



Process – Get It Right, First Time, Every Time

1. Carefully read the letter of instruction.
2. Identify the papers to be served. Usually you will get TWO sets. One to serve and one to attach to your Affidavit as an Exhibit. Take an extra third copy.
3. Do NOT hand over papers in a sealed envelope unless instructed.
4. Carefully read and check the papers to ensure that the details are correct.
5. Allow enough time between serving the papers, and any court hearing date.
6. Make absolutely certain that you are serving the CORRECT PERSON.
7. If the correct person refuses to handle the papers, lay them on the ground at their feet. This is acceptable.
8. Do not give papers to any third party unless instructed.
9. Do not leave papers in porch, letterbox, garage, etc. You must hand them over personally unless instructed otherwise.
10. IF IN DOUBT, DO NOT SERVE and seek further instruction.
11. After service, immediately note details of service (time, date, place, etc).
12. There are certain places where you cannot serve papers. Make sure you know them.
13. Briefly describe the nature of the papers to the recipient, when serving.
14. Do not become involved in any discussion about the papers or the case. Do not give any advice, other than that they should seek legal advice.
15. Never accept papers back, assuming your service has been good.
16. If the correct recipient destroys the papers in front of you, this does not alter the fact that you have effected good service.



17. Occasionally you can use substituted service (letterbox service). There are special rules though, so make sure you know them.
18. If you've made an error and can't easily put it right yourself, then come clean and admit your mistake to your client.
19. Never, ever lie or even 'stretch the truth' in an Affidavit or Statement. To do so is a serious offence and you can be imprisoned. It's not worth the risk. You have a reputation to protect.