



**Royal Courts of Justice**

**Fees Office**

**Information for Court Users**

Date: 24 November 2020

From the 7 December 2020 the Fees Office counter will re-open to the public.

**How to Pay a Court Fee**

**Payment by Debit or Credit Card via the Phone or Email –**

You can pay a court fee by debit or credit card by contacting the Fees Office on 0207 073 4715 between the hours of 10:00am and 16:00pm, Monday to Friday (except bank holidays) or by emailing [RCJfeespayers@justice.gov.uk](mailto:RCJfeespayers@justice.gov.uk). Once the payment has been processed you will receive a receipt which you should submit with the claim form and/or application form to the relevant jurisdiction either by email, post or drop box which is situated at the main entrance of the Royal Court of Justice.

**Payment by CE-File –**

Court users can pay a fee by Payment by Account (PBA) or debit or credit card on submission of documents via CE-File. For more information, support, advice and to register to use CE-File, please use this link: [www.gov.uk/guidance/ce-file-system-information-and-support-advice](http://www.gov.uk/guidance/ce-file-system-information-and-support-advice)

**Payment by Account (PBA) –**

If you have a PBA account, then you must include the reference number in a covering letter with any claim form and/or application you lodge with the court, either by email, post or drop box which is situated in the main entrance to the Royal Court of Justice.

**Payment by Cheque –**

Cheques should be made payable to HMCTS and either posted with the claim form and/or application form or placed in the drop box which is situated at the main entrance to the Royal Court of Justice.

**Attending the Fees Office Counter -**

From the 7 December 2020, the Fees Office counter will re-open to the public during the hours of 10:00am and 16:30pm, Monday to Friday (except bank holidays). **Access to the Fees Office counter is on an appointment only basis. There is no walk-in facility.** An appointment to attend the counter can be made by contacting the Fees Office from 7 December on 0207 947 6527 between the hours of 10:00am and 16:00pm, Monday to Friday (except bank holidays) or by emailing [feesofficecounterbooking@justice.gov.uk](mailto:feesofficecounterbooking@justice.gov.uk) (you must await confirmation before attending).



Once an appointment has been booked, Court Users are advised to enter the Royal Courts of Justice via the main Strand entrance and make their way directly to the Fees Office. Upon arrival you will be directed by staff to pay a fee or submit a remission application and then your documents will be placed in a drop box for the appropriate Court department. Once this has been done you should leave the Royal Courts of Justice via the designated exit.

### **HELP WITH FEES ONLINE**

To apply for fee remission, go to the Help with Fees website (<https://www.gov.uk/get-help-with-court-fees>) and complete the step by step application process. Forward your 'HWF' reference to the Fees Office [feesrcj@justice.gov.uk](mailto:feesrcj@justice.gov.uk) along with a copy of your claim form and/or application form. Please note, the number is confirmation of applying and is not confirmation of Remission entitlement. The Fees Office will process your application and contact you with the outcome of the Help with Fees application and will advise your next steps.

### **GENERAL ENQUIRIES**

For general fee related enquiries please contact the Fees Office on [feesrcj@justice.gov.uk](mailto:feesrcj@justice.gov.uk) or from the 7 December by telephone on 0207 947 6825 between the hours of 10:00am and 16:00pm, Monday to Friday (except bank holidays).

If you have any queries specific to your case, please contact the relevant department via the emails listed below:

1. Queen's Bench Issues - [QBenquiries@justice.gov.uk](mailto:QBenquiries@justice.gov.uk)
2. Queen's Bench Masters Listing – [QBMasterslisting@justice.gov.uk](mailto:QBMasterslisting@justice.gov.uk)
2. Queen's Bench Judges Listing – [QBjudgeslistingoffice@justice.gov.uk](mailto:QBjudgeslistingoffice@justice.gov.uk)
3. Administrative Court - [generaloffice@administrativecourtoffice.justice.gov.uk](mailto:generaloffice@administrativecourtoffice.justice.gov.uk)
4. County Court at Central London (Bankruptcy and Companies Team)  
[RCJBankCLCCDJHearing@justice.gov.uk](mailto:RCJBankCLCCDJHearing@justice.gov.uk)
5. Family Division – [rcj.familyhighcourt@justice.gov.uk](mailto:rcj.familyhighcourt@justice.gov.uk)
6. Senior Courts Costs Office using - [scco@justice.gov.uk](mailto:scco@justice.gov.uk)
7. Civil Court of Appeal – [civilappeals.registry@justice.gov.uk](mailto:civilappeals.registry@justice.gov.uk)