apprehension of bias.</li> </ul>	<p><b>Rule 8.5(6)</b></p> <p>6) Except with the written consent of all parties, the tribunal must not appoint an expert to provide an independent medical examination if the expert</p> <ul style="list-style-type: none"> <li>a) has previously examined the injured party,</li> <li>b) is treating or has previously treated the injured party,</li> <li>c) has been consulted in the treatment of the injured party,</li> <li>d) has acted as a consultant to the insurer with respect to the accident,</li> <li>e) is a partner of or practices with an expert described above, or</li> <li>f) <del>appointment</del> could otherwise <del>result in a reasonable apprehension of bias</del> <u>be reasonably viewed as potentially biased</u>.</li> </ul>	<p>Rule 8.5(6) was amended to fix a grammatical issue with the rule.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.5(8)</b> 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 <ul style="list-style-type: none"> <li>a) direct the expert to reschedule the examination of the party and give the party notice of the rescheduled examination,</li> <li>b) direct the expert to provide a report without examining the party, or</li> <li>c) find the party to be in non-compliance and decide the dispute without the report.</li> </ul>	<b>Rule 8.5(8)</b> 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 <ul style="list-style-type: none"> <li>a) direct the expert to reschedule the examination of the party and give the party notice of the rescheduled examination,</li> <li>b) direct the expert to provide a report without examining the party, or</li> <li>c) find the party <del>to be in non-compliance</del> <u>non-compliant</u> and decide the dispute without the report.</li> </ul>	Rule 8.5(8) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.5(9)</b> 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.	<b>Rule 8.5(9)</b> 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 <del>independent medical examination</del> report.	Rule 8.5(9) was amended to remove an unnecessary phrase.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.6(1)</b> 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 <ul style="list-style-type: none"> <li>d) completing the Independent Medical Examination Request Form,</li> <li>e) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and</li> <li>f) providing any other information requested by the tribunal.</li> </ul>	<b>Rule 8.6(1)</b> 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 <ul style="list-style-type: none"> <li>a) completing the Independent Medical Examination Request Form,</li> <li>b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and</li> <li>c) providing any other information <u>requested by the tribunal requests</u>.</li> </ul>	Rule 8.6(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.7(1)</b> 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.	<b>Rule 8.7(1)</b> 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 <u>the tribunal requires</u> about the witnesses <del>required by the tribunal</del> .	Rule 8.7(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.7(2)</b> 2) Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise.	<b>Rule 8.7(2)</b> 2) Each party will be given 7 days to provide their witness list to the tribunal, <del>unless the tribunal orders otherwise.</del>	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.	<a href="#">Click here</a> to see changes made to this Rule

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N/A	<p><b>Rule 8.8 – Orders to Produce Evidence</b></p> <ol style="list-style-type: none"> <li>1) <u>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.</u></li> <li>2) <u>To request an order, the party must discuss the request with the case manager, who may require the party to submit</u> <ol style="list-style-type: none"> <li>a) <u>the list of records sought,</u></li> <li>b) <u>the identity of the person who may have the records,</u></li> <li>c) <u>contact information for the person, and</u></li> <li>d) <u>any other information the case manager thinks is relevant.</u></li> </ol> </li> <li>3) <u>Before the tribunal makes an order to produce records, the case manager</u> <ol style="list-style-type: none"> <li>a) <u>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</u></li> <li>b) <u>may contact the person who may have the records to seek</u></li> </ol> </li> </ol>	New Rule 8.8 was added to set out a process for when a party wants the tribunal to make an order to produce documents against a person who is not a party to the dispute.	<a href="#">Click here</a> to see changes made to this Rule
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	<p><u>their position on the proposed order.</u></p> <p>4) <u>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.</u></p> <p>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 produce the records.</u></p>		
<p><b>Rule 9.1(4)</b></p> <p>4) A tribunal hearing will generally be held in writing unless the tribunal orders otherwise.</p>	<p><b>Rule 9.1(2)</b></p> <p><u>2)</u> A tribunal hearing will generally be held in writing <del>unless the tribunal orders otherwise.</del></p>	<p>Rule 9.1(2) was previously Rule 9.1(4); numbering was altered to make it flow more naturally from the previous rule.</p> <p>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.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 9.1(2)</b> 2) A written hearing may be conducted by email, electronic submissions, or paper submissions.	<b>Rule 9.1(3)</b> <del>3)</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 9.1(3)</b> 3) An oral hearing may be conducted by telephone, videoconference, or in person.	<b>Rule 9.1(4)</b> <del>4)</del> An oral hearing may be conducted by telephone, <u>by</u> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 9.1(5)</b> 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 in-person hearing necessary in the interests of justice.	<b>Rule 9.1(5)</b> 5) In considering whether to hold an oral hearing <u>that is</u> in person, the tribunal may consider whether the nature of the dispute or extraordinary circumstances <del>that</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 9.1(6)</b> 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.	<b>Rule 9.1(6)</b> <del>6) Unless the tribunal orders otherwise,</del> 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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 9.3(2)</b> 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.	<b>Rule 9.3(2)</b> 2) In small claims disputes the tribunal will provide any <del>Orders</del> <u>orders</u> 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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 9.3(3)</b> 3) The tribunal Chair may extend the time allowed for providing a final decision and orders resolving the dispute.	<b>Rule 9.3(3)</b> 4) The <del>tribunal</del> 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.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 9.4(2)</b> 2) <u>In considering how to protect the privacy interests of parties and non-parties, the tribunal will also consider the <a href="#">CRT Access to Information and Privacy Policy</a>.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 9.4(3)</b> 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 <ul style="list-style-type: none"> <li>a) the Public Guardian and Trustee on behalf of that child, or</li> <li>b) a trustee appointed under section 179 of the <i>Family Law Act</i>.</li> </ul>	<b>Rule 9.4(3)</b> 3) An order for a party to pay money to another party that is a <del>child</del> <u>minor</u> can include a requirement to make the payment to <ul style="list-style-type: none"> <li>a) the Public Guardian and Trustee on behalf of that <del>child</del> <u>minor</u>, or</li> <li>b) a trustee appointed under section 179 of the <i>Family Law Act</i>.</li> </ul>	Rule 9.4(3) was amended to change “child” to “minor”.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 9.5(1)</b> 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.	<b>Rule 9.5(1)</b> 1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the <u>tribunal member will usually order the</u> unsuccessful party <del>will usually be required</del> to pay the successful party’s tribunal fees and reasonable dispute-related expenses <del>unless the tribunal member decides otherwise</del> .	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 9.5(2)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) any tribunal fees paid by the other party in relation to the dispute,</li> <li>b) any fees and expenses paid by a party in relation to witness fees and summonses, and</li> <li>c) any other reasonable expenses and charges that the tribunal considers directly related to the conduct of the tribunal process.</li> </ul>	<p><b>Rule 9.5(2)</b></p> <p>2) A final decision or order can also include a requirement for one party to pay to another party in the dispute <del>some or all of</del></p> <ul style="list-style-type: none"> <li>a) any tribunal fees paid by the other party in relation to the dispute,</li> <li>b) any fees and expenses paid by a party in relation to witness fees and summonses, and</li> <li>c) any other reasonable expenses and charges that the tribunal considers directly related to the conduct of the tribunal process.</li> </ul>	<p>Rule 9.5(2) was amended to remove an unnecessary phrase.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 9.5(3)</b> 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 <ul style="list-style-type: none"> <li>c) the dispute is under the tribunal's motor vehicle injury jurisdiction, or</li> <li>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.</li> </ul>	<b>Rule 9.5(3)</b> 3) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process <u>unless except the tribunal has the discretion to make such an order if</u> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal's motor vehicle injury jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal's jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees <u>that a lawyer has charged by a</u> <del>lawyer or other representative.</del></li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 9.5(4)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul>	<p><b>Rule 9.5(4)</b></p> <p>4) To determine whether, <del>and to what degree, to order a party must pay</del> <u>the fees charged by that</u> a lawyer or <del>other representative be paid by one party charged</del> to another party, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul>	<p>Rule 9.5(4) was amended 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 more plain language.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 10.1(1)</b></p> <p>1) 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</p> <ul style="list-style-type: none"> <li>a) completing and submitting the Request for Cancellation of Final Decision or Dismissal Form,</li> <li>b) providing a completed Dispute Response Form if one has not already been provided to the tribunal,</li> <li>c) providing evidence to support their request,</li> <li>d) paying the required fee, and</li> <li>e) following any other directions provided by the tribunal.</li> </ul>	<p><b>Rule 10.1(1)</b></p> <p>1) A party may <del>request</del> <u>ask</u> the <del>cancellation of</del> <u>tribunal to cancel</u> a final decision or order that was made when that party was in default or <del>failed to comply with the Act, rules or regulations</del> <u>non-compliant</u> by</p> <ul style="list-style-type: none"> <li>a) completing and submitting the Request for Cancellation of Final Decision or Dismissal Form,</li> <li>b) providing a completed Dispute Response Form if one has not already been provided to the tribunal,</li> <li>c) providing evidence to support their request,</li> <li>d) paying the required fee, and</li> <li>e) following any other directions <del>provided by</del> the tribunal <u>provides</u>.</li> </ul>	<p>Rule 10.1(1) was amended to put it in more plain language and to replace a longer phrase with a simpler word.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 10.1(2)</b> 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 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.	<b>Rule 10.1(2)</b> 2) <del>Unless the tribunal orders otherwise,</del> A party requesting cancellation of a final decision or order that was made when that party was in default or <del>failed to comply with the Act, rules or regulations</del> <u>non-compliant</u> 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.	<a href="#">Click here</a> to see changes made to this Rule

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<p><b>Rule 10.2(1)</b></p> <p>1) In reviewing the request for cancellation, a tribunal member will consider</p> <ul style="list-style-type: none"> <li>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,</li> <li>b) whether the party making the request was acting in good faith,</li> <li>c) evidence supporting the request,</li> <li>d) whether the Dispute Response Form shows a defence worth investigating, and</li> <li>e) if there is any delay in submitting the request for cancellation, the reason for that delay, along with evidence for the delay.</li> </ul>	<p><b>Rule 10.2(1)</b></p> <p>1) In reviewing the request for cancellation, a tribunal member will consider <u>whether</u></p> <ul style="list-style-type: none"> <li><del>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,</del></li> <li><del>b) whether the party making the request was acting in good faith,</del></li> <li><del>c) evidence supporting the request,</del></li> <li>a) <u>the requesting party's failure to respond to the Dispute Notice or to comply with the Act, rules or regulations was willful or deliberate,</u></li> <li>b) <u>the request was made as soon as reasonably possible after the requesting party learned about the decision and order, and</u></li> <li>c) <u>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.</u></li> <li><del>d) if there is any delay in submitting the request for</del></li> </ul>	<p>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.</p> <p>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).</p> <p>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).</p> <p>Rule 10.2(1)(d) was repealed.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	<del>cancellation, the reason for that delay, along with evidence for the delay.—</del>		
<b>Rule 10.2(2)</b> 2) Generally, the tribunal will not cancel a final decision or order that was made when a party was in default or failed to comply with the Act, rules or regulations, if the reason for non-compliance or any delay was within the control of that party.	<b>Rule 10.2(2)</b> [Repealed]	Rule 10.2(2) was repealed and replaced with a new Rule	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 10.2(2)</b> 2) <u>The requesting party has the burden to provide sufficient evidence on the factors above.</u>	New Rule 10.2(2) was added to clarify that the party who requests cancellation must provide sufficient evidence on the factors the tribunal will consider.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 10.3(1)</b> 1) If the decision and order are cancelled, the tribunal will <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the participating parties for resolution of the dispute.</li> </ul>	<b>Rule 10.3(1)</b> 1) If the <u>tribunal cancels the</u> decision and order <del>are cancelled</del> , the tribunal will <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the participating parties <del>for resolution of</del> <u>to resolve</u> the dispute.</li> </ul>	Rule 10.3(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 12.1(1)</b> 1) Public requests for information and access to records are governed by the <a href="#">CRT Access to Information and Privacy Policy</a> .	<b>Rule 12.1(1)</b> 1) <del>Public</del> <u>The CRT Access to Information and Privacy Policy</u> governs public requests for information and access to records are governed by the <del>CRT Access to Information and Privacy Policy</del> .	Rule 12.1(1) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule

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<p><b>Rule 12.1(3)</b></p> <p>3) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the information can be obtained by the requestor from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to provide to the requestor, and</li> <li>f) can make an order setting out any limitations on the use or handling of any information it chooses to release.</li> </ul>	<p><b>Rule 12.1(3)</b></p> <p>3) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the <u>person making the request can obtain the</u> information <del>can be obtained by the requestor</del> from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to <del>provide to the requestor</del> <u>disclose</u>, and</li> <li>f) can make an order setting out any limitations on the use or</li> </ul>	<p>Rule 12.1(3) was amended to put it in more plain language and use more consistent language.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	handling of any information it chooses to <del>release</del> <u>disclose</u> .		
<b>Rule 12.1(6)</b> 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.	<b>Rule 12.1(6)</b> 6) <del>Unless</del> <u>If</u> the tribunal <del>orders otherwise, medical and employment</del> <u>receives</u> information or evidence <del>submitted to the tribunal by</del> <u>related to a party's health or employment status from</u> a party or through an independent medical examination, <del>the tribunal</del> <u>will not be disclosed</u> <del>disclose it to a person or organization that is not a</del> <u>any non-party to the dispute or</u> <del>used</del> <u>use it</u> for any purpose <del>other than one related</del> <u>unrelated</u> to the <del>tribunal</del> dispute.	Rule 12.1(6) was amended to put it in more plain language.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 12.3(1)</b> 1) A tribunal officer can validate a record or other document by <ol style="list-style-type: none"> <li>including text on a copy of the document saying it is validated, and</li> <li>including a signature on a copy of the document.</li> </ol>	<b>Rule 12.3(1)</b> 1) <del>A</del> <u>The</u> tribunal <del>officer</del> can validate a record or other document by <ol style="list-style-type: none"> <li>including text on a copy of the document saying it is validated, and</li> <li>including a signature on a copy of the document.</li> </ol>	Rule 12.3(1) was amended to make the reference to the tribunal more consistent with the other rules.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 12.3(2)</b> 2) A signature on a validated document produced by the tribunal can be applied electronically.	<b>Rule 12.3(2)</b> 2) <del>A</del> <u>The tribunal may use an electronic signature on to validate a validated record or other</u> document <del>produced by the tribunal can be applied electronically.</del>	Rule 12.3(2) was amended to put it in more plain language and make it more consistent with Rule 12.3(1).	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 12.3(3)</b> 3) A person who wants to obtain a validated copy of a tribunal document must <ul style="list-style-type: none"> <li>a) provide the information required for the request, and</li> <li>b) pay the required fee.</li> </ul>	<b>Rule 12.3(3)</b> 3) A person who wants to obtain a validated copy of a tribunal <u>record or other</u> document must <ul style="list-style-type: none"> <li>a) provide the information required for the request, and</li> <li>b) pay the required fee.</li> </ul>	Rule 12.3(3) was amended to make it more consistent with Rule 12.3(1).	<a href="#">Click here</a> to see changes made to this Rule

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<p><b>Glossary</b></p> <p>“Accident claim” in the <i>CRT</i> Act is the same as “motor vehicle injury” in the rules.</p> <p>“<i>Civil Resolution Tribunal Act</i>” in the <i>CRT</i> Act is the same as “<i>CRT</i> Act” in the rules.</p> <p>“Default” in the rules refers to a situation where a party does not comply with section 7(2) of the <i>CRT</i> Act.</p> <p>“Initiating notice” in the <i>CRT</i> Act is the same as “Dispute Notice” in the rules.</p> <p>“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.</p> <p>“Request for tribunal resolution” in the <i>CRT</i> Act is the same as “Dispute Application” in the rules.</p> <p>“Responding party” in the <i>CRT</i> Act is the same as “respondent” in the rules.</p>	<p><b>Glossary</b></p> <p>“Accident claim” in the <del><i>CRT</i></del> Act is the same as “motor vehicle injury” in the rules.</p> <p>“<i>Civil Resolution Tribunal Act</i>” <del>in the <i>CRT</i> Act</del> is the same as “<del><i>CRT</i></del> Act” in the rules.</p> <p>“Default” in the rules refers to a situation where a party does not comply with section 7(2) of the <del><i>CRT</i></del> Act.</p> <p>“Hearing” in the <del><i>CRT</i></del> Act is the same as “tribunal decision process” in the rules.</p> <p>“Initiating notice” in the <del><i>CRT</i></del> Act is the same as “Dispute Notice” in the rules.</p> <p>“Initiating party” in the <del><i>CRT</i></del> 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.</p> <p><u>“Minor” means an individual who is under 19 years of age.</u></p> <p>“Request for tribunal resolution” in the <del><i>CRT</i></del> Act is the same as “Dispute Application” in the rules.</p>	<p>The Glossary was amended to make references to the <i>Civil Resolution Tribunal Act</i> more consistent.</p> <p>The definition of “minor” was also added.</p>	<p><a href="#">Click here</a> to see changes made to the Glossary</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
	"Responding party" in the <del>CRT</del> Act is the same as "respondent" in the rules.		

