



Guide to Virtual Hearings

FINANCIAL AND
CONSUMER SERVICES
tribunal
DES SERVICES FINANCIERS ET
DES SERVICES AUX CONSOMMATEURS



Introduction

Virtual hearings at the Tribunal may be conducted by videoconference or teleconference. The hearing panel will determine which form of hearing is appropriate. Virtual hearings require civility, professionalism, cooperation, communication and collaboration between parties, both before and during the hearing. Parties are expected to communicate and work cooperatively with each other and the hearing panel to ensure that the hearing is conducted in a just, expeditious and cost-effective manner.

Public access

Media and members of the public may listen or observe both teleconference and videoconference hearings. A member of the media or public who wishes to observe a videoconference hearing or to listen to a teleconference hearing may email their request to the Registrar at registrar-greffier@tribunalnb.ca at least two business days in advance of the hearing, indicating their name, email address and the hearing they wish to listen to. The Registrar will provide the requestor with dial-in information and instructions on how to listen to the proceeding. We may not be able to accommodate requests received less than two business days in advance of the hearing. Media and members of the public will be muted by the Registrar in all virtual hearings. For videoconference hearings, media and members of the public will also have their cameras turned off. They will be able to listen (teleconference and videoconference) and view the hearing panel and the party making submissions (videoconference only).

Technical requirements for videoconference hearings

Videoconferences may be accessed using the following camera-enabled devices: PC desktop or laptop computer, Mac desktop or laptop computer, or an Android, Apple or Windows mobile device. Your device must meet the system requirements outlined in Appendix A, “Technical requirements for videoconference hearings.” Parties to a proceeding and their witnesses will be contacted by the Registrar in advance of their hearing to schedule a trial run, at which the parties and witnesses can test their devices and internet connection.

Visual or audio recording

It is prohibited to make a visual or audio recording of a hearing unless a hearing panel grants permission. This prohibition includes photos or screen captures of a videoconference.

Attending a virtual hearing

- In advance of the virtual hearing, each party must provide the Registrar with the names of all those who will attend the virtual hearing on their behalf (e.g., the Parties themselves, counsel, and witnesses.) Each person will be provided a unique link or login to join the virtual hearing.
- A court reporter is present at all public hearings and a transcript will be made of the hearing.

As a party or counsel

- Do not share your link or login information for the teleconference or videoconference.

