



12 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](#).

**Upcoming Payments:**

Payments this week will arrive in providers' bank accounts on Friday 13 June. This will include payments made through both Civil and Crime billing contingency processes.

The next payment will be on Monday 23 June, and will then continue every Monday as per the normal payment schedule.

## **Civil Applications**

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

Providers can use delegated functions to grant emergency funding if they have any urgent work to undertake (which falls within the scope of legal aid regulations) and any subsequent work under the time limit of the emergency certificate. We understand that some providers have interpreted that there must be a specific hearing in the next 7 days, however we understand that providers will have urgent work and deadlines outside of hearing dates.

The majority of civil legal aid applications can be self-granted by providers using delegated functions for emergency funding. If providers cannot utilise delegated functions and have imminent urgent work within the next 7 days they can contact the LAA Customer Support Team on 0300 200 2020 to outline the urgency, and what work needs to be done. They will then obtain a contingency reference number and will be directed to complete the relevant manual application form, adding in the contingency reference number and emailing it to [ContactCivil@justice.gov.uk](mailto:ContactCivil@justice.gov.uk) where they will receive a decision by return email. At the present time only applications that fit this criteria will be processed.

## **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 will run 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 those providers with an existing debt on their account, we will then 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**

Full details and guidance are available on the [incident page](#).

### **Crime Lower, Legal Help, Controlled Legal Representation (CLR) and Mediation monthly submissions**

Please download and complete the following form, [here](#), to report your May CWA submission and email it to the email address on the form, by no later than 20 June.

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

### **Crime Billing**

Guidance on the contingency processes can be found on the incident webpage, [here](#). Additional functionality has now been released to the casework teams, and providers will start to see updates appearing on CCCD in line with normal procedures.

**Client queries**

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