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Amendment Date: May 1, 2020

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

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

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



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

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

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Amendment Date: January 1, 2020

PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.3 (1)</b> 2) All parties in a dispute being resolved by the tribunal must <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) behave and communicate in a respectful manner, and</li> <li>c) follow the directions provided by tribunal members and case managers.</li> </ul>	<b>Rule 1.3 (1)</b> 1) All parties in a dispute being resolved by the tribunal must <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) <u>participate in any case management activities or hearings held by the tribunal.</u></li> <li>c) behave and communicate in a respectful manner, and</li> <li>d) follow the directions provided by tribunal members and case managers.</li> </ul>	<p>New Rule 1.3(1)(b) was added to clearly require a party to participate in any case management activities or hearings held by the tribunal.</p> <p>Rule 1.3(1)(c) was previously Rule 1.3(1)(b); numbering was altered due to the addition of the new Rule 1.3(1)(b), but the text was not changed.</p> <p>Rule 1.3(1)(d) was previously Rule 1.3(1)(c); numbering was altered due to the addition of the new Rule 1.3(1)(b), but the text was not changed.</p>	<a href="#">Click here</a> to see changes made to this Rule

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 1.8(1)</b> 1) Every party or representative of a party must provide contact information including <ul style="list-style-type: none"> <li>a) an email address or the reasons why that party or representative cannot provide an email address,</li> <li>b) a mailing address, and</li> <li>c) a telephone number.</li> </ul>	<b>Rule 1.8(1)</b> 3) Every party <del>or</del> <u>and</u> representative of a party must provide contact information including <ul style="list-style-type: none"> <li>a) an email address or the reasons why that party or representative cannot provide an email address,</li> <li>b) a mailing address, and</li> <li>c) a telephone number.</li> </ul>	The word “or” has been changed to “and” because the tribunal process requires contact information for both the representative and the party.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 1.14</b> 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.	<b>Rule 1.14</b> 1) <u>A party may use a helper to assist them in the tribunal process, but a helper may not communicate on behalf of the party or enter into binding agreements on the party's behalf.</u> 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.	<a href="#">Click here</a> to see changes made to this Rule

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<b>Rule 1.15(4)</b> 4) <u>If a deadline set by the tribunal falls on a weekend or statutory holiday, the deadline is automatically extended to the next day that is not a weekend or statutory holiday.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 1.18</b> 3) <u>Under section 11 of the Act, when determining whether to refuse to resolve a claim or dispute that is within the tribunal's jurisdiction, the tribunal may consider</u> a) <u>the tribunal's mandate,</u> b) <u>whether there are related legally binding processes underway,</u> c) <u>the relative impacts on each party of the tribunal refusing to resolve the claim or dispute, and</u> d) <u>any other factors the tribunal considers appropriate.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule

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

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

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.2(5)</b> 5) The tribunal may refuse to resolve or dismiss the dispute if <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.</li> </ul>	<b>Rule 2.2(5)</b> 5) The tribunal may refuse to resolve <del>or dismiss the a</del> dispute if <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.</li> </ul>	The words “or dismiss” were removed from Rule 2.2(5) to reflect that the tribunal would not yet have jurisdiction at this stage of the proceeding.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.2(6)</b> 6) <u>If the tribunal serves a Dispute Notice and instructions for response on a strata corporation and the strata corporation does not provide a completed Dispute Response Form within the timeframe provided for in these rules, an applicant must also 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.</u>	Rule 2.2(6) was added to reflect the tribunal’s practice of requiring the applicant to serve a Dispute Notice to a strata council member or strata manager if the Dispute Notice is originally served by the tribunal and the strata corporation does not file a Dispute Response.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 2.2(7)</b> 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.	<b>Rule 2.2(7)</b> 7) <u>Unless otherwise specified in these rules</u> , a Dispute Notice and instructions for response can be served <del>on a respondent</del> by email, registered mail, courier delivery requiring a signature or by delivering it in person.	<p>The words “unless otherwise specified in these rules” were added to Rule 2.2(7) to clarify that there are more specific service requirements for certain types of respondents.</p> <p>The words “on a respondent” were removed from Rule 2.2(7) because they were redundant.</p>	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 2.3</b> 1) Service by email is acceptable to satisfy the service requirements only if the respondent confirms receipt by sending a reply by email to the applicant by the date shown on the Dispute Notice. 2) If an attempt to serve by email is not confirmed by the respondent, the applicant can attempt to serve by registered mail, courier delivery requiring a signature, or by delivering it in person.	<b>Rule 2.3</b> [repealed]	Rule 2.3 was repealed because of the changes made to Rule 2.4 (which clarify the rules that apply when serving by email).	<a href="#">Click here</a> to see changes made to this Rule

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<p><b>Rule 2.6(3)</b></p> <p>7) <u>If a strata corporation or section is served with a Dispute Notice and instructions for response at its most recent mailing address on file in the Land Title Office, an applicant must also provide a copy of the Dispute Notice and instructions for response</u></p> <ul style="list-style-type: none"> <li>a) <u>if the claim is against a strata corporation, by delivery in person or regular mail to a member of the strata council or the property manager for the strata corporation.</u></li> <li>b) <u>if the claim is against a section of a strata corporation, by delivery in person or regular mail to a member of the section executive or the property manager for the section of the strata corporation.</u></li> </ul>	New Rule 2.6(3) was added to ensure that the strata corporation or section of a strata corporation is always provided with notice of a CRT dispute at a currently monitored address.	<a href="#">Click here</a> to see changes made to this Rule
<p><b>Rule 4.3(1)</b></p> <p>2) When the tribunal makes a default decision and order, it will</p> <ul style="list-style-type: none"> <li>a) assume a respondent is liable, and</li> <li>b) resolve the dispute without a respondent's participation.</li> </ul>	<p><b>Rule 4.3(1)</b></p> <p>1) <u>Unless the tribunal decides otherwise</u>, when the tribunal makes a default decision and order, it will</p> <ul style="list-style-type: none"> <li>a) assume a respondent is liable, and</li> <li>b) resolve the dispute without a respondent's participation.</li> </ul>	The words "unless the tribunal decides otherwise" were added to Rule 4.3(1) to provide for circumstances where a tribunal member may not assume the respondent is liable.	<a href="#">Click here</a> to see changes made to this Rule

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<p><b>Rule 7.3(1)</b></p> <p>3) The case manager can direct the parties to complete a Tribunal Decision Plan, including directing the parties to</p> <ul style="list-style-type: none"> <li>a) provide information and evidence relating to any claims or issues,</li> <li>b) provide information and explanations relating to their own or to another party's positions and submissions,</li> <li>c) provide an agreed statement of facts,</li> <li>d) exchange all the information and evidence required by the plan with the other parties,</li> <li>e) respond to any submissions or evidence provided by other parties, and</li> <li>f) complete any of the steps required by the plan by specific dates or within specific timelines.</li> </ul>	<p><b>Rule 7.3(1)</b></p> <p>1) The case manager can direct the parties to complete a Tribunal Decision Plan, including directing the parties to</p> <ul style="list-style-type: none"> <li>a) provide information and evidence relating to any claims or issues,</li> <li>b) provide information and explanations relating to their own or to another party's positions and <del>submissions</del> <u>arguments</u>,</li> <li>c) provide an agreed statement of facts,</li> <li>d) exchange all the information and evidence required by the plan with the other parties,</li> <li>e) respond to any <del>submissions</del> <u>arguments</u> or evidence provided by other parties, and</li> <li>f) complete any of the steps required by the plan by specific dates or within specific timelines.</li> </ul>	<p>The word "submissions" was changed to "arguments" throughout the rules. The term "submissions" is broader, and includes both arguments and evidence. Using the term "arguments" when referring to arguments is clearer and more precise.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(2)</b> 4) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the submissions portion of the Tribunal Decision Plan are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide submissions,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 3 days for the applicant to reply.</li> </ul>	<b>Rule 7.3(2)</b> 2) For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 3 days for the applicant to reply.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.3(3)</b> 3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the submissions portion of the Tribunal Decision Plan are <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide submissions,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul>	<b>Rule 7.3(3)</b> 3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(4)</b> 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.	<b>Rule 7.3(4)</b> 4) Unless the case manager directs otherwise, the timelines for completing the <u>submissions arguments</u> portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run.	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 7.3(5)</b> 5) Unless the case manager directs otherwise, submissions are limited to <ul style="list-style-type: none"> <li>a) 20,000 characters (approximately 10 pages) for the applicant’s submissions,</li> <li>b) 20,000 characters (approximately 10 pages) for the respondent’s submissions, and</li> <li>c) 10,000 characters (approximately 5 pages) for the applicant’s reply.</li> </ul>	<b>Rule 7.3(5)</b> 5) <del>Unless the case manager directs otherwise, submissions</del> <u>a claim is for interest or dispute-related fees and expenses, arguments</u> are limited to <ul style="list-style-type: none"> <li>a) 20,000 characters <del>(approximately 10 pages)</del> <u>per claim</u> for the <del>an</del> applicant’s <del>submissions</del> <u>arguments</u>,</li> <li>b) 20,000 characters <del>(approximately 10 pages)</del> <u>per claim</u> for the <del>a</del> respondent’s <del>submissions</del> <u>arguments</u>, and</li> <li>c) 10,000 characters <del>(approximately 5 pages)</del> <u>per claim</u> for the <del>an</del> applicant’s reply.</li> </ul>	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	<a href="#">Click here</a> to see changes made to this Rule

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
N/A	<b>Rule 7.3(6)</b> <u>6) Arguments are limited to 500 characters per claim in</u> a) <u>a claim for contractual or court order interest, or</u> b) <u>a claim for dispute-related fees and expenses in a dispute that is not under the tribunal's strata property or motor vehicle injury jurisdiction.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule
N/A	<b>Rule 7.3(7)</b> <u>7) Arguments are limited to 10,000 characters for a claim for dispute-related fees and expenses in a dispute under the tribunal's strata property or motor vehicle injury jurisdiction.</u>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 7.3(8)</b> 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.	<b>Rule 7.3(8)</b> 8) A party may contact a case manager to request an extension to the timeline for completing the Tribunal Decision Plan and to the limit on the length of <del>submissions</del> <u>arguments</u> .	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.3 (1)</b> 2) A party may not rely on an expert opinion unless the party provides the expert’s evidence to all other parties <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul>	<b>Rule 8.3 (1)</b> 1) <u>Unless the tribunal decides otherwise</u> , a party may not rely on an expert opinion unless the party provides the expert’s evidence to all other parties <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul>	The words “unless the tribunal decides otherwise” were added to Rule 8.3(1) to reflect the tribunal’s discretion.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 8.3(5)</b> 5) The case manager can <ul style="list-style-type: none"> <li>a) direct a party to obtain expert opinion evidence, or</li> <li>b) direct multiple parties to retain a joint expert to produce expert opinion evidence.</li> </ul>	<b>Rule 8.3(5)</b> 5) The <del>case manager</del> <u>tribunal</u> can <ul style="list-style-type: none"> <li>a) direct a party to obtain expert opinion evidence, or</li> <li>b) direct multiple parties to retain a joint expert to produce expert opinion evidence.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.3(8)</b> 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.	<b>Rule 8.3(8)</b> 8) A party wishing to challenge another party’s expert or expert evidence must notify the tribunal of the reasons for the challenge as part of their Tribunal Decision Plan <del>submissions</del> <u>arguments</u> .	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.	<a href="#">Click here</a> to see changes made to this Rule
<b>Rule 8.3(10)</b> 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.	<b>Rule 8.3(10)</b> 10) If the tribunal seeks clarification of the report, both the question(s) and the response(s) must be provided in writing and will be disclosed to the parties for <del>submissions</del> <u>arguments</u> .	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.	<a href="#">Click here</a> to see changes made to this Rule

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

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 9.2</b> 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 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.	<b><u>Rule 9.3</u></b> 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 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 was previously Rule 9.2; numbering was altered due to the addition of the new Rule 9.1, but the text was not changed.	<a href="#">Click here</a> to see changes made to this Rule

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<p><b>Rule 9.3</b></p> <p>1) On request of a party or on the tribunal's own initiative, the tribunal will take reasonable steps to protect the privacy of non-parties and will use initials in place of full names or use other descriptions where the tribunal considers it appropriate to do so.</p> <p>2) A final decision or order can include</p> <ol style="list-style-type: none"> <li>an order for a party to pay money,</li> <li>an order requiring a party to do or stop doing something, and</li> <li>any order, terms or conditions the tribunal considers appropriate.</li> </ol> <p>3) An order for a party to pay money to another party that is a child can include a requirement to make the payment to</p> <ol style="list-style-type: none"> <li>the Public Guardian and Trustee on behalf of that child, or</li> <li>a trustee appointed under section 179 of the Family Law Act.</li> </ol> <p>4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement</p>	<p><b>Rule 9.4</b></p> <p>1) On request of a party or on the tribunal's own initiative, the tribunal will take reasonable steps to protect the privacy of non-parties and will use initials in place of full names or use other descriptions where the tribunal considers it appropriate to do so.</p> <p>2) <u>[repealed]</u></p> <p>3) An order for a party to pay money to another party that is a child can include a requirement to make the payment to</p> <ol style="list-style-type: none"> <li>the Public Guardian and Trustee on behalf of that child, or</li> <li>a trustee appointed under section 179 of the <i>Family Law Act</i>.</li> </ol> <p>4) An order for a party to pay money to a party who is a person with impaired mental capacity can include a requirement</p> <ol style="list-style-type: none"> <li>to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</li> </ol>	<p>Rule 9.4 was previously Rule 9.3. Numbering was altered due to the addition of the new Rule 9.1.</p> <p>Rule 9.4(2) was repealed because it is contained in the <i>CRTA</i> for strata disputes, and these types of orders are not available in all other disputes under other areas of the tribunal's jurisdiction.</p>	<p><a href="#">Click here</a> to see changes made to this Rule</p>
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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<ul style="list-style-type: none"> <li>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</li> <li>b) to make the payment to the party's legal representative, or</li> <li>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</li> </ul>	<ul style="list-style-type: none"> <li>b) to make the payment to the party's legal representative, or</li> <li>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</li> </ul>		
<b>Rule 9.4</b> <ul style="list-style-type: none"> <li>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.</li> <li>4) A final decision or order can also include a requirement for one party</li> </ul>	<b>Rule 9.5</b> <ul style="list-style-type: none"> <li>1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the unsuccessful party will usually be required to pay the successful party's tribunal fees and reasonable dispute-related expenses unless the tribunal member decides otherwise.</li> <li>2) A final decision or order can also include a requirement for one party</li> </ul>	<p>Rule 9.5 was previously Rule 9.4. Numbering was altered due to the addition of the new Rule 9.1.</p> <p>The word "in" was changed to "to" in Rule 9.5(2)(a) as a housekeeping amendment, to correct a typo.</p>	<a href="#">Click here</a> to see changes made to this Rule

