



20 October 2025

Dear Provider,

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

Below is a summary of our latest communication. There are no new updates since our last message on Wednesday 15 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.

External access to crime systems – expansion of opening hours

From Saturday 18 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.