



7 May 2026

Dear Provider,

**For the attention of all legal aid contract holders**

The below update covers information on Submitting Bulk Claims (SaBC) updates and SiLAS user registrations.

**Closing of Submit a Bulk Claim query inbox**

As part of the enhanced customer service put in place to support the launch of Submit a Bulk Claim (SaBC), we created a dedicated email inbox for providers to raise queries about their submissions.

Following the **April submission deadline of 20 May**, this inbox will close. **Emails received after this date will not be read**, and providers will be directed to the appropriate point of contact.

From 21 May, we will revert to directing providers to raise queries as they would have been used to doing when CWA was in operation, as set out below.

Where to direct your queries:

- **Technical queries relating to SaBC:** These should be sent to **Online Support** at [online-support@justice.gov.uk](mailto:online-support@justice.gov.uk), who can raise tickets should further investigation be required.
- **Queries about payments received following a submission:** These should be sent to [Reconciliation@justice.gov.uk](mailto:Reconciliation@justice.gov.uk).
- **Claim amendments and amendment requests:** These should be sent to [PA-ClaimAmend@justice.gov.uk](mailto:PA-ClaimAmend@justice.gov.uk).
- **Any other queries:** For example, queries about which codes may be applicable in a particular matter should, in the first instance, be directed to your **Contract Manager**.

### Published guidance

We encourage and expect providers to refer to the published guidance before raising a query, as this is likely to resolve many issues. The guidance can be found in the *Guidance documents* section of our dedicated Submit a Bulk Claim page on GOV.UK: <https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents>

This is the same guidance used by our internal teams and includes:

- SaBC User Guide
- Guidance for Reporting Legal Help and Mediation Work on SaBC
- Guidance for reporting Crime Lower

- SaBC FAQs and common issues document

We have also published specific guidance to help providers understand which **fee codes** may apply, based on the codes previously used. These cover **Family, Immigration, Mediation and Crime** and can be found on the Legal Aid Learning website:

- [Submit a Bulk Claim – Civil – Legal Aid Learning](#)
- [Submit a Bulk Claim – Crime – Legal Aid Learning](#)

### **Publication of updated SaBC FAQs and common issues document**

Following submission of the first **three months of claims via SaBC**, as well as **nine months of contingency submissions**, we have updated the SaBC FAQs to reflect the questions received over that period. We have also highlighted the most common issues providers encounter, with guidance on how to resolve them.

The updated document includes a **“You said, we did”** section, highlighting iterative changes already made to the system in response to provider feedback. It can be found on our dedicated Submit a Bulk Claim page on GOV.UK: <https://www.gov.uk/guidance/submit-a-bulk-claim-sabc>

### **SiLAS user registration and reactivation**

All requests for **SiLAS user registration or account reactivation** should now be directed to [laauserregistration@justice.gov.uk](mailto:laauserregistration@justice.gov.uk). This inbox is monitored daily by a team within Contract Management and Commissioning to ensure requests are actioned in a timely manner.

For new users within existing firms, provider declarations and organograms can be found at [Update your details with LAA - GOV.UK](#) These should be sent directly to the LAA user registration team when requesting access, copying in your Contract Manager for information.