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

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

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

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

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 12.1 (1)</b> 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 <ul style="list-style-type: none"> <li>a) completing the Public Information Request Form, and</li> <li>b) paying the required fee.</li> </ul>	<b><u>Rule 12.1(2)</u></b> 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 <ul style="list-style-type: none"> <li>a) completing the Public Information Request Form, and</li> <li>b) paying the required fee.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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PREVIOUS RULE	NEW RULE	RATIONALE	LINK TO VIEW LIST BY RULE
<b>Rule 12.1(2)</b> 2) In reviewing a public information request the tribunal <ul style="list-style-type: none"> <li>a) must consider whether the information can be obtained by the requestor from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to provide to the requestor, and</li> <li>f) can make an order setting out any limitations on the use or handling of any information it chooses to release.</li> </ul>	<b>Rule 12.1(3)</b> 3) In reviewing a public information request the tribunal <ul style="list-style-type: none"> <li>a) must consider whether the information can be obtained by the requestor from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to provide to the requestor, and</li> <li>f) can make an order setting out any limitations on the use or handling of any information it chooses to release.</li> </ul>	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.	<a href="#">Click here</a> to see changes made to this Rule

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

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## Section B: List of Amendments by Rule

### Rule: 1.2

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.2(2)</b> 2) <del>In exceptional circumstances,</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.2(2)</b> 2) The tribunal can waive <u>or vary</u> 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	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.3

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.3(1)</b> 1) All parties in a dispute <del>being resolved by the</del> tribunal <u>is resolving</u> must <ul style="list-style-type: none"> <li>a) make themselves available to participate in the tribunal process,</li> <li>b) participate in <del>any</del> <u>all of the tribunal's</u> case management activities or hearings <del>held by the tribunal,</del></li> <li>c) behave and communicate in a respectful manner, and</li> <li>d) follow the directions <del>provided by that</del> tribunal members, <del>and</del> case managers <u>and other tribunal staff provide.</u></li> </ul>	Rule 1.3 was amended to make the language clearer. We have also clarified that other tribunal staff may give directions that parties must follow.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.3(3)</b> 3) <del>No</del> <u>A</u> person can record a case management discussion or tribunal decision process <del>without</del> <u>only with</u> permission from the tribunal.	Rule 1.3(3) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.3(4)</b> 4) <u>All parties, representatives and helpers must comply with the tribunal's Code of Conduct for Parties, Representatives and Helpers.</u>	New Rule 1.3(4) was added to provide for a Code of Conduct for Parties, Representatives and Helpers which sets out the tribunal's expectations for how users must behave, as well as the repercussions for failure to abide by this Code of Conduct.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.4

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.4(1)</b> 1) If a party does not comply with the <u>CRT</u> Act, a rule, <del>or</del> an order <u>or a direction</u> at any stage of a tribunal proceeding, the party is non-compliant.	<p>The word “CRT” was added for clarity and for consistency with the terminology used by the tribunal in other places.</p> <p>The words “or a direction” were added for consistency, because the <i>CRTA</i> and CRT Rules allow the case manager to refer a party’s non-compliance with directions to a tribunal member for a decision or order.</p>	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.4(1)</b> [repealed]	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.4(2)</b></p> <p>2) <del>If a party is non-compliant, the tribunal may</del> <u>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</u></p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order or a direction,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss the claims brought by a party that did not comply with the Act, a rule, an order or a direction, and</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance with the Act, a rule, an order or a direction.</li> </ul>	<p>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.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.4(2)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) decide the dispute relying only on the information and evidence that was provided in compliance with the Act, a rule, an order, or a direction,</li> <li>b) conclude that the non-compliant party has not provided information or evidence because the information or evidence would have been unfavourable to that party's position, and make a finding of fact based on that conclusion,</li> <li>c) dismiss <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</li> <li>d) require the non-compliant party to pay to another party any fees and other reasonable expenses that arose because of a party's non-compliance with the Act, a rule, an order, or a direction.</li> </ul>	<p>Rule 1.4(2) was amended to align with the options available to the tribunal under the <i>Civil Resolution Tribunal Act (CRTA)</i>.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 1.5

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

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## Rule: 1.6

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.6(1)</b> 1) If a tribunal form or rule indicates a fee is required <del>in order</del> to take a step, the fee shown in the <a href="#">Civil Resolution Tribunal Fees</a> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.6(2)</b> 2) A person who cannot afford to pay a fee can ask the tribunal to waive payment of fees by <ul style="list-style-type: none"> <li>a) completing the steps required by the Fee Waiver Request Form, and</li> <li>b) providing any other information <del>requested by the tribunal</del> <u>requests</u>.</li> </ul>	Rule 1.6(2) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.7

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

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## Rule: 1.8

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.8(1)</b> 1) Every party <del>or</del> <u>and</u> representative of a party must provide contact information including <ol style="list-style-type: none"> <li>an email address or the reasons why that party or representative cannot provide an email address,</li> <li>a mailing address, and</li> <li>a telephone number.</li> </ol>	The word “or” has been changed to “and” because the tribunal process requires contact information for both the representative and the party.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.8(2)</b> 2) <u>A party must create a CRT account to access the CRT's online services.</u>	New Rule 1.18(2) was added to require a party to create an online account to use the tribunal's online services.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.8(3)</b> 3) The tribunal will send communications electronically unless it is satisfied that the party <del>is unable to</del> <u>cannot</u> use electronic communication methods.	Rule 1.8(3) was previously 1.8(2); numbering was altered due to the addition of the new Rule 1.8(2). The text was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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Rule: 1.9

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.9</b> Monitoring <u>of Contact Methods</u> and Use of Contact Information <del>for Tribunal Communications</del>	The heading for Rule 1.9 was amended to clarify that parties must monitor their methods of communicating with the tribunal and to remove unnecessary words.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.9(1)</b> 1) Every party or representative of a party must <ul style="list-style-type: none"> <li>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,</li> <li>b) closely monitor and use their contact <u>information methods</u> for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately if their contact information for tribunal communications change.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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<p><b>Rule 1.9(1)</b></p> <p>1) Every party or representative of a party must</p> <ul style="list-style-type: none"> <li>a) <del>avoid disclosure of</del>, inappropriate access to or use of their contact information for tribunal communications by people other than the party or the party's representative,</li> <li>b) closely monitor and use their contact methods for tribunal communications until the dispute is fully resolved, and</li> <li>c) notify the tribunal immediately if their contact information for tribunal communications changes.</li> </ul>	<p>Rule 1.9(1) was amended for clarity, as the CRT does not restrict a party or representative from disclosing their contact information to others.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 1.9(2)</b> [repealed]</p>	<p>Rule 1.9(2) was repealed because the tribunal generally expects parties to use the CRT portal to communicate, unless they tell us they cannot use electronic communication methods.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 1.19(6)</b></p> <p>6) <u>The tribunal may at any time order that a party be added to the dispute and make directions as to the process to be followed.</u></p>	<p>Rule 1.19(6) was previously Rule 7.3(9).</p> <p>It was moved to improve the flow of the rules, but the text was not changed.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule 1.10

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.10(1)</b> 1) <del>Electronic information and</del> <u>Except for electronic communications made to serve a party with a Dispute Notice, electronic</u> communications are considered received 24 hours after they are sent, unless the <del>electronic</del> <u>tribunal is satisfied the recipient has received the communication is made to serve a party with a Dispute Notice earlier.</u>	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.10(2)</b> 2) <del>Information and</del> <u>Except for communications made to serve a party with a Dispute Notice,</u> communications sent by <del>ordinary</del> <u>regular</u> mail are considered received <del>at noon on the 10th-fifteenth</del> day after <del>they are postmarked</del> <u>the tribunal gives the mail to its mail services provider, unless the tribunal is satisfied the recipient has received the communication earlier.</u>	Rule 1.10(2) 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 have also clarified that the tribunal can consider that a party has received regular mail sooner than this date.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.10(3)</b> 3) <del>Information and</del> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.11

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.11(1)</b> 1) <del>Discussions, negotiations and other</del> <u>Communications</u> made attempting to settle claims by agreement in the tribunal process, <del>including information exchanged as part of these communications,</del> are confidential and must not be disclosed during the tribunal decision process or in any court proceeding or other legally binding process unless <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) <del>the parties are required by</del> a court or tribunal <u>requires the parties</u> to disclose them,</li> <li>c) <del>it is information or evidence that</del> <u>they</u> would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications <del>or information</del> is abusive, or includes threats of bodily harm, <del>made during or in connection with negotiation or settlement processes.</del></li> </ul>	Rule 1.11(1) was amended to put it in more plain language and to remove unnecessary phrases.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.11(1)</b></p> <p>1) Communications made attempting to settle claims by agreement in the tribunal process are confidential and must not be disclosed <del>during the</del> <u>to a tribunal decision process member</u>, or in any court proceeding or other legally binding process, unless</p> <ul style="list-style-type: none"> <li>a) the parties agree that they can be disclosed,</li> <li>b) a court or tribunal requires the parties to disclose them,</li> <li>c) they would ordinarily be disclosed or produced in a tribunal decision process, court proceeding or other legally binding process, or</li> <li>d) the content of those communications is abusive or includes threats of bodily harm.</li> </ul>	<p>Rule 1.11(1) was amended to align with s.89 of the <i>CRTA</i>.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 1.12

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

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## Rule: 1.13

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

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

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.13(2)</b></p> <p>2) A litigation guardian <del>acting</del> <u>seeking to act</u> for a <del>minor or a person an adult</del> with impaired mental capacity <del>or a minor</del> must provide a completed Litigation Guardian Declaration Form to the tribunal, including:</p> <ul style="list-style-type: none"> <li>a) <u>information about the nature of their relationship with the adult with impaired mental capacity or minor.</u></li> <li>b) <u>their reasons for believing the person requires a litigation guardian, including the person's age and the nature and extent of any impairments.</u></li> <li>c) <u>confirmation that they have no conflict of interest.</u></li> <li>d) <u>indication of any legal authority they have to act on behalf of the person.</u></li> <li>e) <u>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</u></li> <li>f) <u>confirmation that they are at least 19 years of age and understand the nature of the CRT proceedings and their responsibilities as litigation guardian.</u></li> </ul>	<p>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.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.13(3)</b> 3) If an application for dispute resolution involves a personal injury then a <del>child</del> <u>minor</u> 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”.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(3)</b> [Renumbered]	Rule 1.13(3) was renumbered as Rule 1.13(5)	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(3)</b> 3) <u>A litigation guardian must agree to act in the best interests of the person they are acting for, including:</u> a) <u>informing and consulting the person about the proceeding to the extent reasonable,</u> b) <u>considering the impact of the proceeding on the person,</u> c) <u>deciding whether to obtain legal advice, and</u> d) <u>assisting with gathering evidence for the CRT proceeding.</u>	New Rule 1.13(3) was added to set out the standards of conduct that a litigation guardian must agree to.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(4)</b> 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 <u>value</u> so it falls within the <u>tribunal’s</u> monetary jurisdiction <del>of the tribunal</del> , 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.13(6)</b> [Renumbered]	Rule 1.13(6) was renumbered as Rule 1.16(8)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(6)</b> 6) <u>The CRT may require a litigation guardian to obtain the consent of the Public Guardian and Trustee before proceeding with or settling a claim relating to a personal injury.</u>	New Rule 1.13(6) replaced previous Rule 1.13(4).  New Rule 1.13(6) was added to 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.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(7)</b> [Renumbered]	Rule 1.13(7) was renumbered as Rule 1.16(4)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(8)</b> [Renumbered]	Rule 1.13(8) was renumbered as Rule 1.16(7)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(9)</b> [Renumbered]	Rule 1.13(9) was renumbered as Rule 1.16(2)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.13(10)</b> [Renumbered]	Rule 1.13(10) was renumbered as Rule 1.14(1)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

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## Rule: 1.14

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.14</b> Participation of Helpers and Representatives <u>Disputes Involving Corporations, Partnerships or Other Organizations</u>	The heading for Rule 1.14 was amended to reflect that this rule now covers a different topic.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.14(1)</b> 1) <u>A party may use a helper to assist them in the tribunal process, but a helper may not communicate on behalf of the party or enter into binding agreements on the party's behalf.</u>	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.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.14(1)</b> [Renumbered]	Rule 1.14(1) was renumbered as Rule 1.16(3)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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<p><b>Rule 1.14(1)</b></p> <p>1) <del>Unless the tribunal authorizes otherwise,</del> A party that is a corporation, partnership or other form of organization must act through one of the following:</p> <ul style="list-style-type: none"> <li>a) if the party is a strata corporation, by an authorized member of the strata council;</li> <li>b) <u>if the party is a section of a strata corporation, by an authorized member of the section executive;</u></li> <li>c) if the party is an incorporated entity, by a director, officer or authorized employee;</li> <li>d) if the party is a partnership, by a partner or authorized employee; or</li> <li>e) if the party is an unincorporated entity using a business name, <u>such as a sole proprietorship,</u> by the owner of the business or any authorized employee.</li> </ul>	<p>Rule 1.14(1) was previously Rule 1.13(10).</p> <p>The text 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.</p> <p>New Rule 1.14(1)(b) was added to state who must act for a section of a strata corporation.</p> <p>Rule 1.14(1)(c) was previously Rule 1.13(10)(b); numbering was altered due to the addition of new Rule 1.14(1)(b), but the text was not altered.</p> <p>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.</p> <p>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.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.14(1)</b> 1) A party that is a corporation, partnership or other form of organization must act through one of the following: <ul style="list-style-type: none"> <li>a) if the party is a strata corporation, by an authorized member of the strata council;</li> <li>b) If the party is a section of a strata corporation, by an authorized member of the section executive;</li> <li>c) if the party is an incorporated entity <u>or co-operative association</u>, by a director, officer or authorized employee;</li> <li>d) if the party is a partnership, by a partner or authorized employee; <del>or</del></li> <li>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; <u>or</u></li> <li>f) <u>if the party is a society, by a director, senior manager, or authorized member or employee.</u></li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.14(2)</b> 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 1.14(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.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.14(2)</b> [Renumbered]	Rule 1.14(2) was renumbered as Rule 1.16(9)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b><u>Rule 1.14(2)</u></b> 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.	Rule 1.14(2) was previously Rule 1.13(13), but the text was not altered.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.15

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

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.15(3)</b></p> <p>3) In considering a request from a party to <u>extend or shorten any timeline for any step or phase of the tribunal process, or to</u> pause the tribunal process, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the reason <del>the party is requesting that the tribunal process be paused</del> <u>for the request</u>,</li> <li>b) whether all parties consent <del>to pausing the tribunal process</del>,</li> <li>c) any prejudice to the other parties <del>if the tribunal process is paused</del>,</li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) <del>whether the tribunal's mandate supports pausing the tribunal process</del>,</li> <li>f) other legislation which applies to the dispute and to the request <del>for the dispute to be paused</del>,</li> <li>g) whether it is in the interests of justice and fairness <del>to pause the tribunal process</del>, and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul>	<p>Rule 1.15(3) is expanded so that it applies to requests to extend or shorten timelines, in addition to requests to pause a dispute.</p>	<p>May 1, 2020</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 1.15(3)</b> [Renumbered]</p>	<p>Rule 1.15(3) was renumbered as Rule 1.17(3)</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.15(4)</b> 4) <u>If a deadline set by the tribunal falls on a weekend or statutory holiday, the deadline is automatically extended to the next day that is not a weekend or statutory holiday.</u>	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.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.15(4)</b> [Renumbered]	Rule 1.15(4) was renumbered as Rule 1.17(4)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.16

