



ANSR Dispute Resolution
ansr.com.au
resolve@ansr.com.au
0414 456 474
PO Box 6250 Halifax Street
Adelaide SA 5000

Instruction Form

The purpose of this Instruction Form is to allow ANSR Dispute Resolution to:

- receive your preliminary instructions in the most time and cost effective manner;
- seek any further information or documents that may be required; and
- deliver an ANSR Dispute Resolution Plan that is specific to your dispute and your needs.

You or your trusted advisor are welcome to contact ANSR Dispute Resolution to discuss any questions you may have regarding this Instruction Form, including how much detail and the types of documents that may be required to enable us to complete and deliver your dispute specific ANSR Dispute Resolution Plan.

You or your trusted advisor are also welcome to contact ANSR Dispute Resolution to arrange a face-to-face meeting or teleconference with one of our advisors if you would prefer to discuss your matter with us before or as an alternative to completing this Instruction Form.

It is important to us that clients feel they have control of all aspects of their matter, including how they provide instructions and receive advice. Although ANSR Dispute Resolution is here to deliver specialist services and expert advice, we recognise that it is a team effort and that you, the client, must feel comfortable with the process each step of the way.

Your details

Full Name

Email

Telephone

Preferred method of communication

☐ Phone ☐ Email ☐ In person ☐ Post

Residential or Business Address

Suburb

Postcode

Postal Address (if different to your Residential or Business Address) Suburb

Postcode

Name(s) of any business, company, trust, organisation, association etc. that is relevant to the matter

Capacity in which you are a party to the dispute (eg. personal, business owner, director, shareholder, trustee, CEO, manager, chairperson, member, executor, administrator, beneficiary, employee, landlord, tenant, vendor, purchaser, etc.)

Your Trusted Advisor's details

Full Name

Business Name

Telephone

Email

Residential or Business Address

Suburb

Postcode

Postal Address (if different to their Residential or Business Address)

Suburb

Postcode

Details of other party/parties

Name 1

Name 2

Name(s) of any business, company, trust, organisation, association etc. that is relevant to the matter

Capacity in which the other party/parties are involved in the dispute (eg. personal, business owner, director, shareholder, trustee, CEO, manager, chairperson, member, executor, administrator, beneficiary, employee, landlord, tenant, vendor, purchaser, etc.)

***If, for any reason, ANSR Dispute Resolution is unable to accept your instructions (eg. where we have acted for, or in respect of matters involving, the other party or parties), you will be notified of this immediately, with your instructions and any documents received by us destroyed and returned unread.**

Dispute details

Nature of dispute

Examples being:

contract, corporations law (including duties of directors and shareholders), trusts, partnership, real property (including sale and purchase, caveats, liens, constructive trusts, equity and access), commercial and residential tenancies, building and construction, consumer protection, defamation, professional negligence, financial services, employment, deceased estates. These are examples only.

The pathways recommended and methods practiced by ANSR Dispute Resolution apply to all types of disputes.

Issue(s) in dispute

A series of dot points, or no more than two or three short paragraphs, is recommended. This should include details of any financial loss that has been or may be suffered by you, the other party and/or any third party.

