

CCMCC Covid 19 Customer FAQ

The current situation is developing daily and the answers below may change subject to further guidance that we receive, we'll do our best to update you as soon as we can.

Can CCMCC send all correspondence to you by email?

CCMCC is unable to send documents electronically, this is due to system limitations and reduced staff resource. Documents will continue to be sent by post, closed offices will need to make their own arrangements.

Can we email claims for issue?

Currently CCMCC is unable to accept claims for issue by email as this goes against the Civil Procedure Rules and also due to system limitations and reduced staff resource, printing of claims isn't something we're able to undertake at this moment.

Will there be extensions to deadlines?

Currently the court is unable to provide blanket extensions therefore requests will need to be made on individual cases where required. However, it's likely that courts would be sympathetic to the application given the present circumstances.

Formal applications are required to extend the time to comply with deadlines, the application fee will be waived in the current circumstances. One application can be made to cover multiple cases. You must include the following information

- case number;
- party names;
- date of deadline; and
- reason for extension for each case

Will wet signatures still be required on forms and documents?

Digital signatures are acceptable as set out in 5.3 of the CPR: "where any of these Rules or any practice direction requires a document to be signed, that requirement shall be satisfied if the signature is printed by computer or other mechanical means."

Are we still processing enforcement work?

Yes, currently there is no directive for us to stop processing enforcement work.

If, however, you don't wish us to process enforcement work you've already sent to us, you can notify us. This notification can only be for all enforcement work you've sent to us, we're unable to stop processing enforcement work for individual claims. If you instruct us to not process your work, we'll endeavour to do so and this will be returned to you.

You can email the relevant inboxes, or all if all are relevant

Please use the subject line "Stop all enforcement"

ccmcc-chargingorders@Justice.gov.uk

ccmcc-attachmentofearnings@Justice.gov.uk

CCMCCwarrantqueries@Justice.gov.uk