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.16</b> <del>Linking Disputes</del> <del>Representatives and Helpers</del>	The heading for Rule 1.16 was amended to reflect that this rule now covers a different topic.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(1)</b> [Renumbered]	Rule 1.16(1) was renumbered as Rule 1.18(1)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(1)</b> 1) <u>Unless these rules state a party does not need the tribunal's permission to be represented, a party must receive the tribunal's permission to have a representative.</u>	New Rule 1.16(1) was inserted to clarify that the tribunal must permit a party to be represented, unless the rules have a specific exception	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(2)</b> [Renumbered]	Rule 1.16(2) was renumbered as Rule 1.18(2)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(2)</b> 2) A party who is represented must be present during all tribunal proceedings, or otherwise fully informed and providing direct input, <del>unless the tribunal excuses the party from doing so.</del>	Rule 1.16(2) was previously Rule 1.13(9).  The text 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(3)</b> 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.	Rule 1.16(3) was previously Rule 1.14(1). The text was not altered.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.16(3)</b> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(4)</b> 4) A party to a dispute under the tribunal's motor vehicle injury jurisdiction <del>can be represented by</del> <del>a) a lawyer,</del> <del>b) an authorized employee of an insurer when the insurer may be required to provide coverage to pay damages in the dispute, or</del> <del>c) any other representative the tribunal considers appropriate.</del> <u>does not need the tribunal's permission to have a lawyer represent them.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(4)</b> 4) A party to a dispute under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> 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	<a href="#">Click here</a> to see changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.16(5)</b> 5) An insurer may represent their insured without requiring the <del>permission of the tribunal's</del> <u>permission</u> if they <ul style="list-style-type: none"> <li>a) are making a claim to recover from a third party an amount paid under an insurance policy, or</li> <li>b) may be required to provide coverage to pay damages in a dispute.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.16(6)</b> 6) <del>A party requesting</del> <u>If a party requests the tribunal's</u> permission to be represented in a dispute, <del>the</del> <u>party</u> 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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.16(7)</b></p> <p>7) In considering <del>whether a representative is appropriate, 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 jurisdiction</del>, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute,</li> <li>b) whether the proposed representative may be a witness in the dispute,</li> <li>c) the proposed representative's ability to communicate in English, and</li> <li>d) the proposed representative's ability to respond to communications in a timely manner.</li> </ul>	<p>Rule 1.16(7) was previously Rule 1.13(8).</p> <p>The text was amended to clarify when it applies.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.16(7)</b></p> <p>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 <del>motor-vehicle injury</del> <u>accident claims</u> jurisdiction, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) whether the proposed representative has an interest in the dispute that is adverse to the party's interest in the dispute,</li> <li>b) whether the proposed representative may be a witness in the dispute,</li> <li>c) the proposed representative's ability to communicate in English, and</li> <li>d) the proposed representative's ability to respond to communications in a timely manner.</li> </ul>	<p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.16(8)</b></p> <p>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, a <u>the</u> tribunal <del>employee or member</del> may consider</p> <ul style="list-style-type: none"> <li>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,</li> <li>b) whether every party in the dispute has agreed to representation,</li> <li>c) whether the person proposed as the representative is appropriate,</li> <li>d) the stage in the dispute resolution process, and</li> <li>e) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<p>Rule 1.16(8) was previously Rule 1.13(6).</p> <p>The text was amended to simplify the reference to the tribunal.</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.16(8)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) <u>the reasons provided by the party requesting representation.</u></li> <li>b) whether every party in the dispute has agreed to the representation, <u>and if not, their reasons for opposing it.</u></li> <li>c) <u>whether allowing the representation will prejudice the other party, considering that party's circumstances.</u></li> <li>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,</li> <li>e) <u>the potential impact of a representative on the efficient resolution of the dispute, and</u></li> <li>f) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul> <p><del>e) whether the person proposed as the representative is appropriate,</del></p> <p><del>d) the stage in the dispute resolution process, and</del></p>	<p>Rule 1.16(8)(d) was previously Rule 1.16(8)(a).</p> <p>Rule 1.16(8)(f) was previously Rule 1.16(8)(e).</p> <p>Former Rules 1.16(8)(c) and (d) were repealed.</p> <p>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.</p>	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.16(8)</b></p> <p>8) In considering a request for permission to be represented in a dispute other than a dispute under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the reasons provided by the party requesting representation,</li> <li>b) whether every party in the dispute has agreed to the representation, and if not, their reasons for opposing it,</li> <li>c) whether allowing the representation will prejudice the other party, considering that party's circumstances,</li> <li>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,</li> <li>e) the potential impact of a representative on the efficient resolution of the dispute, and</li> <li>f) whether, in the interests of justice and fairness, the party should be permitted to be represented.</li> </ul>	<p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>
<p><b>Rule 1.16(9)</b></p> <p>9) At any time during the tribunal process, a case manager or tribunal member can restrict the <u>helper or representative's</u> participation <del>of a person providing representation or assistance</del> in the tribunal process.</p>	<p>Rule 1.16(9) was previously Rule 1.14(2).</p> <p>The text was amended to put it in more plain language.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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

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## Rule: 1.17

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.17</b> <del>Amendments to Dispute Notices and Dispute Response Forms Timelines</del>	The heading for Rule 1.17 was amended to reflect that this rule now covers a different topic.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(1)</b> [Renumbered]	Rule 1.17(1) was renumbered as Rule 1.19(1)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(1)</b> 1) <del>A</del> <u>The</u> tribunal <del>officer</del> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(2)</b> [Renumbered]	Rule 1.17(2) was renumbered as Rule 1.19(2)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(2)</b> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(3)</b> [Renumbered]	Rule 1.17(3) was renumbered as Rule 1.19(3)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.17(3)</b> 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 <ul style="list-style-type: none"> <li>a) the reason for the request,</li> <li>b) whether all parties consent ,</li> <li>c) any prejudice to the other parties,</li> <li>d) whether there have been previous delays in the tribunal process, and the reasons for those delays,</li> <li>e) the tribunal's mandate,</li> <li>f) other legislation which applies to the dispute and to the request,</li> <li>g) whether it is in the interests of justice and fairness, and</li> <li>h) any other factors the tribunal considers appropriate.</li> </ul>	Rule 1.17(3) was previously Rule 1.15(3). The text was not altered.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(4)</b> [Renumbered]	Rule 1.17(4) was renumbered as Rule 1.19(4)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(4)</b> 4) If a deadline set by the tribunal falls on a weekend or statutory holiday, the deadline is automatically extended to the next <u>business day</u> <del>that is not a weekend or statutory holiday</del> .	Rule 1.17(4) was previously Rule 1.15(4).  The text was amended to make it more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.17(5)</b> [Renumbered]	Rule 1.17(5) was renumbered as Rule 1.19(5)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.18

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

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## Rule: 1.19

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 1.19(4)</b></p> <p>5) If the tribunal issues an amended Dispute Notice, it will</p> <ul style="list-style-type: none"> <li>c) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses,</li> <li>d) direct the applicant to serve the amended Dispute Notice on any respondents that have not filed Responses, and</li> <li>e) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive.</li> </ul>	<p>Rule 1.19(4) was previously Rule 1.17(4). The text was not altered.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 1.19(4)</b></p> <p>4) If the tribunal issues an amended Dispute Notice, it will</p> <ul style="list-style-type: none"> <li>a) provide a copy of the amended Dispute Notice to the applicant and all respondents that have filed Responses,</li> <li>b) <u>serve, or</u> direct the applicant to serve, the amended Dispute Notice on any <u>new respondents or</u> respondents that have not filed Responses, and</li> <li>c) allow respondents who have filed Responses to amend those Responses if the amendment to the Dispute Notice is substantive.</li> </ul>	<p>Rule 1.19(4) was amended to permit the tribunal to serve an amended Dispute Notice to any new respondents.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.19(5)</b> 5) If the tribunal accepts an amended Dispute Response Form, <u>it</u> <u>the tribunal</u> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 1.20

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 1.20</b> Refusing to Resolve a Dispute	Rule 1.20 was previously Rule 1.18. The heading was not altered.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.20(1)</b> 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 <del>of</del> <u>if</u> the tribunal <del>refusing</del> <u>refuses</u> to resolve the claim or dispute, and d) any other factors the tribunal considers appropriate.	Rule 1.20(1) was previously Rule 1.18(1). The text was amended to use clearer language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 1.20(1)</b> [Repealed]	Rule 1.20(1) was repealed because it mirrored the <i>CRTA</i> and was not necessary.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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## Rule: 2.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.1(2)</b> 2) After an initial review of the Dispute Application Form, the tribunal may <del>provide</del> <u>give</u> the primary applicant one of the following: <ul style="list-style-type: none"> <li>a) a Dispute Notice and directions about what to do next,</li> <li>b) a request for more information about the application, or</li> <li>c) an explanation for why a Dispute Notice will not be issued.</li> </ul>	Rule 2.1(2) was amended to use more plain language	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.1(3)</b> 3) Before applying for a minor injury determination under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction a person must have <ul style="list-style-type: none"> <li>a) received a decision from the insurer that the insurer's position is that the injury is a minor injury under the <i>Insurance (Vehicle) Act</i>, or</li> <li>b) requested a decision from the insurer about whether the insurer's position is that the injury is a minor injury under the <i>Insurance (Vehicle) Act</i>.</li> </ul>	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	<a href="#">Click here</a> to see changes made this date
<b>Rule 2.1(4)</b> 4) <u>An application for dispute resolution must not exceed the character limits set out in the Dispute Application Form.</u>	New Rule 2.1(4) establishes a character limit for applications for dispute resolution, whether filed electronically or in hard copy.	May 1, 2020	<a href="#">Click here</a> to see all changes made this date

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

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## Rule: 2.2

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

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.2(2)</b></p> <p>2) <del>On behalf of an applicant,</del> the tribunal <del>will</del> <u>may</u> serve the Dispute Notice and instructions for response <del>on behalf of an applicant on a</del> respondent by regular mail if</p> <ul style="list-style-type: none"> <li><del>a) the applicant has provided the name and address information required for service by mail,</del></li> <li><del>b) the mailing address for the respondent is in Canada, and</del></li> <li><del>c) the respondent is a person, an individual,</del> corporation, strata corporation, section of a strata corporation, partnership, society, co-operative association or municipality.</li> </ul>	<p>Rule 2.2(2) was previously Rule 2.2(1); numbering was altered due to the addition of the new Rule 2.2(1).</p> <p>The text was amended to clarify what kind of respondents the tribunal may serve on behalf of an applicant and how the tribunal will serve.</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 2.2(2)</b></p> <p>2) On behalf of an applicant, the tribunal may serve the Dispute Notice and instructions for response on a respondent by regular mail if</p> <ul style="list-style-type: none"> <li><u>a) the respondent is an individual, corporation, strata corporation, <del>section of a strata corporation,</del> partnership, society, co-operative association or municipality, and</u></li> <li><u>b) the respondent's mailing address is in Canada.</u></li> </ul>	<p>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.</p>	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.2(3)</b> 3) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if <ul style="list-style-type: none"> <li>a) the applicant does not provide the tribunal with the information required for the tribunal to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the Dispute Notice and instructions for response <u>sent by the tribunal</u> were not received by the respondent, or</li> <li>c) the tribunal is unable to serve the Dispute Notice and instructions for response for any other reason.</li> </ul>	The words “sent by the tribunal” were added to Rule 2.2(3)(b) to clarify that if the tribunal serves the respondent, then the applicant does not need to do so as well.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(3)</b> [Renumbered)	Rule 2.2(3) was renumbered as Rule 2.3(1)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(3)</b> 3) <u>The tribunal will normally serve a respondent itself unless the applicant tells the tribunal that the applicant wishes to serve the respondent.</u>	New Rule 2.2(3) was added to set tribunal service as the default unless the applicant says they want to serve instead.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.2(4)</b> a) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal <u>by</u> <ul style="list-style-type: none"> <li>i. <u>a method permitted by these rules for serving the type of respondent, or</u></li> <li>ii. <u>another method ordered by the tribunal.</u></li> </ul> </li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the Dispute Notice is issued by the tribunal, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process requested by the tribunal.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(4)</b> [Renumbered]	Rule 2.2(4) was renumbered as Rule 2.3(2)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(4)</b> <u>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.</u>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.2(4)</b> [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.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(5)</b> 5) The tribunal may refuse to resolve <del>or dismiss the a</del> dispute if a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the Dispute Notice is issued by the tribunal, and b) the applicant has not requested an extension for service or withdrawn their claim against any parties not served.	The words “or dismiss” were removed from Rule 2.2(5) to reflect that the tribunal would not yet have jurisdiction at this stage of the proceeding.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(5)</b> [Renumbered]	Rule 2.2(5) was renumbered as Rule 2.3(3)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.2(5)</b></p> <p>5) <u>If the respondent is a corporation, society, co-operative association, strata corporation, section of a strata corporation, or municipality, the tribunal may send the Dispute Notice and instructions for response to the respondent by regular mail to</u></p> <ul style="list-style-type: none"> <li>a) <u>the corporation's registered office, head office or attorney's office;</u></li> <li>b) <u>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</u></li> <li>c) <u>the clerk, deputy clerk or a similar official, if the respondent is a municipality.</u></li> </ul>	<p>New Rule 2.2(5) was added to explain that the tribunal may serve certain respondents at particular addresses.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 2.2(5)</b></p> <p>5) If the respondent is a corporation, society, co-operative association, strata corporation, <del>section of a strata corporation</del>, or municipality, the tribunal may send the Dispute Notice and instructions for response to the respondent by regular mail to</p> <ul style="list-style-type: none"> <li>a) the corporation's registered office, head office or attorney's office;</li> <li>b) the most recent mailing address on file in the Land Title Office, if the respondent is a strata corporation <del>or a section of a strata corporation</del>; or</li> <li>c) the clerk, deputy clerk or a similar official, if the respondent is a municipality.</li> </ul>	<p>Rule 2.2(5) was amended to remove the ability of the tribunal to serve a section of a strata corporation by regular mail.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.2(7)</b> 7) <u>Unless otherwise specified in these rules</u> , a Dispute Notice and instructions for response can be served <del>on a respondent</del> by email, registered mail, courier delivery requiring a signature or by delivering it in person.	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 redundant.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(7)</b> [Repealed]	Rule 2.2(7) was repealed because it is unnecessary after the other amendments to the service rules.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(7)</b> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.2(8)</b> 8) <u>If a respondent makes a counterclaim, the tribunal may serve the counterclaim Dispute Notice and instructions for response on a counterclaim respondent by email.</u>	Rule 2.2(8) was added to permit the tribunal to serve a counterclaim dispute notice by email.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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## Rule: 2.3

