



# **Guide to using the HMCTS online County Court Pilot to issue claims**

**July 2020**

## Background

- As part of the Court's program to offer more digital services, a pilot was set up to allow court proceeding for unspecified damages to be issued online in the County Court.
- This pilot was originally very small, but was extended quickly to meet the urgent need in March 2020 for claims to be issued digitally during the Covid-19 outbreak and subsequent lockdown put in place in the UK.
- When the process outlined in the following pages is completed, the system will confirm that a claim has been issued immediately and it will provide the court reference along with a PDF version of the sealed N1 claim form. The fee is taken from your firm's PBA account.
- The system will not deal with service, nor does it cater for particulars of claim: these need to be e-filed at court with an appropriate certificate of service and served on the defendant (s) with a response pack.

# The Rules

This extended pilot has its own specific practice direction under Civil Procedure Rule 51. The Practice Direction in question is PD51S which can be found [here](#).

The Pilot covers the issue of the claim form only: a sealed claim form with court reference and confirmation that the fee has been paid is generated immediately.

These claims are issued electronically out of the County Court Money Claims Centre.

The system is specifically intended for legal representatives to issue on behalf of their client rather than a client use the process themselves.

**Note:** The process is **ONLY** suitable for:

- Part 7 proceedings
- Proceedings where the claimant is NOT a child or protected party
- Service in England and Wales
- Proceedings where the defendant is 18 years of age or over

This guide is not a substitute for reading the relevant rules and practice directions

## The Process

This guide provides a step by step guide to issuing a claim in the county court, using this new service.

First of all, you should apply to formally join the Pilot.

To sign up:

- send an e-mail to [onlinecivilmoneyclaims@justice.gov.uk](mailto:onlinecivilmoneyclaims@justice.gov.uk)
- include the e-mail addresses of up to ten members of your firm who would like access.

HMCTS is still testing the service, so it needs to manage the total number of users and anticipates that this will allow all firms to have some access.

## The website front page

You will need to access the log in page at the following location:

Right click and select – ‘Open Hyperlink’

[www.moneyclaim-legal.platform.hmcts.net](http://www.moneyclaim-legal.platform.hmcts.net)

The correct username is the e-mail address of the person in your office or team who set up the account.

Make a note of your password and keep it safe



The screenshot shows the GOV.UK sign-in interface. At the top, there is a black header with the GOV.UK logo and a blue bar below it containing the text 'BETA This is a new service - your feedback will help us to improve it.' Below this is the 'Sign in' heading. There are two input fields: 'Email address' and 'Password'. The 'Email address' field contains a greyed-out placeholder. The 'Password' field contains a series of asterisks. Below the password field is a blue link for 'Forgotten password?'. At the bottom is a green 'Sign in' button.

## Checklist before you start...

You will need to make sure you have the following in place before you start the process. It isn't clear yet if you can save progress part way through so it is best to ensure that you have what you need before you start:

- ✓ Your firm's correspondence address
- ✓ The clients name and address
- ✓ The value of the claim (bracket)
- ✓ The correct PBA number to pay the court fee
- ✓ A brief description of the claim
- ✓ The client's authority to sign the statement of truth
- ✓ The defendant's name and address
- ✓ Details of the defendant's solicitors
- ✓ Service address if different
- ✓ Defendant's title
- ✓ Client's preferred county court
- ✓ What the court fee should be

## Does your case fit the pilot?

When you log in, you will see this reminder as a check to make sure that your case is appropriate for the pilot.

In particular:

- It is an unspecified claim
- Claimant is not a protected party

When you are confident that it is – hit the start button:



**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

### Issue civil court proceedings

#### Who this service is for

To use this service you must be

- a legal representative
- issuing a claim for an unfixed (unspecified) amount of money
- serving the claim yourself

The claimants you represent and defendants you claim against must be 18 or older. They can't be protected parties.

#### What this service does

This service is an alternative to posting a completed N1 claim form - it allows you to:

- issue civil court proceedings in the County Court
- calculate and pay the issue fee using Fee Account
- download the sealed claim form to serve on the defendant yourself

For claims issued after 4pm, at weekends, or on bank holidays the issue date is the next working day.

It normally takes 15 minutes to complete.

