

CONSUMER PROTECTION ACT 1999
TRIBUNAL FOR CONSUMER CLAIMS PROCEDURE
(SERVICE OF NOTICE OR DOCUMENT THROUGH E-MAIL) 2024

IN exercise of powers conferred by section 109A of the Consumer Protection Act 1999 [Act 599] and paragraph 15(1)(c) of the Consumer Protection (The Tribunal for Consumer Claims) Regulations 1999 [P.U. (A) 479/1999], the Tribunal for Consumer Claims makes the following procedure:

Citation and commencement

1. (1) This procedure may be cited as the **Tribunal for Consumer Claims Procedure (Service of Notice or Document through e -mail) 2024.**

(2) This Procedure comes into operation on 15 August 2024.

Service through e-mail

2. (1) Any notice or document required to be served to any person by electronic communication under paragraph 15(1)(c) of P. U. (A) 479/1999 shall be served through e-mail to such person.

(2) Any notice or document that has been served through e-mail shall be deemed to has been duly served to any person—

(a) if such person is an individual, when the notice or document is served to the last known e-mail address of the individual which has been obtained from such individual in writing or from any other sources as the Tribunal thinks fit;

(b) if such person is a company, body corporate or society, when the notice or document is served to the last known e-mail address of such

company, body corporate or society which has been obtained from such company, body corporate or society or the website or official documents belonging to such company, body corporate or society; or

(c) if such person is a firm, when the notice or document is served to the last known e-mail address of such sole proprietor or partner of the firm which has been obtained from such firm or website or official documents belonging to such firm.

(3) Any notice or document served under subparagraph (2) shall complete together with any information or other documents as required under P.U. (A) 479/1999 when such service is made.

Period of service

3. Any notice or document served through e-mail to any person under this Procedure shall be served—

- (a) by the parties on working days from 8.00 a.m to 6.00 p.m.; and
- (b) at least fourteen days before the date of the hearing.

Hardcopy

4. Any person who served the notice or document through e-mail under this Procedure shall submit a hardcopy of the e-mail to the Tribunal before or on the day of hearing of the claim.

Proof of service of notice or document

5. At the hearing of the claim, the President may require any party to the proceeding to provide any other proof which the President considers reasonable as proof that the notice or document has been duly served.