



13 October 2025

Dear Provider,

Thank you for your continued patience and constructive work with us while we work on system restoration.

Following the planned system outage on Friday 10 October, access to our online platforms: Crime Apply, Submit a Crime Form, or log into SiLAS has resumed. This maintenance was necessary to synchronise provider and contract data across our systems. We apologise for any inconvenience caused.

Important reminder: Submissions following the planned outage

Any applications that were originally due for submission on Friday 10 October (including those that would have been submitted after 7pm on Thursday 9 October if systems had been available) will be backdated accordingly. To help us backdate correctly, please state clearly in the application the date that you would have

submitted had systems been available.

In light of the outage, we will also extend our normal backdating approach from a maximum of 1 day to a maximum of 3 days for a short period. Providers wishing to backdate the Representation Order to either Thursday 9 October or Friday 10 October will need to submit their application by 7pm on Tuesday 14 October.

Replacement of CWA monthly submissions system

Please see the new webpage for Submit a Bulk Claim (SaBC) here [Submit a Bulk Claim \(SaBC\) - GOV.UK](#) which includes the latest FAQs and new updated SaBC guidance documentation on how to make claims and how to use the bulkload spreadsheet.

We have had very useful feedback and input from providers on the 'Submit a Bulk Claim' system which is replacing CWA, and welcome providers offering more insight to us to inform its development. To enable this, we have developed feedback forms which can optionally be accessed at the following links:

Providers: [New 'Submit a Bulk Claim' service - Provider feedback form](#)

Software vendors: [New 'Submit a Bulk Claim' service - Software Vendor feedback form](#)

SaBC FAQs will be updated on a weekly basis. If you have a query that is not answered please email SubmitABulkClaimQueries@justice.gov.uk.