**Start now** >

#### Before you start

You'll need:

- current addresses for all claimants and defendants
- the address you want to serve the claim to

# You will need to input IM/IMe details first

The first question is to insert your firm's name as appropriate.

## Your organisation address

Address

Town or city

Postcode

Save and continue

Then address... this is the address you want the court to write to – if you are unsure look at what you normally insert into an N1 from your firm's own systems.

Finally, in this section – contact details. These are optional, but will appear on the N1 when complete.

## Your organisation name

Save and continue

## Your organisation contact details

The defendant can use these details to contact you - they'll also appear on the sealed claim form.

Phone number (optional)

Email (optional)

DX address (optional)

Save and continue

# Court location, claim type & Client details

While the claim will be issued from the County Court Money Claims Centre – you should insert the preferred County Court

## Choose claimant type

- An organisation  
 An individual

Full name (include title)

Save and continue

## Do you want to add another claimant?

You can add up to 20 claimants in this service.

- Yes  No

Save and continue

Confirm the type of claimant and provide their name/title...

... and their address.

You can then add more claimants if required

GOV.UK

Money Claim  
Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

## Choose court location

This should be your preferred County Court hearing centre.

Optional

[Find a hearing centre](#) (opens in a new window)

Save and continue

## Address

Address

Town or city

Postcode

Save and continue

# Defendant's details

## First the type of defendant – name/title

### Address

Address

Town or city

Postcode

Save and continue

... and their address – representing solicitors and service address are dealt with separately

## Choose defendant type

You'll have a chance to add more defendants later.

An organisation

Organisation name

Companies House number (optional)

A sole trader

An individual

Save and continue

# Defendant's details continued...

Confirm if they are represented and if service is to be accepted by solicitors

## Address for service

- Use the defendant's address
- Use another address

Save and continue

Additional defendant's can be added

 GOV.UK

Money Claim

[Sign out](#)

Has the defendant got a legal representative who's instructed to accept service?

- Yes
- No

Save and continue

Add in the service address if different from the defendant's own address

Do you want to add another defendant?

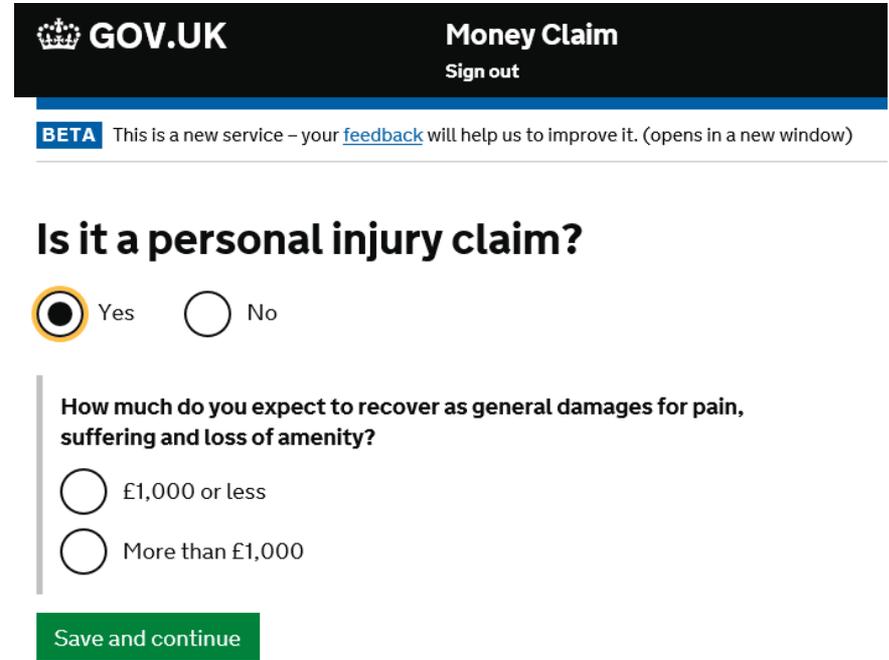
You can add up to 20 defendants in this service.