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.3(1)</b></p> <p>1) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not give the tribunal the information the tribunal requires to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response <u>that</u> the tribunal sent,</li> <li>c) <u>the respondent is an adult with impaired mental capacity or a minor</u></li> <li>d) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or</li> <li>e) the applicant chooses to serve the documents.</li> </ul>	<p>New Rule 2.3(1)(c) was added to provide that the tribunal will not serve by regular mail if a respondent is an adult with impaired mental capacity or a minor. If a respondent is an adult with impaired mental capacity or a minor, there are additional people that may be required to be served under the CRT Rules. As a result, the tribunal will require the applicant to serve.</p> <p>Rule 2.3(1)(d) was previously Rule 2.3(1)(c) and Rule 2.3(1)(e) was previously Rule 2.3(1)(d); numbering was altered due to the addition of new Rule 2.3(1)(c), but the text was not altered.</p>	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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<p><b>Rule 2.3(1)</b></p> <p>1) The tribunal will advise the applicant that the applicant must serve the Dispute Notice and instructions for response if</p> <ul style="list-style-type: none"> <li>a) the applicant does not give the tribunal the information the tribunal requires to serve the Dispute Notice and instructions for response,</li> <li>b) the tribunal receives satisfactory information that the respondent did not receive the Dispute Notice and instructions for response that the tribunal sent,</li> <li>c) the respondent is an adult with impaired mental capacity or a minor,</li> <li><u>d) the respondent is a ceased person,</u></li> <li><u>e) the tribunal cannot serve the Dispute Notice and instructions for response for any other reason, or</u></li> <li><u>f) the applicant chooses to serve the documents.</u></li> </ul>	<p>Rule 2.3(1)(d) was added to require an applicant to serve the Dispute Notice on a deceased respondent.</p> <p>Rule 2.3(1)(e) was previously Rule 2.3(1)(d) 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.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
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<p><b>Rule 2.3(2)</b></p> <p>2) If the tribunal advises the applicant that the applicant must serve the Dispute Notice and instructions for response, the applicant must</p> <ul style="list-style-type: none"> <li>a) serve the Dispute Notice and instructions for response on every respondent named in the dispute and not served by the tribunal within 90 days from the day the <u>tribunal issues the Dispute Notice</u> <del>is issued by the tribunal</del> by             <ul style="list-style-type: none"> <li>i. a method <del>permitted by</del> these rules <u>permit</u> for serving the type of respondent, or</li> <li>ii. another method <del>ordered by</del> the tribunal <u>orders</u>,</li> </ul> </li> <li>b) complete the Proof of Service Form and provide it to the tribunal within 90 days from the day the <u>tribunal issues the Dispute Notice</u> <del>is issued by the tribunal</del>, and</li> <li>c) provide any other information or evidence about the Dispute Notice or service process <del>requested by the tribunal</del> <u>requests</u>.</li> </ul>	<p>Rule 2.3(2) was previously Rule 2.2(4). The text was amended to make it more plain language</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 2.3(3)</b></p> <p>3) The tribunal may refuse to resolve a dispute if</p> <ul style="list-style-type: none"> <li>a) the Dispute Notice and instructions for response are not served on every respondent within 90 days from the day the <u>tribunal issues the Dispute Notice</u> <del>is issued by the tribunal</del>, and</li> <li>b) the applicant has not requested an <u>extension of time</u> for service or withdrawn their claim against any parties not served.</li> </ul>	<p>Rule 2.3(3) was previously Rule 2.2(5). The text was amended to make it more plain language.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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<b>Rule 2.3(4)</b> 4) An applicant can ask the tribunal for more time to serve a respondent by completing the Request for Extension to Serve Form and providing it to the tribunal before the deadline for service has passed.	Rule 2.3(4) was previously Rule 2.2(6). The text was not altered.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
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## Rule: 2.4

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.4</b> <del>When a Dispute Notice is Considered Served</del> <u>How to Serve Individuals</u>	<p>The heading for Rule 2.4 was amended to reflect that this rule now covers a different topic.</p> <p>Former Rule 2.4 was relocated to Rule 2.10. See <a href="#">Rule 2.10</a> for further information about the changes made to former Rule 2.4.</p>	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(1)</b> 1) A Dispute Notice and instructions for response <del>served by</del> <u>sent by the tribunal or an applicant by email</u> are considered <del>received on the date shown on the emailed reply from</del> <u>served only if the respondent acknowledges receipt of the Dispute Notice by</u> <ol style="list-style-type: none"> <li><u>replying to the email.</u></li> <li><u>contacting the tribunal to make a request specific to the dispute, or</u></li> <li><u>otherwise confirming receipt of the Dispute Notice.</u></li> </ol>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.4(1)</b> 1) A Dispute Notice and instructions for response <del>sent by that</del> the tribunal or an applicant <u>sends</u> by email are considered served only if the respondent acknowledges receipt of the Dispute Notice by <ol style="list-style-type: none"> <li>replying to the email,</li> <li>contacting the tribunal to make a request specific to the dispute, or</li> <li>otherwise confirming receipt of the Dispute Notice.</li> </ol>	Rule 2.4(1) was amended to put it in more plain language	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(1)</b> [Renumbered]	Rule 2.4(1) was renumbered as Rule 2.10(1).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(1)</b> 1) <u>This rule applies if an applicant is serving the Dispute Notice and instructions for response on an individual.</u>	New Rule 2.4(1) was added to say that the rules for how to serve individuals only apply when an applicant is serving.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.4(2)</b> 2) A Dispute Notice and instructions for response <del>served by the tribunal that the tribunal serves</del> by regular mail are considered <del>received served 10 days on the fifteenth day</del> after the <del>day they are mailed by the tribunal</del> gives the mail to its mail services provider, unless <ul style="list-style-type: none"> <li>a) the tribunal receives notification that the Dispute Notice and instructions for response are received earlier, or</li> <li>b) the tribunal receives satisfactory information that the <u>respondent did not receive the</u> Dispute Notice and instructions for response were not received by the respondent.</li> </ul>	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(2)</b> [Renumbered]	Rule 2.4(2) was renumbered as Rule 2.10(2).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(2)</b> 2) <u>If the respondent is an individual, a Dispute Notice and instructions for response must be served by registered mail requiring a signature, courier delivery requiring a signature or delivery in person.</u>	New Rule 2.4(2) was added to clarify the rules for how an applicant must serve individuals.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.4(3)</b> 3) A Dispute Notice and instructions for response <del>served</del> <u>that the applicant serves</u> by registered mail are considered <del>received</del> <u>served</u> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(3)</b> [Renumbered]	Rule 2.4(3) was renumbered as Rule 2.10(3).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(3)</b> 3) <u>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.</u>	Rule 2.4(3) was added to provide a method for serving a Dispute Notice on a deceased respondent.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(4)</b> 4) A Dispute Notice and instructions for response <del>served</del> <u>that the applicant serves</u> by courier are considered <del>received at</del> <u>served on the time date</u> and <del>date</del> <u>time</u> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.4(4)</b> [Renumbered]	Rule 2.4(4) was renumbered as Rule 2.10(4).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(5)</b> 5) A Dispute Notice and instructions for response <del>served</del> <u>that the applicant serves</u> by delivery in person are considered <del>received at</del> <u>served on</u> 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 Notice, not simply receipt.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(5)</b> [Renumbered]	Rule 2.4(5) was renumbered as Rule 2.10(5).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(6)</b> 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 <del>permitted by the tribunal</del> <u>permits</u> .	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.4(6)</b> [Renumbered]	Rule 2.4(6) was renumbered as Rule 2.10(6).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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## Rule: 2.5

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.5</b> How to Serve Adults with Impaired Mental Capacity and <del>Children</del> <u>Minors</u>	The heading of Rule 2.5 was amended to make it consistent with the change from “child” to “minor” elsewhere in the rules.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.5(1)</b> 1) If an applicant knows <u>or the CRT becomes aware</u> that <del>a</del> <u>an adult</u> respondent has <u>impaired mental capacity</u> , the applicant must serve the <u>Dispute Notice and instructions for response by registered mail requiring a signature, courier delivery requiring a signature, or delivery in person to</u> a) <u>the respondent, and</u> b) <u>anyone that the applicant is aware of having legal authority for the respondent including</u> a committee of estate, a representative appointed in a representation agreement, or an attorney appointed in an enduring power of attorney <del>the applicant must serve the Dispute Notice and instructions for response on that person and</del> a) <del>the respondent or the person with whom the respondent normally resides, and</del> b) <del>the Public Guardian and Trustee.</del>	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.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.5(2)</b> 2) If <u>the tribunal requires an applicant to serve the Dispute Notice and instructions for response on a respondent who</u> is a <del>child</del> <u>minor</u> , the applicant must serve the Dispute Notice and instructions for response on that respondent's parent or guardian <del>unless the tribunal orders otherwise.</del>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.5(2)</b> 2) If <del>the tribunal requires an applicant to serve the Dispute Notice and instructions for response on</del> <u>knows or the CRT becomes aware that a</u> respondent <del>who</del> is a minor, the applicant must serve the Dispute Notice and instructions for response <del>on that</del> <u>by registered mail requiring a signature, courier delivery requiring a signature, or delivery in person to</u> a) <u>the respondent, and</u> b) <u>the respondent's parent or guardian.</u>	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	<a href="#">Click here</a> to see all changes made this date

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## Rule: 2.6

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.6</b> How to Serve Strata Corporations <del>or</del> <u>and</u> Sections of a Strata Corporation <del>Respondents</del>	The heading of Rule 2.6 was amended to make it more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.6(1)</b> 1) <u>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 <i>Strata Property Act</i>.</u>	New Rule 2.6(1) was added to clarify when this rule applies.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.6(1)</b> 1) If the respondent is a strata corporation <del>or a section of a strata corporation</del> as defined in the <i>Strata Property Act</i> , a Dispute Notice and instructions for response must be served 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” have been removed from Rule 2.6(1) because of the addition of Rule 2.6(2), which outlines the rules that apply when conducting service on a section of a strata corporation.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.6(1)</b> 1) This rule applies if <del>the tribunal requires</del> an applicant <del>to serve</del> <u>is serving</u> 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.)	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.6(2)</b> 2) If the respondent is a strata corporation <del>as defined in the Strata Property Act</del> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the strata corporation at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by delivery in person to a council member.</li> </ul>	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 <i>Strata Property Act</i> that was no longer necessary.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.6(3)</b></p> <p>3) If the respondent is a section of a strata corporation <del>as defined in the <i>Strata Property Act</i></del>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail, courier delivery requiring a signature or delivery in person to the section at its most recent mailing address on file in the Land Title Office, or</li> <li>b) by delivery in person to an executive member of the section.</li> </ul>	<p>Rule 2.6(3) was previously Rule 2.6(2); numbering was altered due to the insertion of new Rule 2.6(1).</p> <p>The text was amended to remove a reference to the <i>Strata Property Act</i> that was no longer necessary</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 2.6(3)</b></p> <p>3) <u>If a strata corporation or section is served with a Dispute Notice and instructions for response at its most recent mailing address on file in the Land Title Office, an applicant must also provide a copy of the Dispute Notice and instructions for response</u></p> <ul style="list-style-type: none"> <li>a) <u>if the claim is against a strata corporation, by delivery in person or regular mail to a member of the strata council or the property manager for the strata corporation.</u></li> <li>b) <u>if the claim is against a section of a strata corporation, by delivery in person or regular mail to a member of the section executive or the property manager for the section of the strata corporation.</u></li> </ul>	<p>New Rule 2.6(3) was added to ensure that the strata corporation or section of a strata corporation is always provided with notice of a CRT dispute at a currently monitored address.</p>	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.6(3)</b></p> <p>3) If the respondent is a section of a strata corporation, a Dispute Notice and instructions for response must be served <del>a) by registered mail requiring a signature</del>, courier delivery requiring a signature or delivery in person to <del>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.</del></p>	<p>Rule 2.6(3) was amended to remove references to the address on file in the Land Title Office because sections are not required to have an address on file in the Land Title Office. Often, they will use the same mailing address as the strata corporation, but CRT disputes 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.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.6(4)</b></p> <p>4) If a strata corporation or <u>a section of a strata corporation</u> 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</p> <p>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, <u>or</u></p> <p>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.</p>	<p>Rule 2.6(4) was previously Rule 2.6(3); numbering was altered due to the insertion of new Rule 2.6(1).</p> <p>The text was amended to clarify the reference to a section of a strata corporation and to fix a minor typographical error.</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.6(4)</b> 4) If a strata corporation <del>or a section of a strata corporation</del> 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 <del>a) if the claim is against a strata corporation</del> , by delivery in person or regular mail to a member of the strata council or the property manager for the strata corporation, or <del>b) if the claim is against a section of a strata corporation</del> , 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) was amended to align with the amendments to Rule 2.6(3).	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.6(4)</b> [Repealed]	Rule 2.6(4) was repealed in conjunction with the addition of Rule 2.2(6), to reflect the tribunal's current practice for serving a Dispute Notice on a strata corporation.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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## Rule: 2.7

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.7(2)</b> [Renumbered]	Rule 2.7(2) was renumbered as Rule 2.7(3)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(2)</b> 2) If a respondent is a company as defined <del>by</del> <u>in</u> the <i>Business Corporations Act</i> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	<p>Rule 2.7(2) was previously Rule 2.7(1); numbering was altered due to the insertion of new Rule 2.7(1).</p> <p>The text was amended to make its language more consistent with the rules overall.</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.7(2)</b> 2) If a respondent is a company as defined in the <i>Business Corporations Act</i> , a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	Rule 2.7(2) was amended to specify that service by registered mail requires a signature.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(2)</b> 2) If a respondent is a <del>company</del> <u>corporation</u> as defined in the <i>Business Corporations Act</i> , a Dispute Notice and instructions must be served <ul style="list-style-type: none"> <li>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,</li> <li>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</li> <li>c) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the company.</li> </ul>	Rule 2.7(2) was amended for consistency with the Rules and the Business Corporations Act.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.7(3)</b> [Renumbered]	Rule 2.7(3) was renumbered as Rule 2.7(4)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(3)</b> 3) If a respondent is an extraprovincial company as defined <del>by</del> <u>in</u> the <i>Business Corporations Act</i> , 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 receiver manager of the extraprovincial company.	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 2.7(3)</b></p> <p>3) If a respondent is an extraprovincial company as defined in the <i>Business Corporations Act</i>, a Dispute Notice and instructions for response must be served</p> <ul style="list-style-type: none"> <li>a) by registered mail <u>requiring a signature</u>, 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,</li> <li>b) by registered mail <u>requiring a signature</u>, 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,</li> <li>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</li> <li>d) by delivery in person to a director, officer, liquidator, trustee in bankruptcy or receiver manager of the extraprovincial company.</li> </ul>	<p>Rule 2.7(3) was amended to specify that service by registered mail requires a signature.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 2.7(4)</b> [Renumbered]</p>	<p>Rule 2.7(4) was renumbered as Rule 2.7(5)</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.7(4)</b> 4) If a respondent is a society incorporated under the <i>Societies Act</i> or a co-operative association incorporated under the <i>Co-operative Association Act</i> a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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</li> <li>b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(4)</b> 4) If a respondent is a society incorporated under the <i>Societies Act</i> or a co-operative association incorporated under the <i>Co-operative Association Act</i> a Dispute Notice and instructions for response must be served <ul style="list-style-type: none"> <li>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, or</li> <li>b) by delivery in person to a director, officer, receiver manager or liquidator of the society or co-operative association.</li> </ul>	Rule 2.7(4) was amended to specify that service by registered mail requires a signature.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.7(5)</b> [Renumbered]	Rule 2.7(5) was renumbered as Rule 2.7(6)	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(5)</b> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(5)</b> 5) If a respondent is a partnership, a Dispute Notice and 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 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(6)</b> [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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.7(6)</b> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(6)</b> 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 <u>requiring a signature</u> , courier delivery requiring a signature or delivery in person.	Rule 2.7(6) was amended to specify that service by registered mail requires a signature.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.7(7)</b> 7) <u>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.</u>	Rule 2.7(7) was added for clarity. It was previously part of Rule 2.7(1).	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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Rule: 2.8

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

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## Rule: 2.9

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.9</b> 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 <del>sending the tribunal a completed</del> <u>completing a</u> Request for Directions on Service Form. 2) An applicant must submit the Request for Directions on Service <del>Form</del> to the tribunal before the deadline for service has passed. 3) <u>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.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.9(1)</b> 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 <del>providing to</del> <u>sending</u> 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	<a href="#">Click here</a> to see all changes made this date