Timeline of events

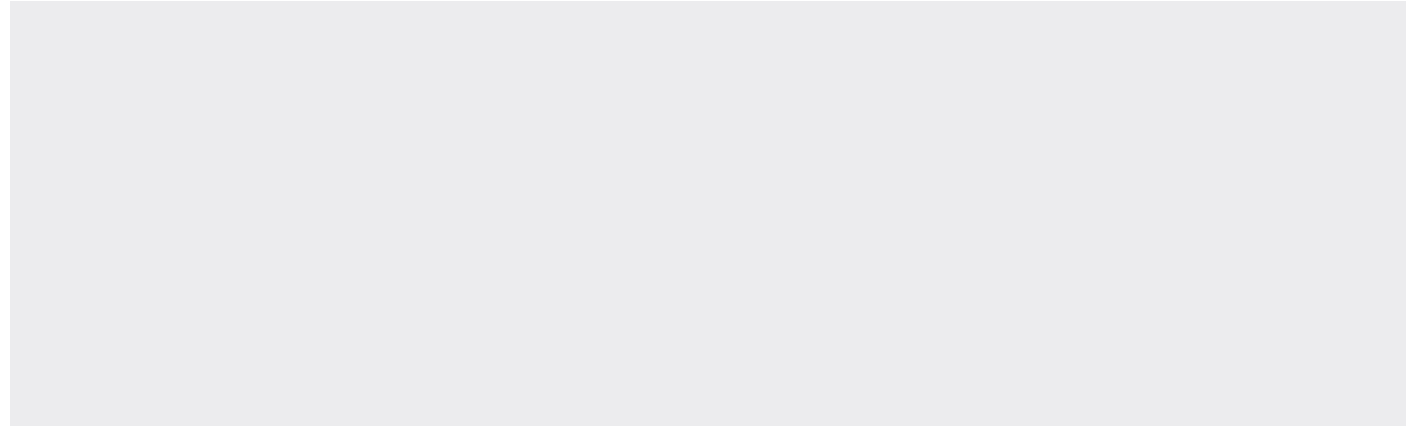
Highlight any significant event or events, including any events that may have caused or exacerbated the dispute. Again, a series of dot points or brief paragraphs is recommended.

Important dates

Can be past or future, and should include any deadlines or time limits that may adversely impact each or any of the parties, or the dispute resolving.

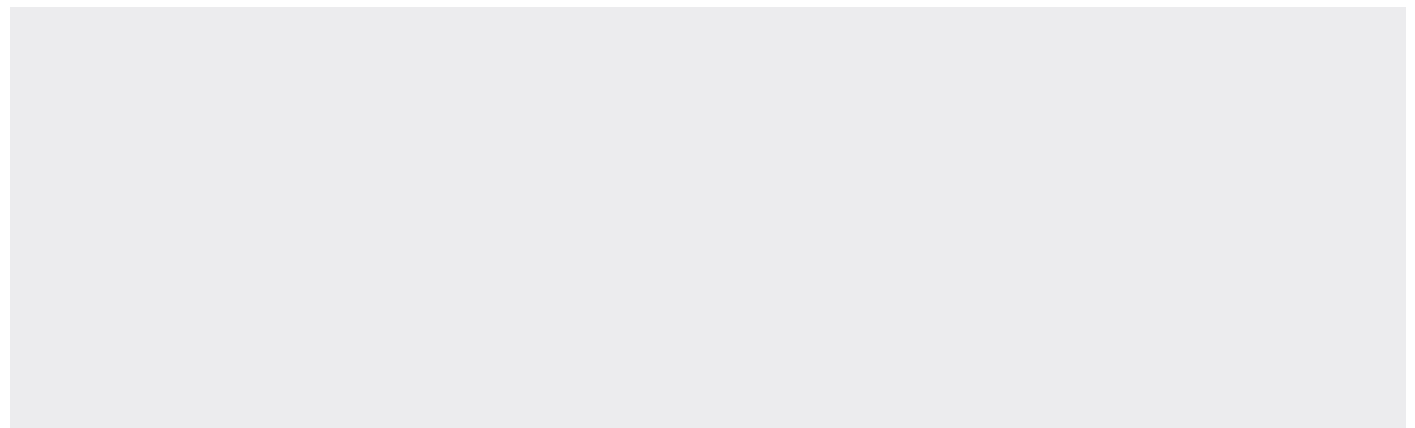
Your primary needs, interests and objectives

Considerations may include time (whether this be urgency or a need for further time), money, asset protection, costs sensitivities, interruption to personal or professional life, your health or the health of others, interruption to business, limited or restricted resources, impact on unrelated matters, maintaining personal or professional relationships, confidentiality, reputation. Again, these are examples only. ANSR Dispute Resolution recognises that the needs, interests and objectives of parties in dispute will be many and varied, and that all disputes are unique.