- Yes
- No

Save and continue

# Confirm the type of claim

The system wants to know if it is a personal injury claim and whether the injury is valued at more or less than £1,000



**GOV.UK** Money Claim  
Sign out

**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

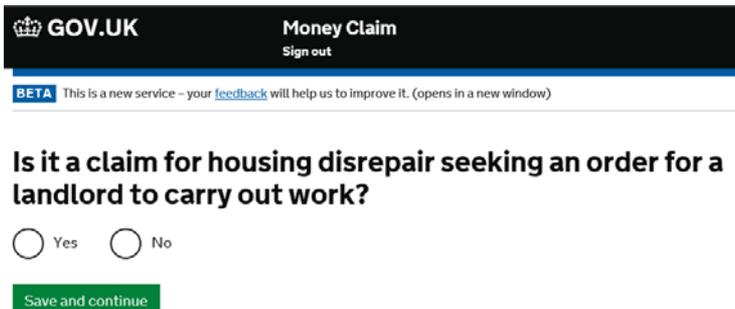
**Is it a personal injury claim?**

Yes  No

How much do you expect to recover as general damages for pain, suffering and loss of amenity?

£1,000 or less  
 More than £1,000

Save and continue



**GOV.UK** Money Claim  
Sign out

**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

**Is it a claim for housing disrepair seeking an order for a landlord to carry out work?**

Yes  No

Save and continue

There is an additional question for housing disrepair matters

# Describe the claim

 GOV.UK

Money Claim

Sign out

**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

## Briefly describe the claim

Tell us:

- the type of claim, for example 'rent arrears' or 'damages'
- what you expect to recover

You don't need to include particulars of claim here - serve them on the defendant when you get your sealed claim form.



Save and continue

This is what would normally appear on your N1 claim form under the section headed:

Brief Details of the Claim. So for example, in an RTA: that damages are sought, the date of the accident and the protocols which had been complied with.

Fully particulars to be dealt with separately

# Value & Issue Fee

Please then enter an appropriate bracket for the value of the claim. Again, this is exactly what you would have put on a 'normal' claim form.

The lower value is optional

The value affects the court fee, so accuracy is important.

## Your issue fee

Amount claimed	To be assessed
Legal representative's costs	To be assessed
<b>Issue fee</b> (based on £5,000 higher value)	<b>£205</b>

Save and continue

## Enter claim value

Your fee will be calculated based on the higher value.

Lower value (optional)

Higher value

I can't or don't want to state the value of the claim

Save and continue

Please check that the fee indicated is the one you expected!

Remember to seek a Fee Remission if appropriate

# Check & Amend

Against each of the sections completed, you are presented with a summary of the information you have entered and an opportunity to go back into any pages to amend the details.

**GOV.UK** Money Claim [Sign out](#)

**BETA** This is a new service - your feedback will help us to improve it. (opens in a new window)

### Check the claim details

Make sure this information is correct before you issue.

**Your organisation details**

Organisation name	<a href="#">Change</a>
Address	<a href="#">Change</a>
Phone number	<a href="#">Change</a>
Email	<a href="#">Change</a>
DX address	<a href="#">Change</a>
Your reference number	<a href="#">Change</a>
Preferred court	<a href="#">Change</a>

**Claimant details**

Name	<a href="#">Change</a>
Address	<a href="#">Change</a>

**Defendant details**

Organisation name	<a href="#">Change</a>
Companies House number	<a href="#">Change</a>
Address	<a href="#">Change</a>

**About this claim**

Brief details of claim	Damages arising from a road traffic accident on 2 May 2019. Certificate of Compliance: in accordance with paragraph 9.7 of the Practice Direction: Pre Action Conduct, the Claimant certifies that he has complied with Sections III and IV of the aforesaid Practice Direction as well as the provisions of the Pre Action Protocol for Personal Injury Claims.	<a href="#">Change</a>
Claim amount	To be assessed	<a href="#">Change</a>
Statement of value	This claim is for personal injury. The claimant expects to recover more than £1,000 as damages for pain, suffering and loss of amenity. The claimant expects to recover up to £5,000. The claimant estimates the claim to be worth more than £8,000.	<a href="#">Change</a>
Issue fee	£205	

[Save and continue](#)

[Change](#)

# Statement of Truth

 GOV.UK

Money Claim

[Sign out](#)

**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

## Statement of truth

The claimant believes that the facts in this claim form are true.  
I'm duly authorised by the claimant to sign this statement.