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## Rule: 2.10

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b><u>Rule 2.10</u></b> <b>When a Dispute Notice is Considered Served</b>	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	<a href="#">Click here</a> to see all changes made this date
<b><u>Rule 2.10(1)</u></b> 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	<a href="#">Click here</a> to see all changes made this date
<b><u>Rule 2.10(2)</u></b> 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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 2.10(3)</b> 3) A Dispute Notice and instructions for response that the applicant serves by registered mail are considered served on the date and time shown on the delivery receipt.	Rule 2.10(3) was previously Rule 2.4(3); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.10(4)</b> 4) A Dispute Notice and instructions for response that the applicant serves by courier are considered served on the date and time shown on the signed proof of delivery.	Rule 2.10(4) was previously Rule 2.4(4); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.10(5)</b> 5) A Dispute Notice and instructions for response that the applicant serves by delivery in person are considered served on the date and time it is delivered to the respondent.	Rule 2.10(5) was previously Rule 2.4(5); numbering was altered due to the movement of this Rule to the end of the section. The text was not altered.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 2.10(6)</b> 6) Despite these rules, the tribunal may determine that <del>a respondent has been served</del> if <ul style="list-style-type: none"> <li>a) the applicant has served <u>a the</u> respondent with a Dispute Notice and instructions for response using another method <u>directed by</u> the tribunal <u>permits, or</u></li> <li>b) <u>the tribunal is satisfied that the respondent has seen a copy of the Dispute Notice naming them as a respondent and the instructions for response.</u></li> </ul>	Rule 2.10(6) was previously Rule 2.4(6); numbering was altered due to the movement of this Rule to the end of the section.  New Rule 2.10(6)(b) clarifies that the tribunal may find that a person was served, if the tribunal is satisfied that the respondent has seen a copy of the Dispute Notice naming them as a respondent and the instructions for response.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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## Rule: 3.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 3.1(1)</b> 1) A respondent who is served with a Dispute Notice and instructions for response, <del>or a party who is served with a Dispute Notice and instructions for response because of a Counterclaim Form or Third Party Claim Form,</del> must, within 14 days of receiving them, or if service was outside British Columbia, within 30 days of receiving them <ul style="list-style-type: none"> <li>a) complete a Dispute Response Form,</li> <li>b) provide the Dispute Response Form to the tribunal and</li> <li>c) pay the required fee.</li> </ul>	Rule 3.1(1) was amended to remove some unnecessary wording.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

## Rule: 3.2

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 3.2(1)</b> 1) <del>Unless a case manager or tribunal member directs otherwise,</del> <u>Within 30 days of providing the Dispute Response Form to the tribunal,</u> a respondent can make a counterclaim against an applicant by <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will add at least one claim in the dispute,</li> <li>b) completing a <del>Counterclaim Form</del> <u>an Application Form for the counterclaim,</u></li> <li>c) providing the completed <del>Counterclaim Application</del> <u>Application</u> Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 3.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 3.3(1)</b></p> <p>1) <del>Unless a case manager directs otherwise,</del> A respondent who <del>believes</del> <u>thinks</u> another person is responsible for a claim can make a third party claim against that other person by</p> <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</li> <li>b) completing a <del>Third Party Claim</del> <u>an Application Form identifying for the third party claim that identifies</u> the other person and <del>describing</del> <u>describes</u> any claims against that person,</li> <li>c) providing the <del>Third Party Claim</del> <u>Application</u> Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	<p>Rule 3.3(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 amended references to CRT forms to make them more accurate.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 3.3(1)</b> 1) A respondent who thinks another person is responsible for <del>a</del> <u>the applicant's</u> claim can make a third party claim against that other person by <ul style="list-style-type: none"> <li>a) indicating in a completed Dispute Response Form that the respondent will apply for dispute resolution against the other person,</li> <li>b) completing <del>a</del> <u>an</u> Application Form for the third party claim that identifies the other person and describes any claims against that person,</li> <li>c) providing the Application Form to the tribunal, and</li> <li>d) paying the required fee to add a claim.</li> </ul>	Rule 3.3(1) was amended to clarify that a third party claim must relate to the claim that was brought against the respondent.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 3.3(2)</b> 2) A respondent who makes a third party claim must complete the steps for "Starting the Tribunal Process" <u>in Part 2 of these Rules</u> , except <ul style="list-style-type: none"> <li>a) the time frame for serving the other party is 30 days instead of 90 days and</li> <li>b) the original Dispute Notice and any responses must be served along with the Dispute Notice and instructions for response for the additional claims.</li> </ul>	Rule 3.3(2) was amended to clarify the reference to Part 2 of the rules.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 4.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 4.1</b> 1) A party named as a respondent to a dispute <del>who fails</del> <u>is in default if they fail to respond</u> <del>provide a</del> <u>Dispute Response Form</u> to a properly served Dispute Notice and instructions for response within <ul style="list-style-type: none"> <li>a) the timeframe provided for in <u>these</u> rules, or <del>who has requested an extension to respond and has not responded by the date shown on the extension, is in default.</del></li> <li>b) <u>any extended timeframe granted by the tribunal.</u></li> </ul> 2) <del>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.</del>	Rule 4.1 was amended for clarity and to improve the flow of the rules	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<b>Rule 4.1(2)</b> 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 <del>requested to</del> <u>notified they may</u> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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Rule: 4.2

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



AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 4.2(1)</b></p> <p>1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by</p> <ul style="list-style-type: none"> <li>a) providing a completed Request for Default Decision and Order form together with supporting evidence of dispute-related expenses and the value of non-debt claims,</li> <li>b) providing a completed Proof of Service Form, <u>if applicable</u>, and</li> <li>c) paying the required fee to request a default decision and order.</li> </ul>	<p>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.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 4.2(1)</b></p> <p>1) If every respondent has properly been served and has not responded, an applicant can request a default decision and order by</p> <ul style="list-style-type: none"> <li>a) providing a completed Request for Default Decision and Order form together with supporting evidence of <u>claimed</u> dispute-related expenses and the value of non-debt claims,</li> <li>b) providing a completed Proof of Service Form, if applicable, and</li> <li>c) paying the required fee to request a default decision and order.</li> </ul>	<p>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.</p>	<p>May 1, 2022</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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<b>Rule 4.2(2)</b> <u>If the tribunal notified 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.</u>	Rule 4.2(2) was moved from Rule 4.1(2) to improve the flow of the rules.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
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## Rule: 4.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 4.3(1)</b> 1) <del>Unless the tribunal decides otherwise</del> , when the tribunal makes a default decision and order, it will <ul style="list-style-type: none"> <li>a) assume a respondent is liable, and</li> <li>b) resolve the dispute without a respondent's participation.</li> </ul>	The words "unless the tribunal decides otherwise" were added to Rule 4.3(1) to provide for circumstances where a tribunal member may not assume the respondent is liable.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 4.3(1)</b> 1) <del>Unless the tribunal decides otherwise</del> , When the tribunal makes a default decision and order, it <del>will</del> <u>may</u> <ul style="list-style-type: none"> <li>a) assume a respondent is liable,</li> <li>b) <u>determine the value of non-debt claims based on evidence satisfactory to the tribunal</u>, and</li> <li>c) resolve the dispute without a respondent's participation.</li> </ul>	Rule 4.3(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.  The text was also amended from "will" to "may" to reflect that the 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.  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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 4.3(2)</b> 2) In a request for a default decision and order for a debt claim, the tribunal <del>will</del> <u>may</u> order payment of <ul style="list-style-type: none"> <li>a) the amount claimed, and</li> <li>b) applicable interest, claimed tribunal fees and reasonable dispute-related expenses.</li> </ul>	Rule 4.3(2) was amended to indicate that this rule is discretionary.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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## Rule: 5.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 5.1(2)</b> 2) During case management parties will receive support from <del>a tribunal officer acting as</del> a case manager.	Rule 5.1(2) was amended to remove an unnecessary phrase.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.1(4)</b> 4) The case manager can <del>adjust</del> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.1(5)</b> [Repealed]	Rule 5.1(5) was repealed because it did not reflect the tribunal's practice with claims under the motor vehicle injury jurisdiction.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.1(5)</b> 5) During case management, a case manager <del>can</del> <u>may</u> 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).	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 5.1(6)</b></p> <p>6) <u>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</u></p> <ul style="list-style-type: none"> <li>a) <u>is appropriate and proportional in the circumstances of the dispute,</u></li> <li>b) <u>would facilitate speedy, accessible, inexpensive, informal and flexible resolution of the dispute,</u></li> <li>c) <u>would potentially end the dispute against one or more respondents, and</u></li> <li>d) <u>encourage early and collaborative dispute resolution.</u></li> </ul>	<p>New Rule 5.1(6) was added to list factors a case manager will consider before referring a matter to a tribunal member.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 5.2

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 5.2</b> <del>Agreements in Negotiation or Facilitation Made</del> <u>During Case Management</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.2(2)</b> 2) In reviewing a request for a consent resolution order or consent dismissal order, the tribunal may consider <del>whether the draft order is</del> a) <u>whether the draft order is clear and</u> within the <u>tribunal's jurisdiction of the tribunal, and</u> <del>b) clear, and</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.2(3)</b> 3) The agreement that is the subject of a requested consent resolution order must set out <del>a) the terms of agreement among the parties, and</del> <del>b) any other information the parties or the case manager think should be included.</del>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.2(4)</b> 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 <del>in the incapable that</del> adult's best interests.	Rule 5.2(4) was amended to remove a potentially insensitive reference.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

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## Rule: 5.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 5.3(4)</b></p> <p>4) At any time during case management, the case manager can</p> <ul style="list-style-type: none"> <li>a) <del>recommend that</del> <u>provide an opportunity for</u> a party <del>take steps</del> to add a party to the dispute,</li> <li>b) permit a party to add, revise, or withdraw a claim to the dispute, and</li> <li>c) determine the steps required to add a party or claim, including who should pay any costs associated with those steps.</li> </ul>	<p>Rule 5.3(4) was amended for consistency with the <i>CRTA</i> and to reflect the neutrality of the case manager role.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 5.4

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 5.4(1)</b> 1) If the case manager decides the parties cannot resolve their dispute by agreement, the case manager will <ul style="list-style-type: none"> <li>a) inform the parties that the facilitation phase is over,</li> <li>b) confirm the claims that are going forward for decision,</li> <li>c) provide directions for the preparation and exchange of expert evidence, if necessary,</li> <li>d) <u>make a recommendation on the hearing format, if necessary,</u> and</li> <li>e) ask the applicant to pay the tribunal decision fee.</li> </ul>	<p>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.</p> <p>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.</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.4(3)</b> 3) If no party pays the tribunal decision fee within the time period set by the case manager, the tribunal can <ul style="list-style-type: none"> <li>a) <del>refuse to resolve</del> <u>dismiss</u> the dispute,</li> <li>b) <del>proceed to hear</del> <u>refuse to resolve</u> the dispute, or</li> <li>c) <del>dismiss</del> <u>proceed to hear</u> the dispute.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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## Rule: 5.5

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 5.5</b> Damages in Motor Vehicle Injury Disputes <del>with a Minor Injury</del>	The heading for Rule 5.5 was updated to reflect amendments made January 1, 2020.	May 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.5</b> Damages in Motor Vehicle Injury Disputes <u>Claims</u>	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	<a href="#">Click here</a> to see changes made this date
<b>Rule 5.5(1)</b> [repealed]	Rule 5.5(1) was repealed because it is not necessary to reproduce or paraphrase the presumption set out in s.135 of the <i>CRTA</i> .	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.5(2)</b> 2) If a party informs the tribunal <del>that they believe there is a substantial likelihood that the damages will, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury dispute may exceed the tribunal limit amount, the tribunal may</del> 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 text of Rule 5.5(2) was updated because the process will apply whether the motor vehicle dispute involves a minor injury or not.  The “substantial likelihood” requirement has been removed from 5.5(2) and incorporated into 5.5(3) for increased clarity.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 5.5(2)</b> 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 <del>the tribunal limit amount</del> <u>\$50,000</u> , the tribunal may <ul style="list-style-type: none"> <li>a) set timelines for the parties to submit evidence,</li> <li>b) set timelines for the parties to provide arguments, and</li> <li>c) refer the determination to a tribunal member.</li> </ul>	Rule 5.5(2) was amended to clarify a reference to the tribunal's monetary limit in motor vehicle injury disputes.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 5.5(2)</b> 2) If a party informs the tribunal, or the case manager identifies, that the damages that will be awarded in a motor vehicle injury <del>dispute</del> <u>claim</u> may exceed \$50,000, the tribunal may <ul style="list-style-type: none"> <li>a) set timelines for the parties to submit evidence,</li> <li>b) set timelines for the parties to provide arguments, and</li> <li>c) refer the determination to a tribunal member.</li> </ul>	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	<a href="#">Click here</a> to see changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 5.5(3)</b></p> <p>3) <u>The tribunal may refuse to resolve a motor vehicle injury dispute about damages if</u></p> <p>a) <u>it determines, on the basis of satisfactory evidence, that there is a substantial likelihood the total amount of damages, excluding interest and expenses, that will be awarded for a minor injury in an accident claim will exceed \$50,000, or</u></p> <p>b) <u>it determines that the total amount of damages, excluding interest and expenses, in an accident claim will likely exceed \$50,000.</u></p>	<p>The text of Rule 5.5(3) was updated to reflect the tests set out in section 135 of the <i>CRTA</i>, and to provide harmony with Rule 5.5(2).</p>	<p>January 1, 2020</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 5.5(3)</b></p> <p>3) The tribunal may refuse to resolve a motor vehicle injury <del>dispute</del> <u>claim</u> about damages if</p> <p>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 <del>an accident</del> <u>a motor vehicle injury</u> claim will exceed \$50,000, or</p> <p>b) it determines that the total amount of damages, excluding interest and expenses, in <del>an accident</del> <u>a motor vehicle injury</u> claim will likely exceed \$50,000.</p>	<p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>

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## Rule: 6.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 6.1(1)</b> 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's</u> directions <del>of the tribunal</del> .	Rule 6.1(1) was amended to make it more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(2)</b> 2) A party can ask the tribunal member for permission to withdraw its claims <del>during</del> <u>after</u> the <u>dispute has been assigned to a tribunal decision-process member for adjudication</u> by contacting the <del>case manager</del> <u>tribunal</u> .	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(2)</b> 2) A party can ask the tribunal member for permission to withdraw <u>one or more of</u> its claims after the dispute has been assigned to a tribunal member for adjudication by contacting the tribunal.	Rule 6.1(2) has had the words "one or more of" added for consistency with the language used in Rule 6.1(1).	May 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(3)</b> 3) <u>A party who withdraws a claim can only pursue the claim with the permission of the tribunal.</u>	New Rule 6.1(3) was added to make it clear that a party who withdraws their claim may not pursue it without the tribunal's permission.	May 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 6.1(3)</b> 3) A party who withdraws a claim <u>again at the tribunal</u> can only pursue the claim with the <u>tribunal's permission of the tribunal</u> .	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(3)</b> 3) A party who withdraws a claim can only pursue the claim again at the tribunal with the tribunal's permission <u>subject to the factors in Rule 6.1(5), including whether the limitation period for the claim has expired.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(4)</b> 4) <u>If all claims in a dispute are withdrawn, the tribunal will</u> a) <u>treat the dispute as resolved and close the dispute file, and</u> b) <u>only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(4)</b> 4) If all claims in a dispute are withdrawn, <del>the tribunal will</del> a) <u>the tribunal will</u> treat the dispute as resolved and close the dispute file, and b) <u>the applicant may continue any withdrawn claim</u> <del>only reopen the dispute file if the tribunal permits the party to pursue a withdrawn claim</del> <u>do so.</u>	Rule 6.1(4) was amended to better reflect the tribunal processes.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 6.1(4)</b> 4) If all claims in a dispute are withdrawn <u>and all parties consent to the withdrawal of the claims,</u> a) the tribunal will treat the dispute as resolved and close the dispute file, <del>and</del> b) <del>the applicant may continue any withdrawn claim only if the tribunal permits the party to do so.</del>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 6.1(5)</b> 5) <u>In considering a request to pursue a withdrawn claim the tribunal may consider</u> a) <u>the reason for the withdrawal,</u> b) <u>any prejudice to the other parties,</u> c) <u>whether the limitation period for the claim has expired,</u> d) <u>the tribunal's mandate,</u> e) <u>whether it is in the interests of justice and fairness, and</u> f) <u>any other factors the tribunal considers appropriate.</u>	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	<a href="#">Click here</a> to see all changes made this date

