



## Contingency measure: non-standard fee cases (CRM7)

### Electronic submission

We are asking that all CRM7 claims now be submitted electronically to safeguard business continuity and minimise disruption to payment.

This electronic system for submissions will enable the continued processing of claims and will be in place until further notice.

### What does this mean?

Claims and supporting documents will need to be submitted electronically via our new secure file exchange system.

We appreciate that not all providers currently work with digital files. As a result, submitting the case file in support of the claim will not be possible.

### How do I register for secure file exchange?

You should have received a registration email so that you can enable access to the system. If you haven't received anything contact [ATP@justice.gov.uk](mailto:ATP@justice.gov.uk)

### Assessing your CRM7

While the government is requesting individuals to work from home when possible, we will assess your CRM7 with the submission of the details set out below.

1. Completed CRM7 form and case summary
2. Representation order or MAAT reference number
3. Disbursement vouchers
4. Page 3 of CRM7 needs to be fully completed with page counts
5. If counsel assigned a fully completed CRM8 and representation order showing counsel to be assigned
6. Any other information/documents you feel are relevant for the assessor to consider that can be scanned and sent electronically. For example, expert reports, skeleton arguments, witness statements. Where a claim is made for enhanced rates you should provide any other information or documents that will enable the assessor to consider this claim. This additional information aspect is subject to discretion

You should submit each CRM7 claim using secure file exchange and the criminal finance team will process your claim as normal based upon the information submitted.

If a caseworker feels they need to view an item from a file to make an assessment decision they will contact you and make appropriate request. We will endeavour to keep such requests to a minimum.

## Contingency measure for CRM7 non-standard fee cases – electronic submission

### Assessment decisions

Once the assessment decision is made the result will be issued to you via email. You will still have the usual right of appeal against any reductions made upon assessment and appeals are to be submitted to [criminalfinance@justice.gov.uk](mailto:criminalfinance@justice.gov.uk)

Once the government's advice regarding working at home recommendations alters we will review our approach. We will then communicate any further changes as necessary.

You should avoid sending physical claims until we advise that we can accept them.

### Further information

If you have any questions you should contact the criminal finance team at:  
[criminalfinance@justice.gov.uk](mailto:criminalfinance@justice.gov.uk).