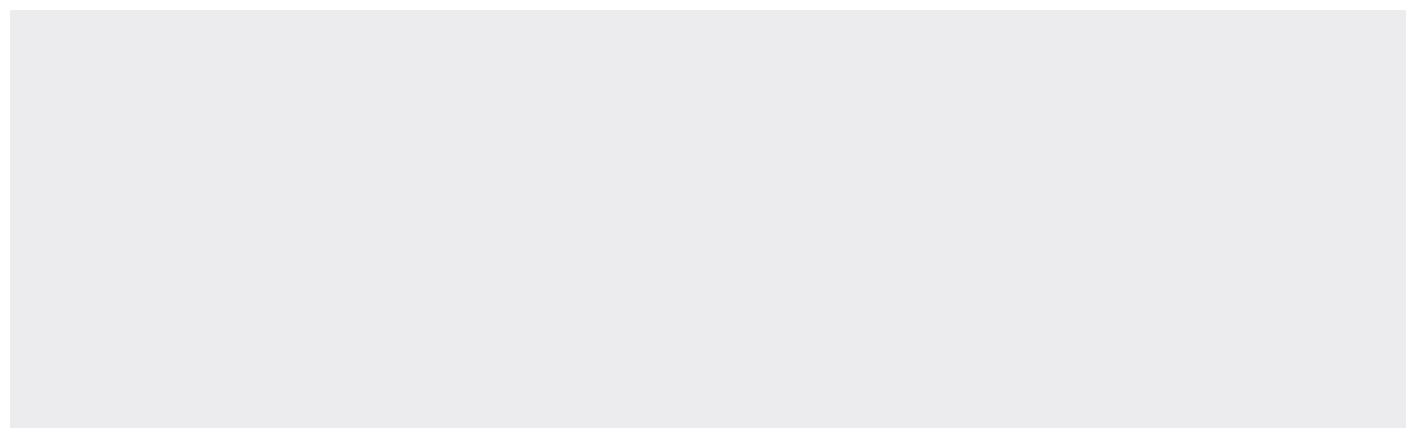
Primary needs, interests and objectives of the other party/parties (or what you understand them to be)

See above for examples. Again, the examples provided are not intended to be exhaustive.



Other relevant matters

This may include a description of party dynamics (including any alliances or preexisting conflict), individual backgrounds and circumstances (including education, professional experience and expertise, family, financial, medical, cultural, social etc.) and historical events that may inform the parties' behaviours and approach to the current dispute.



Other documents to be supplied

Primary documents

List and provide copies of all documents that record the rights, entitlements and obligations of you and all other relevant parties. This may include quotations, contracts, invoices, delivery receipts, building plans, warranties, policies of insurance, company searches, company constitutions, articles of association, partnership agreements, joint venture agreements, trust deeds, certificates of title, sale and purchase agreements, leases, insurance policies, defamatory publications, retainers for professional services, employment agreements, wills, statements of assets and liabilities, powers of attorney and guardianship, advanced care directives, mortgage, security and loan documents and financial statements. Again, this list is not intended to be exhaustive.

Secondary documents

List all documents that you consider to be relevant to the dispute, including any documents that record important events leading to the dispute or that signal or mark the beginning of the dispute. This may include written communications (eg. letter, facsimile, email, SMS, social media posts), minutes of meetings, internal or external reports, formal complaints or notifications, diary entries, timesheets, written authorisations, handwritten notes, records of discussions and details of any negotiations. Copies of secondary documents need not be provided unless central to the dispute. ANSR Dispute Resolution will request copies of any secondary documents as and when required.

How to submit this form

Please return this completed form, along with any relevant documents, by one of the methods outlined below.

Lodge online

www.ansr.com.au

Return via email

resolve@ansr.com.au

Return via post

PO Box 6250
Halifax Street
Adelaide SA 5000

Return in person

Call 0414 456 474
to arrange a meeting

Disclaimer

The content of this Instruction Form:

- is for general information purposes only;
- does not include or constitute legal advice; and
- should not be relied upon as legal advice.

A solicitor / client relationship will not be established between ANSR and its clients until mutually agreed terms of engagement or mediation agreement have been signed and returned by the client(s).