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## Rule: 6.2

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

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## Rule: 7.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 7.1(1)</b> 1) The tribunal can determine all matters relating to the tribunal decision process, including <ul style="list-style-type: none"> <li>a) the format and length of the tribunal decision process,</li> <li>b) any instructions and directions required to prepare for, or to complete, the tribunal decision process, and</li> <li>c) any other matter within the <u>tribunal's</u> authority <del>of the tribunal</del>.</li> </ul>	Rule 7.1(1) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 7.3

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 7.3(2)</b> 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 <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) <del>3</del> <u>5</u> days for the applicant to reply.</li> </ul>	Rule 7.3(2) was amended to reflect the deadlines the tribunal uses.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(2)</b> 2) <del>For all disputes other than disputes under the tribunal's motor vehicle injury jurisdiction, the</del> The default timelines for completing the arguments portion of <del>the a</del> Tribunal Decision Plan <u>for a final decision</u> are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide arguments,</li> <li>b) 7 days for the respondent to respond, and</li> <li>c) 5 days for the applicant to reply.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(2)</b> 2) The default timelines for completing the <u>evidence and arguments</u> portion of a Tribunal Decision Plan for a final decision are <ul style="list-style-type: none"> <li>a) 7 days for the applicant to provide <u>evidence and arguments</u>,</li> <li>b) 7 days for the respondent to <del>respond,</del> <u>provide evidence and response arguments,</u> <u>and</u></li> <li>c) 5 days for the applicant to <u>provide</u> reply <u>arguments</u>.</li> </ul>	Rule 7.3(2) was amended to reflect existing tribunal procedure regarding evidence and argument submission.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 7.3(3)</b> 3) For disputes under the tribunal's motor vehicle injury jurisdiction, the default timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan are <ul style="list-style-type: none"> <li>a) 10 days for the applicant to provide <del>submissions</del> <u>arguments</u>,</li> <li>b) 10 days for the respondent to respond, and</li> <li>c) 7 days for the applicant to reply.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(3)</b> [Repealed]	Rule 7.3(3) was repealed to standardize the argument submission timelines across all dispute areas. The tribunal's technological platform uses one timeline, and parties can always ask for extensions if needed.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(4)</b> 4) Unless the case manager directs otherwise, the timelines for completing the <del>submissions</del> <u>arguments</u> portion of the Tribunal Decision Plan start when the case manager notifies the parties that a timeline is starting to run.	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 7.3(4)</b> 4) <del>Unless the case manager directs otherwise,</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(4)</b> 4) The timelines for completing the arguments portion of <del>the a</del> Tribunal Decision Plan <u>for a final decision</u> start when the <del>case manager</del> <u>tribunal</u> 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	<a href="#">Click here</a> to see all changes made this date

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 7.3(5)</b> 5) Unless a claim is for interest or dispute-related fees and expenses, arguments <u>in a Tribunal Decision Plan for a final decision</u> are limited to <ul style="list-style-type: none"> <li>a) 20,000 characters per claim for an applicant's arguments,</li> <li>b) 20,000 characters per claim for a respondent's arguments, and</li> <li>c) 10,000 characters per claim for an applicant's reply.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(5)</b> 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 <ul style="list-style-type: none"> <li>a) 20,000 characters per claim for an applicant's arguments,</li> <li>b) 20,000 characters per claim for a respondent's <u>response</u> arguments, and</li> <li>c) 10,000 characters per claim for an applicant's reply.</li> </ul>	Rule 7.3(5) was amended for clarity.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(6)</b> 6) <u>Arguments are limited to 500 characters per claim in</u> <ul style="list-style-type: none"> <li>a) <u>a claim for contractual or court order interest, or</u></li> <li>b) <u>a claim for dispute-related fees and expenses in a dispute that is not under the tribunal's strata property or motor vehicle injury jurisdiction.</u></li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 7.3(6)</b> 6) Arguments <u>in a Tribunal Decision Plan for a final decision</u> are limited to <del>500</del> <u>2500</u> characters per claim in a) a claim for contractual or court order interest, or b) a claim for dispute-related fees and expenses <del>in a dispute that is not under the tribunal's strata property or motor vehicle injury jurisdiction.</del>	Rule 7.3(6) was amended to standardize the character counts across areas of CRT jurisdiction.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(7)</b> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(7)</b> [Repealed]	Rule 7.3(7) was repealed to standardize the character counts across areas of CRT jurisdiction.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 7.3(8)</b> 8) A party may contact a case manager to request an extension to the timeline for completing the Tribunal Decision Plan and to the limit on the length of <del>submissions</del> <u>arguments</u> .	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	<a href="#">Click here</a> to see all changes made this date

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

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## Rule: 7.4

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

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## Rule: 8.2

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.2</b> How to <u>Issue a</u> Summons <del>a Person to Provide Evidence</del>	The heading for Rule 8.2 was amended to make it simpler.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.2(1)</b> 1) A party must contact the other person <u>or organization</u> in writing to request the evidence, record, or other thing in that person's <u>or organization's</u> control, before issuing a summons.	Rule 8.2(1) was amended for clarity because it is not always a person that information is requested from.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.2(2)</b> 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 <u>tribunal's</u> directions <del>of the tribunal</del> , 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.2(2)</b> 2) If a party requires a person <u>or organization</u> to provide evidence or to produce a record or other thing in that person's <u>or organization's</u> control, the party can issue a summons by <ul style="list-style-type: none"> <li>a) consulting with the case manager,</li> <li>b) completing the summons according to the case manager's directions,</li> <li>c) providing the summons according to the instructions in the Summons Form or the tribunal's directions, and</li> <li>d) including with the summons the fees shown on the Summons Form.</li> </ul>	Rule 8.2(2) was amended for clarity because it is not always a person that information is requested from.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.2(3)</b> [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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 8.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.3 (1)</b> 1) <del>Unless the tribunal decides otherwise</del> , a party may not rely on an expert opinion unless the party provides the expert's evidence to all other parties <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul>	The words "unless the tribunal decides otherwise" were added to Rule 8.3(1) to reflect the tribunal's discretion.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(1)</b> 1) <del>Unless the tribunal decides otherwise</del> , <u>A</u> party may <del>not</del> rely on an expert opinion <del>unless only if</del> the party provides the expert's evidence to all other parties <ul style="list-style-type: none"> <li>a) within 21 days of the case manager notifying the parties that facilitation has ended, or</li> <li>b) the deadline set by the case manager or tribunal member.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(1)</b> 1) A party may rely on expert opinion only if the party <del>provides</del> <u>includes</u> the expert's evidence <del>in to all other parties</del> <ul style="list-style-type: none"> <li>a) <del>within 21 days of the case manager notifying the parties that facilitation has ended, or</del></li> <li>b) the <u>Tribunal Decision Plan</u> by the deadline set by the case manager <del>or tribunal member.</del></li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.3(3)</b> 3) <u>The tribunal may accept</u> expert opinion evidence <del>will only be accepted</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(4)</b> 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 <del>unless the tribunal directs otherwise.</del>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(4)</b> 4) <u>The tribunal may require a</u> A party providing written expert evidence to the tribunal <del>must to</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(5)</b> 5) The <del>case manager</del> <u>tribunal</u> can <ul style="list-style-type: none"> <li>a) direct a party to obtain expert opinion evidence, or</li> <li>b) direct multiple parties to retain a joint expert to produce expert opinion evidence.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.3(7)</b> 7) <del>An</del> <u>The role of an</u> expert giving evidence to the tribunal is <del>there</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(7)</b> 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; <u>and a party generally cannot act as their own expert because the party is not neutral about the dispute's outcome.</u>	Rule 8.3(7) was amended to provide guidance to parties about the impartiality requirement of expert evidence.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(8)</b> 8) A party wishing to challenge another party's expert or expert evidence must notify the tribunal of the reasons for the challenge as part of their Tribunal Decision Plan <del>submissions</del> <u>arguments</u> .	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(9)</b> [Repealed]	Rule 8.3(9) was repealed as it was not necessary.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.3(10)</b> 10) If the tribunal seeks clarification of the report, both the question(s) and the response(s) must be provided in writing and will be disclosed to the parties for <del>submissions</del> <u>arguments</u> .	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(10)</b> [Repealed]	Rule 8.3(10) was repealed as it was not necessary.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.3(11)</b> 11) The tribunal may accept <u>an expert's</u> written <del>reports</del> <del>prepared by an expert report</del> without the <del>need for</del> the expert to attend <u>attending</u> an oral hearing.	Rule 8.3(11) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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Rule: 8.4

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.4</b> Limits on Expert Evidence for <u>Accident Benefit and</u> Motor Vehicle Injury Claims	<p>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.</p> <p>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.</p>	September 1, 2022	<a href="#">Click here</a> to see changes made this date
<b>Rule 8.4(1)</b> 1) In determining whether additional expert evidence is reasonably necessary and proportionate for motor vehicle injury claims the tribunal may consider <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim <del>to be decided by the</del> tribunal <u>must decide</u>,</li> <li>c) the other evidence available,</li> <li>d) the amount claimed,</li> <li>e) the timeliness of the request, and</li> <li>f) any other factors the tribunal considers appropriate.</li> </ul>	Rule 8.4(1) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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<p><b>Rule 8.4(1)</b></p> <p>1) In determining whether additional expert evidence is reasonably necessary and proportionate for <u>accident benefit and</u> motor vehicle injury claims the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim the tribunal must decide,</li> <li>c) the other evidence available,</li> <li>d) the amount claimed,</li> <li>e) the timeliness of the request, and</li> <li>f) any other factors the tribunal considers appropriate.</li> </ul>	<p>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.</p> <p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>
<p><b>Rule 8.4(1)</b></p> <p>1) In determining whether <del>additional expert evidence</del> <u>it is reasonably necessary and proportionate to allow expert evidence from more than one expert</u> for accident benefit and motor vehicle injury claims the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the type of bodily injury or injuries,</li> <li>b) the nature of the claim the tribunal must decide,</li> <li>c) a fee for the report,</li> <li>d) any information or evidence the tribunal wants the expert to consider, and</li> <li>e) the questions to be answered in the report.</li> </ul>	<p>Rule 8.4(1) was amended for clarity.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 8.5

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.5(1)</b> 1) For <del>disputes filed under the tribunal's accident benefit and motor vehicle injury jurisdiction claims</del> 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.	<p>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.</p> <p>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.</p>	September 1, 2022	<a href="#">Click here</a> to see changes made this date
<b>Rule 8.5(2)</b> 2) A party may request that the tribunal order an independent medical examination by <ul style="list-style-type: none"> <li>a) filling out the Independent Medical Examination Request Form, <u>and</u></li> <li>b) paying the required fee.</li> </ul>	Rule 8.5(2) was amended to clarify that both elements of the Rule are required.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.5(4)</b> 4) The tribunal Chair may <ul style="list-style-type: none"> <li>a) create a roster of <u>experts independent health professionals</u> to perform independent medical examinations,</li> <li>b) retain experts from that roster, and</li> <li>c) determine the terms and conditions, including remuneration and reimbursement of expenses, under which an expert may perform an independent medical examination.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.5(5)</b> 5) The tribunal must set the terms of reference for the independent medical examination and report in the order appointing the expert including <ul style="list-style-type: none"> <li>a) the form and content of the report,</li> <li>b) <del>setting</del> any time periods for providing the report,</li> <li>c) <del>setting</del> a fee for the report,</li> <li>d) <del>providing</del> any information or evidence the tribunal wants the expert to consider, and</li> <li>e) the questions to be answered in the report.</li> </ul>	Rule 8.5(5) was amended to remove unnecessary language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 8.5(6)</b></p> <p>6) Except with the written consent of all parties, the tribunal must not appoint an expert to provide an independent medical examination if the expert</p> <ul style="list-style-type: none"> <li>a) has previously examined the injured party,</li> <li>b) is treating or has previously treated the injured party,</li> <li>c) has been consulted in the treatment of the injured party,</li> <li>d) has acted as a consultant to the insurer with respect to the accident,</li> <li>e) is a partner of or practices with an expert described above, or</li> <li>f) <del>appointment could otherwise result in a reasonable apprehension of bias</del> <u>be reasonably viewed as potentially biased.</u></li> </ul>	<p>Rule 8.5(6) was amended to fix a grammatical issue with the rule.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>
<p><b>Rule 8.5(8)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) direct the expert to reschedule the examination of the party and give the party notice of the rescheduled examination,</li> <li>b) direct the expert to provide a report without examining the party, or</li> <li>c) find the party <del>to be in non-compliance</del> <u>non-compliant</u> and decide the dispute without the report.</li> </ul>	<p>Rule 8.5(8) was amended to put it in more plain language.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.5(9)</b> 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 <del>independent medical examination</del> report.	Rule 8.5(9) was amended to remove an unnecessary phrase.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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Rule: 8.6

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 8.6</b> Costs of Expert Evidence <del>in a</del> <u>for Accident Benefit and Motor Vehicle Injury Dispute Claims</u></p>	<p>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.</p> <p>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.</p>	September 1, 2022	<a href="#">Click here</a> to see changes made this date
<p><b>Rule 8.6(1)</b> 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</p> <ul style="list-style-type: none"> <li>a) completing the Independent Medical Examination Request Form,</li> <li>b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and</li> <li>c) providing any other information <del>requested</del> <u>by the tribunal requests</u>.</li> </ul>	Rule 8.6(1) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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<p><b>Rule 8.6(1)</b></p> <p>1) A party who cannot afford to pay the cost of obtaining expert evidence in <del>a</del> <u>an accident benefit or motor vehicle injury dispute claim</u> may request that the tribunal order an independent medical examination and that another party pay the cost of obtaining the independent medical examination by</p> <ul style="list-style-type: none"> <li>a) completing the Independent Medical Examination Request Form,</li> <li>b) completing the steps required by the cost waiver section of the Independent Medical Examination Request Form, and</li> <li>c) providing any other information the tribunal requests.</li> </ul>	<p>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.</p> <p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>
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## Rule: 8.7

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 8.7(1)</b> 1) <u>If the tribunal orders an oral hearing, a party must produce a witness list containing the names of the witnesses that the party intends to use to provide evidence at the oral hearing, and any other information about the witnesses required by the tribunal.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.7(1)</b> 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 <u>the tribunal requires</u> about the witnesses <del>required by the tribunal</del> .	Rule 8.7(1) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.7(2)</b> 2) <u>Each party will be given 7 days to provide their witness list to the tribunal, unless the tribunal orders otherwise.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 8.7(2)</b> 2) Each party will be given 7 days to provide their witness list to the tribunal, <del>unless the tribunal orders otherwise.</del>	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	<a href="#">Click here</a> to see all changes made this date

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

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## Rule: 8.8

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 8.8 – Orders to Produce Evidence</b></p> <ol style="list-style-type: none"> <li>1) <u>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.</u></li> <li>2) <u>To request an order, the party must discuss the request with the case manager, who may require the party to submit</u> <ol style="list-style-type: none"> <li>a) <u>the list of records sought,</u></li> <li>b) <u>the identity of the person who may have the records,</u></li> <li>c) <u>contact information for the person, and</u></li> <li>d) <u>any other information the case manager thinks is relevant.</u></li> </ol> </li> <li>3) <u>Before the tribunal makes an order to produce records, the case manager</u> <ol style="list-style-type: none"> <li>a) <u>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</u></li> <li>b) <u>may contact the person who may have the records to seek their position on the proposed order.</u></li> </ol> </li> <li>4) <u>Before the tribunal makes an order to produce records, the tribunal will invite submissions</u></li> </ol>	<p>New Rule 8.8 was added to set out a process for when a party wants the tribunal to make an order to produce documents against a person who is not a party to the dispute.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><u>regarding the proposed order sought from the person who may have the records and the parties to the dispute.</u></p> <p>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 produce the records.</u></p>			