I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Name

Organisation

Your role

[Save and continue](#)

It is important to have confirmation from the client that you can complete this statement or truth. The client should have seen the claim form and confirmed that it is accurate and that they have authorised you to sign this on their behalf.

You will need to enter your full name and position, which will copy across to the N1

# Payment By Account (PBA) Number

 GOV.UK

Money Claim

Sign out

**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

## Pay by Fee Account

Total cost

£205

Fee Account number

Pay and issue

Remember: to seek a Fee Remission if the fee is over the appropriate level

# Confirmation of Issue

Once the fee has been paid, you will receive immediate confirmation that the matter has been issued. The screen on the right will confirm the claim number and date of issue.

If you click on the link highlighted in this message – you will be able to download a copy of the full, sealed N1 for service.



**GOV.UK** Money Claim Sign out

**BETA** This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

## Your claim has been issued

Claim number: [redacted]  
Submitted: 29 April 2020  
Issued: 30 April 2020  
Fee paid: £205

We've emailed confirmation to:

**Follow these steps to serve a claim:**

1. [Download the sealed claim form](#) (opens in a new window).
2. Send the form, particulars of claim and a response pack to the defendant within 4 months of the date of issue.
3. Send the court a certificate of service and a copy of any documents you served on the defendant, within 21 days of service.

**Court address:**  
County Court Money Claims Centre (CCMCC)  
Salford  
Greater Manchester  
M5 0BY  
**DX:** 702634 Salford 5

[Complete a survey](#) to help us improve this service (opens in a new window).

**Finish >**

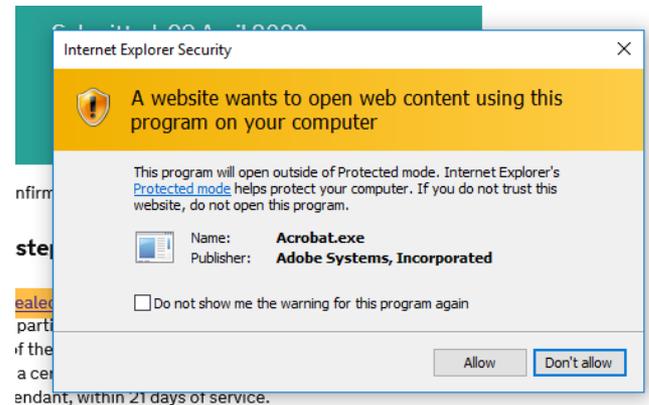
# Download the N1 Claim Form

When you click on the link to download the claim form from the web service, you may need to open it from a pop-up at the bottom of the screen.

