Overview of Pre-Action Protocol for Debt Claims



Letter of Claim

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30 days for Debtor to send Reply Form

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Reply Form received?

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YES

NO

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(min) **30 days** to resolve matters with the Debtor by

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- allowing time to take debt advice (if

requested)

- consider instalment proposals and

provide reasons in writing if

rejected,

- provide copies of any documents

requested within 30 days.

- take steps to settle the matter and

consider Alternative Dispute

Resolution

↓ Matter resolved?

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YES

NO

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14 days' Notice of Intention to Issue Court proceedings

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ISSUE PROCEEDINGS



ISSUE PROCEEDINGS

14 days' Notice of intention to issue Court

Proceedings

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