



19 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](#).

As per previous messages, we cannot confirm the timescale for when all processes will return to operation however, it is unlikely that the issues will be fully resolved in the short-term. We are refining further plans for contingency, and are working closely with representative bodies to ensure these support providers and their clients to the maximum extent.

We maintain our focus on ensuring access to justice, and that providers can be confident in their payment for work done.

## **Civil Applications**

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

### **Please note the below sections for making applications in respect of high-cost family, exceptional and complex cases and Prior Authority.**

For all matters involving exceptional and complex cases, please click [here](#) for further information on how to submit work. In response to further feedback from Representative Bodies, the ECCT Quick Guide has been updated to provide greater clarity regarding the submission of case plans that include work done between the 19th May and 16th June 2025, and the position on assessment of case plans submitted after the 16th June 2025.

For all High-Cost Family related work please click [here](#) for further information on how to submit work.

Civil Prior Authority requests where the provider cannot justify the expense of expert assessment, testing, etc on assessment can submit their Prior Authority request to the LAA using the CIV APP8A form located on GOV.UK and submit it directly to [CivilPriorAuthorityRequests@Justice.gov.uk](mailto:CivilPriorAuthorityRequests@Justice.gov.uk) without the need for a contingency reference number. Please ensure you detail that you have a current live certificate on CCMS or that you have delegated functions to grant emergency funding in this matter.

## **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](#).

The process to opt in to contingency and accept the payment is entirely voluntary and 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.

For providers with an existing debt on their account, we will confirm to the provider the net payment which would be paid. Providers should contact their contract manager to discuss this if they have a higher value of outstanding claims than this payment represents. Counsel would need to email the contingency email address [CivilClaimBC@justice.gov.uk](mailto:CivilClaimBC@justice.gov.uk) and we will provide details to allow us to agree appropriate payment, which would net off any existing debts as would happen under usual payment conditions.

### **Crime Applications**

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

### **Monthly Claim Submissions**

We have updated this section clarifying that if the value for your monthly submission is £0, you will need to submit a nil return using the form, Legal Aid Agency Contingency Monthly Contract Submission. A nil return will ensure any balance on the account is released.

If you don't wish to make use of the contingency process, please don't provide any return. In this instance, late claims will be accepted when submissions are made. Any balance on the account will not be released until a submission is made.

More information is available on the incident [webpage](#).

## **Crime Billing**

Please note that a CCCD password reset is being requested from users and an email is being sent to providers from GOV.UK Notify service.

Please note that as of Monday 16 June, all Crown Court payments are being made within the published key performance indicator of 20 working days.

If you have submitted a bill outside the 20 day window and have not received payment please telephone the Criminal billing enquiries team on 0300 200 2020 (AGFS / LGFS graduated claims).

If you have submitted a VHCC / IFFO bill outside the quoted payment window, please email [CCU@justice.gov.uk](mailto:CCU@justice.gov.uk).

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

## **Client Queries**

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

## **FAQ**

We have updated the [FAQ webpage](#) with the following:

**What do I do if I can't meet a VAT bill deadline as a result of delayed legal aid payments?**

The LAA has written to the HMRC Director for Indirect Taxes which includes VAT. HMRC have updated their guidance on the VAT and Debt customer support lines including 'time to pay arrangements' acknowledging that they are working with the LAA.

Individual practitioners who are concerned about their ability to meet a VAT bill deadline as a result of delayed legal aid payments should contact HMRC individually.

HMRC VAT Helpline : 0300 200 3700

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