Finish >



You may also need to allow the download

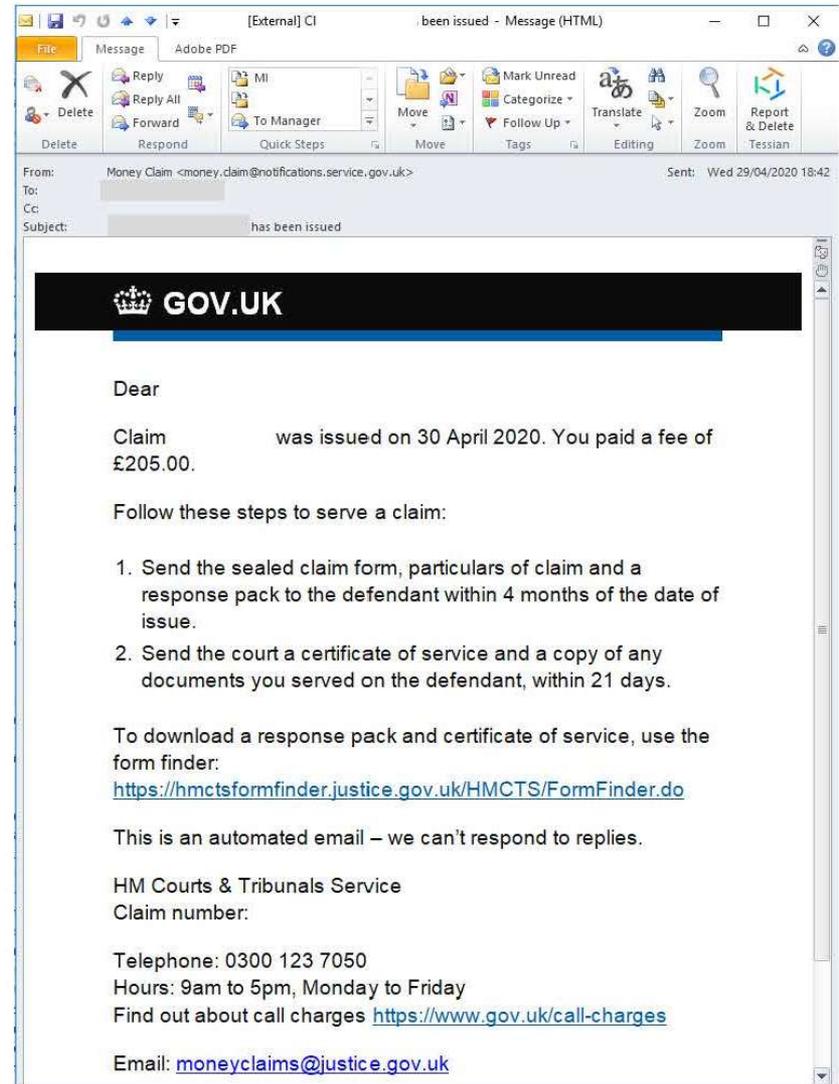


# E-mail Confirmation

You will also receive an e-mail confirmation that the claim has been issued.

This will always be sent to the person who is the registered the log-in.

The link to form finder may be useful for the response pack and certificate of service.



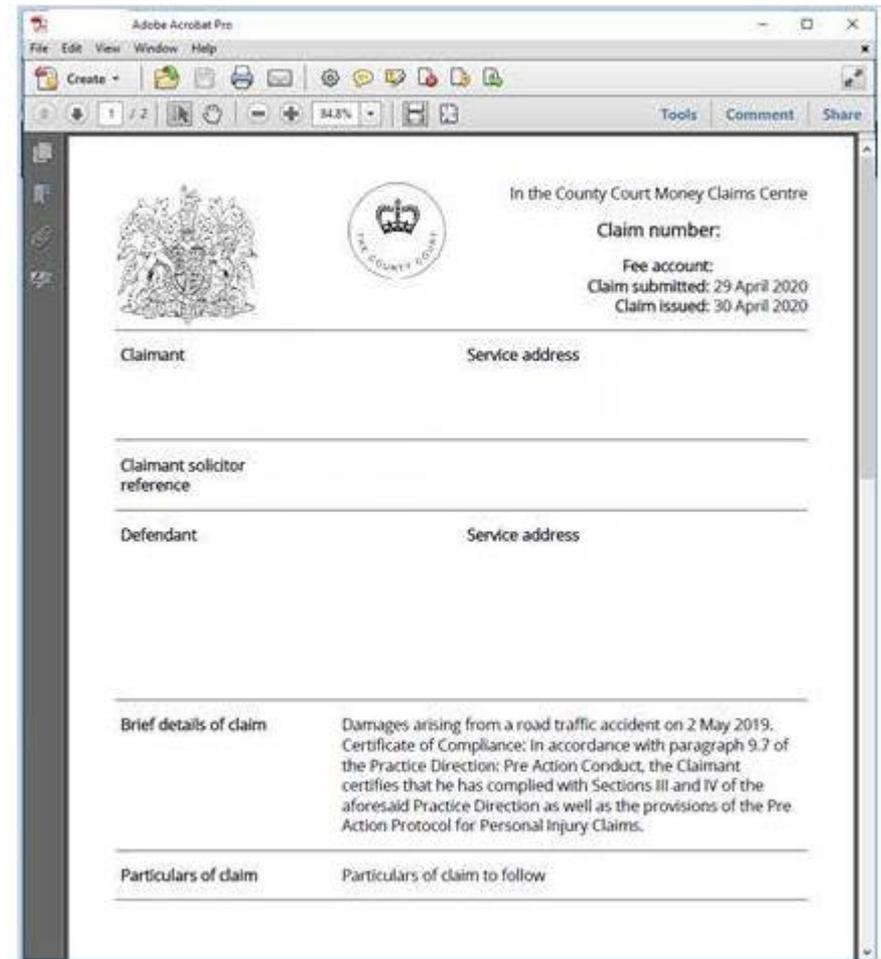
## Downloaded N1 Form

The claim form is sealed with the claim number and the issue date is shown.