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## Rule: 9.1

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 9.1(2)</b> 2) A tribunal hearing will generally be held in writing <del>unless the tribunal orders otherwise.</del>	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(3)</b> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(4)</b> 4) An oral hearing may be conducted by telephone, <u>by</u> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(4)</b> 4) An oral hearing may be conducted by telephone, by videoconference, or in <del>person</del> <u>extraordinary circumstances and where required by the interests of justice, in person.</u>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 9.1(5)</b> <u>5)</u> In considering whether to hold an oral hearing <u>that is</u> in person, the tribunal may consider whether the nature of the dispute or extraordinary circumstances <del>that</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(5)</b> [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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(6)</b> <u>6)</u> <del>Unless the tribunal orders otherwise,</del> 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.1(6)</b> 6) To request an oral hearing a party must <del>indicate</del> <u>inform the reasons for their case manager of the request in during the Tribunal Decision Plan case management phase.</u>	Rule 9.1(6) was amended to revise the timing for requesting an oral hearing.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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## Rule: 9.2

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

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## Rule: 9.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 9.3</b> 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 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 was previously Rule 9.2; numbering was altered due to the addition of the new Rule 9.1, but the text was not changed.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.3(2)</b> 2) In small claims disputes the tribunal will provide any <del>Orders</del> <u>orders</u> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.3(2)</b> [Repealed]	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.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 9.3(3)</b> 3) The <del>tribunal</del> 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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 9.4

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.			
<b>Rule 9.4(1)</b> 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 <u>any affected minors including minor parties</u> , 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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.4(2)</b> 2) <u>In considering how to protect the privacy interests of parties and non-parties, the tribunal will also consider the <a href="#">CRT Access to Information and Privacy Policy</a>.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.4(3)</b> 3) An order for a party to pay money to another party that is a <del>child</del> <u>minor</u> can include a requirement to make the payment to <ul style="list-style-type: none"> <li>a) the Public Guardian and Trustee on behalf of that <del>child</del> <u>minor</u>, or</li> <li>b) a trustee appointed under section 179 of the <i>Family Law Act</i>.</li> </ul>	Rule 9.4(3) was amended to change "child" to "minor".	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.4(4)</b> 4) An order for a party to pay money to a party who is <del>a person</del> <u>an adult</u> with impaired mental capacity can include a requirement	Rule 9.4(4) was amended for clarity.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p>a) to make the payment to the committee of estate, the representative appointed in a representation agreement, or the attorney appointed in an enduring power of attorney, for that person,</p> <p>b) to make the payment to the party's legal representative, or</p> <p>c) if there is no committee of estate, representative appointed in a representation agreement, or attorney appointed in an enduring power of attorney for that person, to make the payment to the Public Guardian and Trustee.</p>			
<p><b>Rule 9.4(5)</b></p> <p>5) <u>An order for a party to pay money will be made in Canadian currency (CAD).</u></p>	<p>New Rule 9.4(5) was added to specify that tribunal orders will be made in Canadian currency.</p>	<p>May 1, 2023</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 9.5

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

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p>order one party to pay to another party fees charged by a lawyer or other representative.</p> <p>4) To determine whether, and to what degree, to order fees charged by a lawyer or other representative be paid by one party to another party, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul> <p>5) <u>Except in extraordinary circumstances, the tribunal will not order one party to pay another party compensation for time spent dealing with the tribunal proceeding.</u></p>			
<p><b>Rule 9.5(1)</b></p> <p>1) If a dispute is not resolved by agreement, and a tribunal member makes a final decision, the <u>tribunal member will usually order the unsuccessful party</u> <del>will usually be required</del> to pay the successful party's tribunal fees and reasonable dispute-related expenses <del>unless the tribunal member decides otherwise.</del></p>	<p>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.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 9.5(2)</b> 2) A final decision or order can also include a requirement for one party to pay to another party in the dispute <del>some or all of</del> <ul style="list-style-type: none"> <li>a) any tribunal fees paid by the other party in relation to the dispute,</li> <li>b) any fees and expenses paid by a party in relation to witness fees and summonses, and</li> <li>c) any other reasonable expenses and charges that the tribunal considers directly related to the conduct of the tribunal process.</li> </ul>	Rule 9.5(2) was amended to remove an unnecessary phrase.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 9.5(3)</b> 3) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process <del>unless except the tribunal has the discretion to make such an order if</del> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal's motor vehicle injury jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal's jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees <u>that a lawyer has charged</u> <del>by a lawyer or other representative.</del></li> </ul>	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.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 9.5(3)</b></p> <p>3) The tribunal will not order one party to pay to another party any fees a lawyer has charged in the tribunal dispute process, except the tribunal has the discretion to make such an order if</p> <ul style="list-style-type: none"> <li>a) the dispute is under the tribunal's <del>motor vehicle injury</del> <u>accident claims</u> jurisdiction, or</li> <li>b) the dispute is under another area of the tribunal's jurisdiction, and the tribunal determines that there are extraordinary circumstances which make it appropriate to order one party to pay to another party fees that a lawyer has charged.</li> </ul>	<p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>
<p><b>Rule 9.5(4)</b></p> <p>4) To determine whether, <del>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</del> <u>charged</u> to another party, the tribunal may consider</p> <ul style="list-style-type: none"> <li>a) the complexity of the dispute,</li> <li>b) the degree of involvement by the representative,</li> <li>c) whether a party or representative's conduct has caused unnecessary delay or expense, and</li> <li>d) any other factors the tribunal considers appropriate.</li> </ul>	<p>Rule 9.5(4) was amended 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 more plain language.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 10.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 10.1(1)</b> 1) A party may request <del>ask</del> the <del>cancellation of</del> <u>tribunal to cancel</u> a final decision or order that was made when that party was in default or <del>failed to comply with the Act, rules or regulations</del> <u>non-compliant</u> by <ul style="list-style-type: none"> <li>a) completing and submitting the Request for Cancellation of Final Decision or Dismissal Form,</li> <li>b) providing a completed Dispute Response Form if one has not already been provided to the tribunal,</li> <li>c) providing evidence to support their request,</li> <li>d) paying the required fee, and</li> <li>e) following any other directions <del>provided by</del> the tribunal <u>provides</u>.</li> </ul>	Rule 10.1(1) was amended to put it in more plain language and to replace a longer phrase with a simpler word.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 10.1(2)</b> 2) <u>Unless the tribunal orders otherwise, a party requesting cancellation of a final decision or order that was made when that party was in default or failed to comply with the Act, rules or regulations must apply to cancel the decision or order within 28 days after the party is considered to have received notice of the decision or order.</u>	New Rule 10.1(2) was added to balance potential prejudice to an applicant associated with the amendments to the CRT Rules on April 1, 2019 which allow the tribunal to serve the Dispute Notice and instructions for response in most disputes.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 10.1(2)</b></p> <p>2) <del>Unless the tribunal orders otherwise,</del> A party requesting cancellation of a final decision or order that was made when that party was in default or <del>failed to comply with the Act, rules or regulations</del> <u>non-compliant</u> 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.</p>	<p>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.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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## Rule: 10.2

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 10.2(1)</b> 1) In reviewing the request for cancellation, a tribunal member will consider <u>whether</u> <del>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,</del> <del>b) whether the party making the request was acting in good faith,</del> <del>c) evidence supporting the request,</del> a) <u>the requesting party's failure to respond to the Dispute Notice or to comply with the Act, rules or regulations was willful or deliberate,</u> b) <u>the request was made as soon as reasonably possible after the requesting party learned about the decision and order, and</u> c) <u>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.</u> <del>d) if there is any delay in submitting the request for cancellation, the reason for that delay, along with evidence for the delay.—</del>	<p>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.</p> <p>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).</p> <p>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).</p> <p>Rule 10.2(1)(d) was repealed.</p>	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 10.2(1)</b> 1) In reviewing <del>the a</del> request for cancellation, a tribunal member will consider whether <ul style="list-style-type: none"> <li>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,</li> <li>b) the request was made as soon as reasonably possible after the requesting party learned about the decision and order, and</li> <li>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,<del>in the case of a default decision.</del></li> </ul>	Rule 10.2(1) was amended to clarify and reflect that a request for cancellation may be made following a non-compliance decision or a default decision.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 10.2(2)</b> [Repealed]	Rule 10.2(2) was repealed and replaced with a new Rule.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 10.2(2)</b> 2) <u>The requesting party has the burden to provide sufficient evidence on the factors above.</u>	New Rule 10.2(2) was added to clarify that the party who requests cancellation must provide sufficient evidence on the factors the tribunal will consider.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Rule: 10.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 10.3(1)</b> 1) If the decision and order are cancelled, the tribunal will <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the <u>participating</u> parties for resolution of the dispute.</li> </ul>	The word “participating” was added to Rule 10.3(1) because the tribunal will not provide direction to non-participating parties for resolution of the dispute.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 10.3(1)</b> 1) If the <u>tribunal cancels the</u> decision and order <del>are cancelled</del> , the tribunal will <ul style="list-style-type: none"> <li>a) accept the Dispute Response Form as a Dispute Response,</li> <li>b) provide the Dispute Response to all parties, and</li> <li>c) provide further direction to the participating parties <del>for resolution of</del> <u>to resolve</u> the dispute.</li> </ul>	Rule 10.3(1) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 10.3(1)</b> 1) If the tribunal cancels the decision and order, the tribunal will <ul style="list-style-type: none"> <li><del>a) accept the Dispute Response Form as a Dispute Response,</del></li> <li><del>b) provide the Dispute Response to all parties, and</del></li> <li>a) provide further direction to the participating parties to resolve the dispute, <u>and</u></li> <li>b) <u>in the case of a default decision, accept the Dispute Response Form as a Dispute Response and provide the Dispute Response to all parties.</u></li> </ul>	Rule 10.3(1) was amended to more accurately reflect the tribunal process.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date
<b>Rule 10.3(2)</b> 2) <u>If the tribunal decides that not all of the respondents who are in default have established that the decision and order should be cancelled against them, the tribunal may find those respondents non-compliant and proceed with the dispute resolution process without the participation of the non-compliant respondents.</u>	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	<a href="#">Click here</a> to see all changes made this date
<b>Rule 10.3(2)</b> [Repealed]	Rule 10.3(2) was repealed to more accurately reflect the tribunal process.	May 1, 2022	<a href="#">Click here</a> to see all changes made this date

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## Rule 11.1

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

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## Rule: 12.1

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 12.1(1)</b> 1) <u>Public requests for information and access to records are governed by the CRT Access to Information and Privacy Policy.</u>	New Rule 12.1(1) was added to provide for the CRT Access to Information and Privacy Policy.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(1)</b> 1) <del>Public</del> <u>The CRT Access to Information and Privacy Policy governs public requests for information and access to records are governed by the</u> <del>CRT Access to Information and Privacy Policy.</del>	Rule 12.1(1) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(2)</b> 2) A person who wants to know the names of parties, or any other information in a tribunal dispute that is not already publicly available through the tribunal or another public website, can ask the tribunal for that information by <ol style="list-style-type: none"> <li>completing the Public Information Request Form, and</li> <li>paying the required fee.</li> </ol>	Rule 12.1(2) was previously Rule 12.1(1); numbering was altered due to the addition of the new Rule 12.1(1), but the text was not changed.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 12.1(2)</b></p> <p>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</p> <ul style="list-style-type: none"> <li>a) completing the <del>Public Information Claim</del> Record Request Form, and</li> <li>b) paying the required fee.</li> </ul>	Rule 12.1(2) was amended for clarity.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<p><b>Rule 12.1(3)</b></p> <p>3) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the information can be obtained by the requestor from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to provide to the requestor, and</li> <li>f) can make an order setting out any limitations on the use or handling of any information it chooses to release.</li> </ul>	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	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><b>Rule 12.1(3)</b></p> <p>3) In reviewing a public information request the tribunal</p> <ul style="list-style-type: none"> <li>a) must consider whether the <u>person making the request can obtain the</u> information <del>can be obtained by the requestor</del> from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to <del>provide to the requestor</del> <u>disclose</u>, and</li> <li>f) can make an order setting out any limitations on the use or handling of any information it chooses to <del>release</del> <u>disclose</u>.</li> </ul>	<p>Rule 12.1(3) was amended to put it in more plain language and use more consistent language.</p>	<p>May 1, 2021</p>	<p><a href="#">Click here</a> to see all changes made this date</p>

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 12.1(3)</b> 3) In reviewing a <del>public information</del> <u>claim record</u> request the tribunal <ul style="list-style-type: none"> <li>a) must consider whether the person making the request can obtain the information from another publicly available source,</li> <li>b) must consider the privacy of any person whose information might be the subject of the request,</li> <li>c) must maintain confidentiality of settlement discussions in all open or closed tribunal disputes, unless otherwise required by law,</li> <li>d) must consider the interests of justice and fairness, both for the person making the request and for any person whose information would be disclosed,</li> <li>e) can redact any part of the information it decides to disclose, and</li> <li>f) can make an order setting out any limitations on the use or handling of any information it chooses to disclose.</li> </ul>	Rule 12.1(3) was amended for clarity.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(4)</b> 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.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(5)</b> 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.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date

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AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 12.1(6)</b> 6) <u>Unless the tribunal orders otherwise, medical information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute.</u>	New Rule 12.1(6) was added to protect the privacy and sensitive medical information of parties to CRT disputes.	January 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(6)</b> 6) Unless the tribunal orders otherwise, medical <u>and employment</u> information or evidence submitted to the tribunal by a party or through an independent medical examination will not be disclosed to a person or organization that is not a party to the dispute or used for any purpose other than one related to the tribunal dispute.	Rule 12.1(6) has had the words “and employment” added. This is to include employment records in the class of information which the tribunal typically will not disclose to people or organizations that are not parties to the CRT dispute.	May 1, 2020	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(6)</b> 6) <del>Unless</del> <u>If</u> the tribunal <del>orders otherwise, medical and employment receives</del> information or evidence <del>submitted to the tribunal by</del> <u>related to a party's health or employment status from</u> a party or through an independent medical examination, <del>the tribunal will not be disclosed</del> <u>disclose it</u> to <del>a person or organization that is not a</del> <u>any non-party</u> to the dispute or <del>used</del> <u>use it</u> for any purpose <del>other than one related</del> <u>unrelated</u> to the tribunal dispute.	Rule 12.1(6) was amended to put it in more plain language.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.1(6)</b> [Repealed]	Rule 12.1(6) was repealed as it is already addressed by the tribunal's Access to Information and Privacy Policy.	May 1, 2023	<a href="#">Click here</a> to see all changes made this date

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## Rule: 12.3

AMENDED RULE	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<b>Rule 12.3(1)</b> 1) <del>A</del> <u>The tribunal officer</u> can validate a record or other document by <ol style="list-style-type: none"> <li>including text on a copy of the document saying it is validated, and</li> <li>including a signature on a copy of the document.</li> </ol>	Rule 12.3(1) was amended to make the reference to the tribunal more consistent with the other rules.	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.3(2)</b> 2) <del>A</del> <u>The tribunal may use an electronic signature on to validate a validated record or other document produced by the tribunal can be applied electronically.</u>	Rule 12.3(2) was amended to put it in more plain language and make it more consistent with Rule 12.3(1).	May 1, 2021	<a href="#">Click here</a> to see all changes made this date
<b>Rule 12.3(3)</b> 3) A person who wants to obtain a validated copy of a tribunal <u>record or other</u> document must <ol style="list-style-type: none"> <li>provide the information required for the request, and</li> <li>pay the required fee.</li> </ol>	Rule 12.3(3) was amended to make it more consistent with Rule 12.3(1).	May 1, 2021	<a href="#">Click here</a> to see all changes made this date

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## Glossary

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

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

AMENDED DEFINITION	RATIONALE	AMENDMENT DATE	LINK TO VIEW LIST BY DATE
<p><del>“Accident claim” in the Act is the same as “motor vehicle injury” in the rules.</del></p> <p><u>“Accident benefits claim” means a claim under section 133(1)(a) of the Act.</u></p> <p><u>“Accident claims jurisdiction” means claims under Part 10 – Division 7 of the Act.</u></p> <p><u>“Motor vehicle injury claim” means a claim under section 133(1)(b) or (c) of the Act.</u></p>	<p>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.</p>	<p>September 1, 2022</p>	<p><a href="#">Click here</a> to see changes made this date</p>

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