Form A - Claim form

Analysis of *Pain Points*

FONDAZIONE
BRUNO KESSLER

i3
INTELLIGENT INTERFACES
AND INTERACTION

Step 1
Step 2
Step 3
Step 4
Step 5
Step 6
Step 7
Step 8

You can save a form you are working on as a draft. Load a saved form later to complete it.

IMPORTANT INFORMATION

PLEASE READ THE GUIDELINES AT THE BEGINNING OF EACH SECTION – THEY WILL HELP YOU TO FILL IN THIS FORM

Assistance in filling in the form: You may benefit from assistance in filling in this form. To find out how to obtain such assistance, you may refer to the information provided by the Member States and published on the website of the European Judicial Atlas in civil and commercial matters, available at the European e-Justice Portal ☑ https://e-justice.europa.eu/content_small_claims-354-en.do. Please note that this assistance does not include legal aid, for which appropriate application must be made under national law; nor does it include a legal assessment of your case.Language: You should reply to the claim in the language of the court/tribunal which has sent you this form.

Supporting documents

Please note that the claim form should be accompanied, where appropriate, by any relevant supporting documents. However, this does not prevent you from submitting, where appropriate, further evidence during the procedure.

A copy of the claim form and, where appropriate, of the supporting documents, will be served on the defendant. The defendant will have an opportunity to submit a response.

Instructions are provided in Step1 → Given their importance they should be provided earlier, on the home page.

Step numbering and section numbering are inconsistent → make them congruent

FORM STEPS

| Step 1 |
| Step 2 |
| Step 3 |
| Step 4 |
| Step 5 |
| Step 6 |
| Step 7 |
| Step 8 |

Form Steps

Step 1 - Claimant

Step 2 - Defendant

Step 3 - Jurisdiction

Step 4 - Claim details

Step 5 - ...

Step 6 - .....

Step 7 - ....

Step 8 - ....

It is not clear what each step refers to →

Give a title to each step to make explicit what the content refers to

Modulo A - Modulo di domanda

📖 Passa alla versione semplificata

FASI DI COMPILAZIONE

- 1. Ricorrente
- 2. Convenuto
- 3. Competenza giurisdizionale
- 4. Carattere della controversia
- 5. Oggetto della controversia

1. Ricorrente

In questa sezione l'attore deve fornire informazioni su se stesso e, se del caso, sul suo rappresentante. Si noti che non è obbligatorio essere rappresentati da un avvocato o da un altro professionista del settore legale. In alcuni paesi potrebbe non essere sufficiente fornire esclusivamente una casella postale come indirizzo, ed è quindi necessario includere, oltre al codice postale, anche la via e il numero civico. L'inosservanza di questa disposizione può compromettere la notificazione e/o comunicazione del documento.

2. The claimant's details

2.1. Corporate name of company or organisation

Surname

First name

+ Add another claim

It is not clear that name of company/organization on one hand and name of a person on the other hand are two alternative options. It seems that both are expected

→

a. Provide the information by a clickable icon or
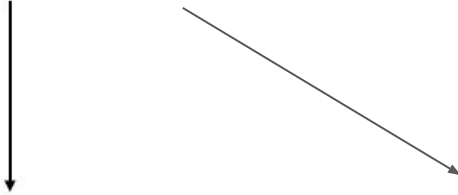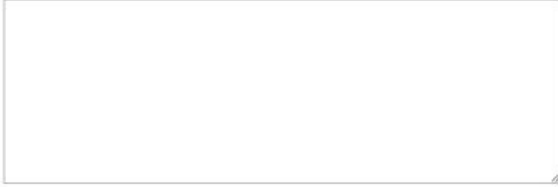b. Put Surname and First name on the same line so that it is clearer that they are linked.

2. The *claimant's details*
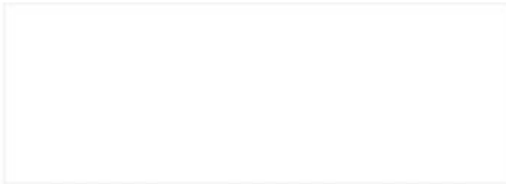
2.1 Corporate name of company or organisation ⓘ
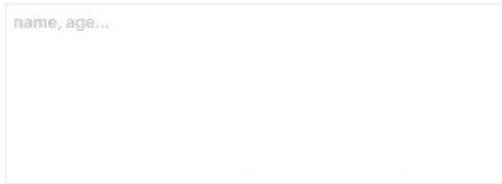
Surname   **First name**

2.9. Other details

It is not clear what kind of additional details to provide

→

a. Make the information explicit by a clickable icon
b. Suggest possible contents (e.g., name, age…)

2.8 Other details ❶

2.8 Other details

name, age...

Buttons *Next* and *Back* can be clicked at any time, even accidentally

→

Make them disabled until the user has completed section by proving all the expected information.

4. Jurisdiction

Your application must be lodged with the court/tribunal that has jurisdiction to deal with it. The court/tribunal must have jurisdiction in accordance with the rules of Regulation (EU) No 1215/2 European Parliament and of the Council.

This section includes a non-exhaustive list of possible grounds for jurisdiction.

Information on the rules of jurisdiction can be found ⍋ here.

4. On what ground do you consider the court/tribunal to have jurisdiction? *

☐ **4.1. Domicile of the defendant**
One of the fields 4.1-4.8 must be selected

☐ **4.2. Domicile of the consumer**

☐ **4.3. Domicile of the policyholder, the insured or the beneficiary in insurance matters**

☐ **4.4. Place of performance of the obligation in question**

☐ **4.5. Place of the harmful event**
One of the fields 4.1-4.8 must be selected

☐ **4.6. Place where the immovable property is situated**
One of the fields 4.1-4.8 must be selected

☐ **4.7. Choice of court/tribunal agreed by the parties**

☐ **4.8. Other (please specify)**
One of the fields 4.1-4.8 must be selected

Redundant error messages

→

Avoid redundancy and present only 1 error message

7.2. Other claim *

○ Yes

○ No

Is your claim non-monetary? If so click "yes".

7.2 Other claims ⓘ

○ Yes

○ No

It is not clear what çlaim not-monetary means and when to apply it

→

Make the information explicit by a clickable icon

8.2.1. Written evidence *

○ Yes
○ No

Please specify *

[text box]

↓

8.2.1 Written evidence

○ Yes
○ No

Please specify ... ❶

[text box]

It is not clear what kind of written evidence are accepted

→

Make the information explicit by a clickable icon

It is not clear if the location of the compilation is required or the residence of the injured party.

→

a) Make the information explicit by a clickable icon close to "Done at"
b) ask the user to enact a behavior (e.g. "Tick") with respect to taking the responsibility of having declared truthful information.

Create the PDF form

Note: The PDF is generated only and is NOT SENT via the Portal
Trouble creating the PDF? Get this form via email

THE PDF WAS CREATED SUCCESSFULLY

AHD1XXOMBKV......

NEXT

The generated pdf is not sent via the portal.

→

a) To make the procedure simpler, the form should be sent via the portal.
b) Once completed the procedure, the user should be guided in sending the form.
c) The user should receive feedback about the successful sending.