

Key Information to Achieve a Successful Service

Successful service begins with solid planning. The more accurate and detailed information you can provide, the greater the chance of completing service on the first attempt.

By sharing relevant details, you enable your process server to act efficiently, safely, and discreetly. Here are the most important details to provide:

1. **Photo of the Person:** Confirms identity and prevents mistakes, especially if the individual is nearby or outdoors. A photo is particularly important when a defendant may **deny their identity or claim to be someone else**, such as a sibling, to avoid service.
2. **Workplace & Occupation:** Serving at work can be highly effective. Knowing the person's job helps predict when they are likely to be home.
3. **Vehicle Details (Make, Model, Registration):** Helps identify if the person is home without alerting others and allows timing to be more precise.
4. **Correct Address & Unit Number:** Essential to avoid failed attempts and wasted time.
5. **Mobile Number:** Provides alternative strategies, such as discreet phone contact if they are home but not answering the door.
6. **Awareness & Avoidance:** If the person is expecting documents or has a history of evading service, unannounced and strategic approaches are necessary. Hostile behaviour may require additional safety measures.
7. **Children & Household Schedules:** Understanding routines helps plan the most suitable time to attend.
8. **Partner or Other Household Members:** Knowing who else is home can assist with confirming identity and approaching safely.
9. **Gated Access or Security Codes:** Enables smooth entry and reduces the risk of detection or delays.
10. **Security Measures:** Awareness of fences, cameras, dogs, or guards helps plan a safe and discreet approach.
11. **Routines:** Particularly for retirees or those with regular habits, understanding daily patterns improves timing and efficiency.