



22 May 2026

Dear Provider,

**For the attention of Criminal Legal Aid contract holders**

**Update to Notify emails for rejected applications in Crime Apply**

We are writing to update you on changes to Notify emails for rejected applications in Crime Apply.

Last week, we shared planned updates. Following feedback from a small number of providers, we paused implementation to review the concerns raised. Having considered this feedback, we will now proceed with revised changes.

## **What is changing**

From **Tuesday 26 May 2026**, we will implement the following updates to Notify emails sent when an application is rejected in Crime Apply:

- The client's name will be removed and replaced with the relevant Office Account number, alongside the LAA reference number, which will remain unchanged to allow you to search for the application in Crime Apply.
- References to the LAA Portal will be removed.
- We will update the language and structure of the email to improve clarity and consistency.

## **Additional update following feedback**

In response to feedback from some providers, the Office Account number has been added in addition to the LAA reference number to support identification and tracking of applications where the client's name is no longer included.

## **Why these changes are being made**

- To enhance the security of our communications by removing client personal data from emails.
- To ensure applicant information is fully protected in all LAA notifications.
- The inclusion of client names was only intended to support a transitional phase as we moved from eForms to the new Crime Apply service; it was not a permanent feature.

- To align with the transition from the LAA Portal to Sign in to Legal Aid Services (SiLAS).
- To provide clearer and more consistent messaging for providers.

These changes will take effect from Tuesday 26 May 2026. The updated notifications will ensure applicants can be confident that their personal details are secure and only accessible to relevant parties.

If you have any questions regarding these changes, please contact the Customer Services Team.