

## Help the County Court Money Claims Centre Help You

CCMCC is working very hard to improve the service it delivers to its customers. There are a number of process improvements which we are making to further benefit our customers.

As part of this work we have identified ways in which customers can help us. This will allow staff to concentrate on delivering the best possible service for you.

### 1. Filing Documents by Email

CCMCC receives over 1000 documents to the e-filing address each day which need to be sorted. It would help us if you:

- Include in the subject line of the email what document the email contains and the case number it relates to e.g. 'Defence 2YJxxxxxx' Acknowledgment of Service 2YJxxx etc. Please do not just say 'see attached' as this takes longer to sort.
- Only send in documents which do not require a fee (unless you are a payment by account customer or a contact number is provided to take a credit/debit card payment)
- Only send in documents which are smaller than 2MB.
- Send all relevant documents for a case in one email rather than multiple emails.

### 2. Duplicate Documents

CCMCC receives in excess of a 1,000 duplicate documents each week which wastes staff time and increases the time taken to process claims, defences etc. It would help us help you if you only send a document using one method of fax, email, post or DX. During a recent exercise we found that out of 2269 defences received 339 (15%) were duplicates.

### 3. Solicitor Service

When sending in claims which you would like returned for you to serve it would be helpful if the claim form could be clearly marked '**SOLICITOR SERVICE**'.

We can provide you with a stamp if that would be helpful. Please contact us at [ccmcccustomerenquiries@hmcts.gsi.gov.uk](mailto:ccmcccustomerenquiries@hmcts.gsi.gov.uk)

### 4. Stopped Cheques

Since the launch of CCMCC we have had to chase more than 1100 stopped cheques totaling over £223k.

Each Refer to Drawer/Stopped Cheque initially takes a member of staff time to process and considerable effort is spent recovering the money from solicitors. If you feel the need to send in a duplicate piece of work and fee for processing, you should wait 28 days before stopping the initial cheque. If you subsequently realise that both cheques have been cashed please write in and request a refund. We aim to ensure all refunds requests are processed promptly and efficiently.

## **PROVISION OF DETAILS:**

5. Solicitors sometimes quote different address/reference on their covering letter than on their claim form. If possible please ensure they match.
  
6. It would help us if you are specific in naming the 'Preferred Court' on the N1 Claim Form or Allocation Questionnaire. Do not put 'claimant's home court' and do not put a choice by saying for example 'Manchester or Stockport' leaving staff to make the decision. If you decide, you will get what you want.
  
7. Please provide complete names/addresses for all the parties. This is often not done and means either the claim will be returned or staff have to telephone the solicitors for the information which takes time.
  
8. **DEFENCES:** It would be helpful if solicitors could clearly state whether or not they have served the defence on the claimant. This would save time on unnecessary photocopying defences to send out to the claimant.
  
9. **ENFORCEMENT:** Please remember that CCMCC cannot deal with attachment of earnings, charging order, third party debt or order to obtain information applications. Any applications received will be returned.
  
10. When sending in claim forms it would be really helpful if you did not staple all the N1s (or other documentation) together as staff have to remove all staples in order ensure the documents are in the correct order to serve.