

23 June 2026

Dear Provider,

Updates marked for the attention of 'legal aid practitioners' are intended for all Providers, Barristers and others who interact with the Legal Aid Agency's systems and processes.

For the attention of Civil legal aid practitioners

SaBC Queries – a reminder on who to contact with queries

Please note that the submitabulkclaim@justice.gov.uk email inbox is now **CLOSED**. Emails received by this inbox will not be read and you should direct your queries to the appropriate team:

- Technical queries on SaBC should be directed to Online Support, who can raise tickets should further investigation be required by Digital: online-support@justice.gov.uk
- Any queries regarding payments received following a submission, should be directed to Reconciliation@justice.gov.uk.
- Queries concerning claim amendments (including voids) should be sent to PA-ClaimAmend@justice.gov.uk.

- Any other queries, such as concerning which codes may be applicable in a particular matter may be sent to your Contract Manager

We would encourage and expect providers to refer to the published guidance in the first instance as this will likely resolve your query – this is the same guidance available to internal colleagues: [Submit a Bulk Claim \(SaBC\) - GOV.UK](#)

SaBC data validation exercise – Fee Codes and nil claims

In February 2026 we launched the Submit a Bulk Claim (SaBC) service to replace CWA, following the cyber security attack. As a result, we introduced new claim codes (Fee Codes) and guidance to support this: [Submit a Bulk Claim \(SaBC\) - GOV.UK](#).

As with any new service, we understood that there would be potential for errors, particularly early in its use. We have therefore undertaken a review of the initial data submitted via SaBC. During this process, we have identified some errors related to the Fee Codes used and the amounts recorded for profit costs by a minority of providers.

Please rest assured that in this initial instance, the LAA will not be taking contract action against providers, as we recognise that everyone is still adapting to the new system. Our aim is to support providers through this transition by offering further guidance and, where possible, we are seeking to add extra validation in the system.

Some examples of what we have found are:

- **Incompatible combinations of Fee Codes with other claim codes**

We are seeing instances where the new Fee Codes are being reported with incompatible combinations of matter type, stage reached or case/stage level codes. This may result in the wrong fee being triggered. Further guidance is available as to reporting combinations that should be used

– all Fee Codes have been “mapped” to specific, existing codes:

<https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents>

Both the [Guidance for Reporting Legal Help and Mediation Work](#), and the [Guide to reporting Crime lower](#) list the available Fee Codes and associated other types of codes that should be used with them.

There are also recorded webinars and slides available on the Legal Aid Learning website on Crime, Immigration, Family and Mental Health Fee Codes: [Submit a Bulk Claim – Civil – Legal Aid Learning](#) & [Submit a Bulk Claim – Crime – Legal Aid Learning](#)

- **Reporting of claims containing no profit costs**

It is not possible to submit nil bills in SaBC (i.e. a claim for £0) – any claim that has a Fee Code, which all claims must have, will generate a fee even if that claim has no profit costs or disbursements recorded against it.

If for any reason you do not need to submit a claim for costs, then you should retain a note for audit and not include a line in your submission.

See page 4 of [SaBC Common Issues and FAQs](#)

- **Potential stage disbursement claims in Immigration, Mental Health and Education matters reported using the wrong Fee Codes**

These claims should be made using specific, Stage Disbursement Fee Codes (e.g. MHLDIS for Mental Health) – these will ensure that a standard fee is not paid, but just the value of the disbursements (plus any VAT reported on them).

If a provider uses any other Fee Code, a standard fee may also be triggered even if no profit costs were reported; the provider would not be entitled to claim such a fee at that point.

These codes can be found in the category specific sections of the [Guidance for Reporting Legal Help and Mediation Work](#).

These issues will have led to instances of providers being over or underpaid, depending on the nature of the error. While in some instances we can make an educated assumption as to what the correct claim should have been, not all instances are clear, and our assumptions may be incorrect. We therefore need to engage with providers to definitively confirm the correct data, make any necessary amendments to the claims and identify how we can help prevent further errors.

We will be reaching out directly to impacted providers with their individual data in the coming weeks. As part of this, we will highlight the specific issues identified from the claims data and what further action may be required.