



20 June 2025

Dear Provider,

Please see below the latest on progress to restore LAA systems and contingency approaches. The latest position can also be found on the incident webpage: [Legal Aid Agency cyber-security incident GOV.UK page](#) and the associated [FAQ](#).

Civil Applications

The High Cost Family team have introduced a coversheet to support the submission of case plans, amendments, registration and exceptional requests. This is available on the incident webpage, [here](#).

All contingency processes can be found on the incident webpage, [here](#).

Civil Billing

Information on the billing contingency process for civil, offering providers the option of being paid an amount reflecting their average billing, can be found [here](#).

Following requests from the representative bodies, we have published a substantial update to our guidance for the Average Payments for Civil Representation scheme to clarify the principles of the scheme, answer questions around how the recoupment schedule will work, and to expand the FAQ based on provider questions on the scheme. Please do take the time to familiarise yourself with the updated guidance.

Crime Applications

All contingency processes can be found on the incident [webpage](#).

Crime Billing

All contingency processes can be found on the incident [webpage](#).

Monthly Claim Submissions

All contingency processes can be found on the incident [webpage](#).

Client queries

Members of the public concerned about the impacts of this incident should please contact us on 0300 200 2020.

Thank you for your continued patience and understanding while we work through the recovery following the data breach.