

## CCMCC Email Guidance

(Please also refer to Civil Procedure Rule 5, [Practice Direction 5B](#))

- CCMCC currently have 6 Email Addresses, please see below for where to send your email
- Please follow the below guidance and procedure for all electronic communication and filing of documents. We've also implemented a program which will automatically filter all incoming emails, therefore failure to do so may delay your case.
- The total size of the email, including any attachments, must be less than 10mb.
- All CCMCC processes *excluding new issue* will be accepted by email but mustn't be more than 50 pages (equalling 25 pieces of paper, printed on both sides)
  - This should include the email, all attachments (including any documents embedded in another) and enough copies to serve on required parties.
- Don't use more than one email to take any step in a case which requires a document or documents to be filed.

## Filing of Court Documents [ccmcc-filing@justice.gov.uk](mailto:ccmcc-filing@justice.gov.uk)

The subject field must include the following:

1. Case number
2. Subject matter (see table below for the work types incorporated under the subject matter)

| SUBJECT MATTER  | AOS                       | Defence  | DQ   | Specified Judgment  | Unspecified Judgment                                | Filing of Documents  |
|---|---------------------------|--|--|---|---|--|
| These are the types of work incorporated under the subject matter | Acknowledgment of Service | Defence<br><br>Part Admission<br><br>Part Admission not accepted<br><br>States Paid Defence<br><br>Intention to proceed with States Paid Defence | N180 Small Claims Directions Questionnaire<br><br>N181 Fast & Multi Track Directions Questionnaire | Judgment for a <b>specified</b> amount of monies<br><br>Judgment on Acceptance<br><br>Judgment by Determination | Judgment for an <b>unspecified</b> amount of monies | Amended Claim Before Service<br>Affidavit<br>Case Paid in Full/Satisfied<br>Case Settled/Case Withdrawn<br>Certificate of Service<br>Correspondence between parties<br>Counter Schedule<br>Summary of Costs<br>Extension to File a Defence<br>List of Documents/Availability dates<br>Notice of Acting/Notice of Funding<br>Notice of Discontinuance<br>Part 36 Offer accepted<br>Particulars of Claim/Medical Reports<br>Reply to Defence<br>Solicitors No Longer Acting<br>Schedule of Loss<br>Witness Statement |

### **Enquiries**

[ccmccustomerenquiries@justice.gov.uk](mailto:ccmccustomerenquiries@justice.gov.uk)

The subject field must include the following:

1. Case number (if a claim has been issued)
2. Subject matter:
  - General query
  - Administrative error
  - Refund request (Excluding retrospective Help with Fees applications)
  - Request to stop the issue of a claim

### **Complaints**

[ccmccandccbc-complaints@justice.gov.uk](mailto:ccmccandccbc-complaints@justice.gov.uk)

The subject field must include the following:

1. Case number (if a claim has been issued)

### **Charging Orders**

[ccmcc-chargingorders@justice.gov.uk](mailto:ccmcc-chargingorders@justice.gov.uk)

The subject field must include the following:

1. Case number
2. Subject matter:
  - New Issue
  - General query
  - Administrative error
  - Objection to Order
  - Certificate of Service
  - Applications

### **Attachment of Earnings Orders**

[ccmcc-attachmentofearnings@justice.gov.uk](mailto:ccmcc-attachmentofearnings@justice.gov.uk)

The subject field must include the following:

1. Case number
2. The number of requests for Attachment of Earnings sent (bulk issue only)
3. Subject matter:
  - New Issue
  - General query
  - Administrative error
  - Reissue of N446
  - Claimant Withdraws

**Help with Fees**  
**[ccmcc-helpwithfees@justice.gov.uk](mailto:ccmcc-helpwithfees@justice.gov.uk)**

This email address can only be used to request a refund, query an Help with Fees (HWF) application, or return evidence to support your HWF application that we've requested.

Please be advised that an EX160 Application for Help with Fees to support a new issue of a money claim **cannot** be filed electronically.

The subject field must include the following:

1. Case number
2. Unique HWF reference if this refers to an Application for Help with Fees made online and paper (eg. HWF-XXX-XX-XX or PA17-XXXXXX)
3. Subject matter:
  - Refund Request (Retrospectively)
  - Query
  - Evidence Return