



6 November 2025

Dear Provider,

The new Submit a Bulk Claim service will not be launching in November as previously anticipated. This means that your October Controlled Work, Crime Lower & Mediation submission values will need to be submitted through the contingency process in order to receive payment at the start of December. This decision has been taken to ensure the service meets critical security, functionality and user experience requirements. We understand this may be frustrating, however we hope that it also allows more time for you and your software vendors to prepare for the change.

The contingency process is in operation from today and you should use the contingency submission form called 'Contingency Monthly Contract Submission template' to send your October submission claim values to the LAA, using the guidance available on the form. This will be available to download from [Legal Aid Agency cyber security incident - GOV.UK](#).

Due to manual processing time, the deadline for **October submissions will be 17 November**. We apologise for the short turnaround time and appreciate the challenges this brings; however, it is necessary to ensure that payments can be made as expected on 1st December.

October submissions received after the 17 November deadline will be paid as soon as possible.

Colleagues across the Legal Aid Agency are focused and working to restore our systems and allow us to move away from our contingency processes towards something closer to business as usual as soon as possible. We appreciate this is no small task and we need to support providers as we do so and keep you updated on progress so you can plan your resources and time.

Hopefully this delay will give you and software vendors more time to prepare for the launch of SaBC and more time to prepare your contingency claims for future submission. We will share further detail when you're able to do so. Please continue to reach out to [SubmitABulkClaimQueries@justice.gov.uk](mailto:SubmitABulkClaimQueries@justice.gov.uk) if you require support with SaBC preparation.