



Legal Aid Agency

15 October 2025

Dear Provider,

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

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.

External access to crime systems – expansion of opening hours

From this weekend (Saturday 18 and Sunday 19 October), access to crime services (Crime Apply, and Submit a Crime Form) will be available 7am to 7pm, seven days a week.

We continue to review the situation, aiming to further increasing our hours of operation. Any further expansion of operating hours will be communicated to you in advance.