# **Template 2: Letter of notice regarding a Disputes Tribunal hearing**

Dear [seller] team,

**Re: [insert description of product / service you purchased] [insert reference number if you were provided one]**

I am writing again regarding my problem with [item]. [One line summary of the problem and what you would like from the seller e.g. “I am requesting a refund of $200 as the blender I bought from your Queen Street store arrived with a faulty plug”]. I have contacted you on [number] previous occasions about this issue, on [list dates and times of previous communications].

If I do not *(select one)* [receive a response from you / receive [solution that you are seeking]] by [date], I will file a claim with the Disputes Tribunal.

I plan to claim for a total of [amount]. I am claiming [amount] to compensate for [item]. This attracts a filing fee of *(select one number and delete the brackets (for claims under $XXX))* [$45 (for claims under $2,000) / $90 (for claims between $2,000 and $5,000) / $180 (for claims between $5,000 and $30,000)].

You and I will have the opportunity to be heard by the Tribunal. By escalating this matter to the Disputes Tribunal, I am confident that we will be able to settle this issue reasonably quickly and with certainty.

I am happy to complete the claim form if you can provide me with the following details:

• **Your Organisation/Company Name**

**• Your Organisation/Company Contact Name:**

**• Your Addresses**

**• Your Phone Numbers:**

**• Your Email:**

**• Your Company Secretary’s Name:**

**• Your Company Secretary’s Email:**

If you wish to counter-claim, you can use the CIV which will be provided to you when I file the claim.

Please let me know if you need any details from me so we can settle this matter quickly. I look forward to meeting your team in person at the Disputes Tribunal.

Yours sincerely,

[Name]