

Request to Cancel a Default Decision Procedures

Date Created: October 12, 2022

Take Ownership of the Dispute and Update DRS

1. Update status and owner of the dispute
 - a. On Drs main page select edit
 - b. In 'change owner' field start typing your name
 - c. Scroll down to 'Status/Stage'
 - d. In status field change to 'Review'
 - e. In sub status field change to 'Cancellation Request'
 - f. Select save
2. Update task
 - a. On Drs main page scroll down to the task on the right hand side
 - b. If there is a task named "Send VO or Send Default VO", edit it to change the subject to "Cancellation rec'd – Send Default VO" **No other changes to the task**
 - c. If the task is already completed you don't need to do anything
 - d. It is important that this task stays -do not complete it or delete it accidentally when setting your own tasks throughout this process
3. Update respondents email address
 - a. On Drs main page, in claim party groups, select the respondents C-#
 - b. Scroll down to the 'communication section'
 - c. Click on the little pencil beside the email field
 - d. Copy and past the respondents email address from your communications
 - e. Select save

Confirm Cancellation Documents

4. Create an outlook folder in your outlook cancellations sub folder named the dispute number for your communications
5. Open the documents in the email from the party and confirm that the 'Request to Cancel the Default Decision Form' is filled out and signed.
 - a. If the form is not filled out correctly send back to the party with a request to correct and re-send to you.
6. Confirm there is a 'Dispute Response form' IF there is more than one respondent, only 1 cancellation form and fee needs to be paid, but you DO NEED A DISPUTE RESPONSE FROM EACH NON-RESPONSIVE PARTY
 - a. If the party was in default due to Non-Compliance you do not need to get a dispute response form and will use the one they already have submitted.

7. If the Dispute Response Form is not provided or filled out correctly, respond to the requestors email attaching the appropriate Dispute Response Form, using the [Dispute Response Form Required](#) email template.
 - a. Click reply on the requestors email.
 - b. Copy 'response form required' template into body of the email
 - c. Update the highlighted areas
 - d. Due date is 1 week
 - e. Attach proper Dispute Response Form
 - i. [Dispute Response Form Person](#)
 - ii. [Dispute Response Form -Business or Organization](#)
 - iii. [Dispute Response Form Strata](#)
 - f. Send the email
 - g. Move your sent email to your outlook folder
 - h. Create a task named 'Cancellation Response Notice due' with the 1 week due date

Dispute Response Form Required

Dear (insert requestors full name)

The CRT (Civil Resolution Tribunal) has received your request for cancellation of Tribunal Decision: SX-20XX-00XXXX.

The CRT requires that a Dispute Response form be completed and submitted with a request for cancellation. If a tribunal member decides to cancel the default decision, the CRT will process the Dispute Response and the dispute will immediately be moved to the Facilitation stage of the CRT process.

What you must do

Complete the attached response form. For your convenience a copy of the dispute notice is also attached. Please disregard the instructions which state that you can reply online within 14 days – you must use the attached form and send it by email or fax, within 5 business days, The \$25 response fee is waived.

Deadline

Please provide this information to the CRT by email to hearings@crtbc.ca before [due date].

What happens if not done

If the CRT does not receive the completed Response Form, it will not be able to process your request. If you have any questions, you may contact the CRT through email at hearings@crtbc.ca .

Thank you,

