



27 June 2025

Dear Provider,

**We would like to confirm that today,** the Legal Aid Agency (LAA) has introduced enhanced business continuity arrangements to support you in delivery.

These can be viewed on the updated incident webpage, [here](#).

The updated FAQ webpage can be accessed [here](#).

Support is available from the Customer Service Team should providers need any assistance.

**Civil Billing**

A reminder that the process to opt in to civil billing contingency and accept the payment is running on a weekly basis, giving you flexibility to opt in each week. To opt in, you must let us know by midday each Monday to make that week's payment run.

Further information can be found on the incident webpage, [here](#).