

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

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 Part Admission Part Admission not accepted States Paid Defence Intention to proceed with States Paid Defence	N180 Small Claims Directions Questionnaire N181 Fast & Multi Track Directions Questionnaire	Judgment for a specified amount of monies Judgment on Acceptance Judgment by Determination	Judgment for an unspecified amount of monies	Amended Claim Before Service Affidavit Case Paid in Full/Satisfied Case Settled/Case Withdrawn Certificate of Service Correspondence between parties Counter Schedule Summary of Costs Extension to File a Defence List of Documents/Availability dates Notice of Acting/Notice of Funding Notice of Discontinuance Part 36 Offer accepted Particulars of Claim/Medical Reports Reply to Defence Solicitors No Longer Acting Schedule of Loss Witness Statement

Enquiries

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

The subject field must include the following:

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

Charging Orders

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

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

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