Both pages can be downloaded and saved for service.

To ensure compliance with CPR 7.4 it is always best to serve particulars with the N1. The Particulars of Claim should be e-filed with a certificate of service.

In line with CPR 7.8 – a response pack must be served with the N1



The image shows a screenshot of a PDF document titled "Adobe Acrobat Pro" displayed in a window. The document is a claim form for the County Court Money Claims Centre. The form is sealed with a crown emblem and the text "THE COUNTY COURT". The form contains the following information:

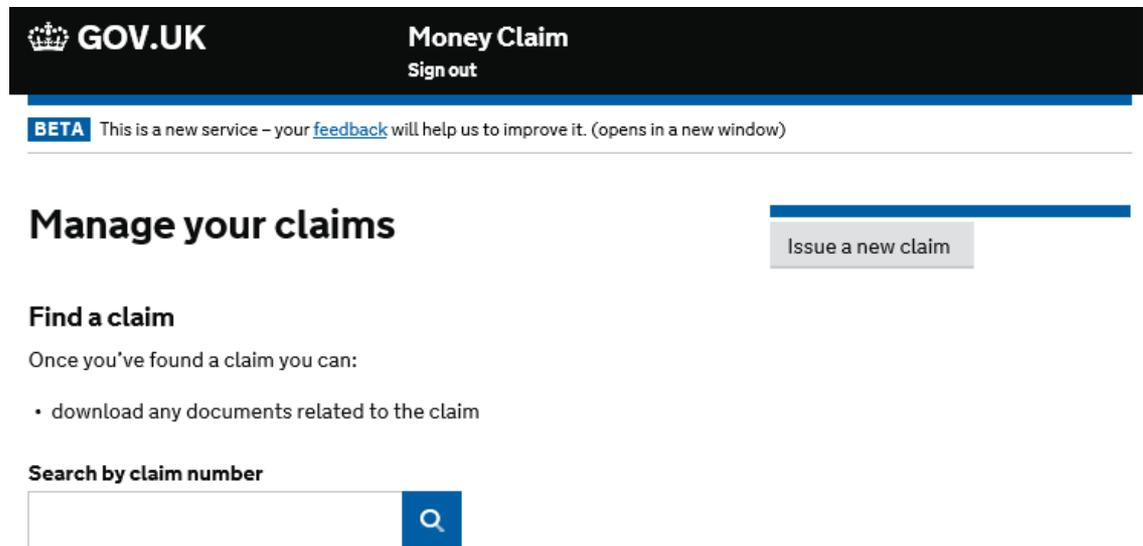
- In the County Court Money Claims Centre**
- Claim number:**
- Fee account:**
- Claim submitted:** 29 April 2020
- Claim issued:** 30 April 2020
- Claimant** and **Service address** fields.
- Claimant solicitor reference** field.
- Defendant** and **Service address** fields.
- Brief details of claim:** Damages arising from a road traffic accident on 2 May 2019. Certificate of Compliance: In accordance with paragraph 9.7 of the Practice Direction: Pre Action Conduct, the Claimant certifies that he has complied with Sections III and IV of the aforesaid Practice Direction as well as the provisions of the Pre Action Protocol for Personal Injury Claims.
- Particulars of claim** and **Particulars of claim to follow** fields.

# Retrieving N1 in the future

You are able to return to the website and download a copy of the N1 later if needed.

The website address is: <https://www.moneyclaim-legal.platform.hmcts.net/dashboard/search>

You may be asked to sign in again, but can then search for a previously issued claim by entering the Claim Reference Number.



The screenshot shows the top navigation bar of the Money Claim website. On the left, it features the GOV.UK logo. On the right, it says "Money Claim" with a "Sign out" link below it. A blue banner below the navigation bar contains the text "BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)". The main content area is titled "Manage your claims" and includes a button labeled "Issue a new claim". Underneath, there is a section for "Find a claim" with the text "Once you've found a claim you can:" followed by a bullet point: "• download any documents related to the claim". At the bottom of this section, there is a search box labeled "Search by claim number" with a magnifying glass icon on the right.