



Department for
Constitutional Affairs



E-11 Building Internet Self-represented Litigant Access and e-filing Systems

Money Claim Online



perry.timms@dca.gsi.gov.uk
Department for Constitutional Affairs
Court Service - England & Wales

Courts in England & Wales

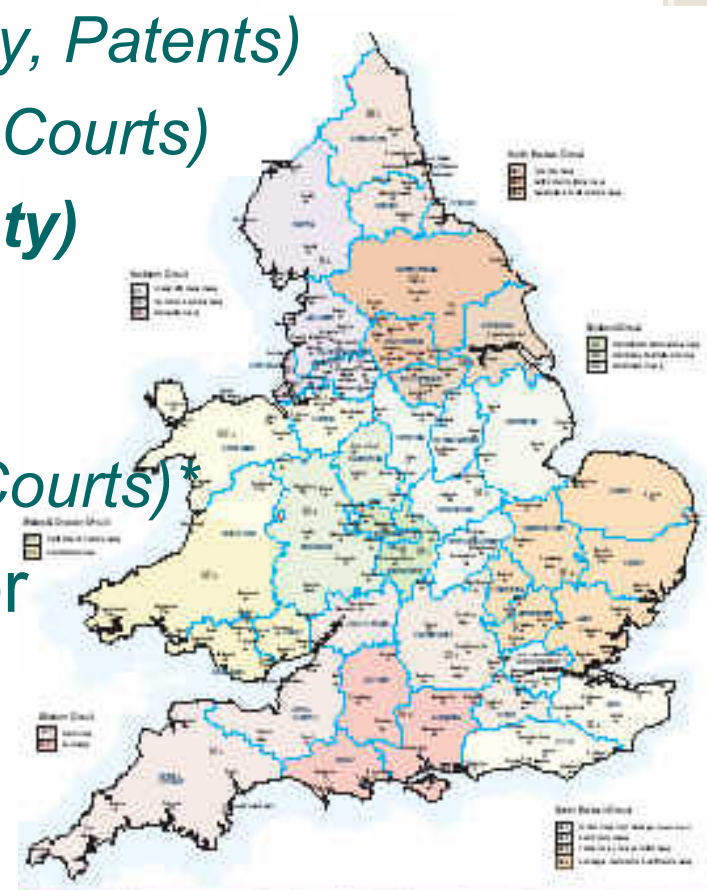
➤ Court Structure

- 1 High Court (Appeals, Technology, Patents)
- 90 higher Criminal Courts (Crown Courts)
- **218 Civil & Family Courts (County)**
 - 1 million money claims per year
- 38 Probate Registries
- 430 lower Criminal (Magistrates' Courts)*

➤ Reporting to the Lord Chancellor

* administered by Local Government

www.moneyclaim.gov.uk





Why go online?

- UK Government electronic service targets
- Better information for court users
- Proven EDI claims system for high-volume users
 - *Banking / Retail / Utilities – ¾ million claims per year*
- Claim centralisation = relief for local administration
 - *EDI system has not captured Solicitor, Small Business, Local Government, or Citizen users*
- Minimal judicial involvement in money claims
- Early product of wider modernisation programme
 - *Signal online intent and prove it can be done!*



What is Money Claim Online?

- Secure Internet service
 - *request the issue of money claims up to £100,000*
 - *against no more than 2 defendants*
 - *pay the court fee online*
 - *check status of claim 24/7*
 - *correspond by e-mail*
 - *progress claim by applying for judgment order*
 - *issue enforcement (warrant to local court bailiff)*
 - *Defendant can respond to the claim online*



Ensuring online confidence

- Civil Procedure Rules
- Branding and Security
- Harnessing searches
- Multi-channel contact
- Online help and guidance
- Enhancements over paper process
 - e.g. 24/7 online status checking and validation
- Automatic data save & .pdf print function

The screenshot shows a web browser window displaying the 'Department for Constitutional Affairs' website. The main heading is 'CIVIL PROCEDURE RULES'. Below this is a navigation menu with links for 'WHAT'S NEW?', 'UPDATES & ZIPS', 'CURRENT VERSIONS', 'STATUTORY INSTRUMENTS', 'CONSULTATION', 'COMMENTARIES', 'CONTACT', and 'SEARCH'. A secondary menu includes 'RULES & PRACTICE DIRECTIONS', 'SCHEDULE 1 - RSC', 'SCHEDULE 2 - CCR', 'PRE-ACTION PROTOCOLS', 'GLOSSARY', 'FORMS', 'COURT GUIDES', and 'INDEX'. The main content area is titled 'PRACTICE DIRECTION - PILOT SCHEME FOR MONEY CLAIM ONLINE' and lists several sub-sections: 'GENERAL', 'SECURITY', 'FEES', 'TYPES OF CLAIMS WHICH MAY BE STARTED USING MONEY CLAIM ONLINE', 'STARTING A CLAIM', and 'ONLINE RESPONSE'. A 'See also Part 7' link is also visible.



Money Claim Online





Money Claim Online



Welcome to Money Claim Online

- Money Claim Online (MCOL) is the Court Service's Internet based service for claimants and defendants.
- Money Claim Online is a simple, convenient and secure way of making or responding to a money claim on the internet.



I am a claimant

Someone owes me money and I wish to start or continue a claim, using the online service.

I am a defendant

I have received a claim pack from the court and wish to respond to the claim made against me using the online service.

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Simplifying the Process

➤ 8 simple steps to claim

- *Claimant details*
- *Defendant details*
- *Brief cause of action*
- *24-line statement of case*
- *Amount claimed in £'s*
- *Statement of Truth*
- *Payment of Fee*
- *Confirm and Submit*

➤ Overcoming issues

- *Security*
- *ID of user*
- *One-off or repeat users*
- *Signature on paper forms*
- *Restrictions - pleadings*
- *Fee payment method*
- *Solicitor acting*
- *Keeping copies*



Money Claim Online

Extensive help included throughout MCOL

Help Log in



Money Claim Online is a simple, convenient and secure way of making a claim on the internet.

With Money Claim Online you can keep an eye on the status of your Claim, Judgment and/or Warrant.

You will be asked to pay the fees to issue Claims and Warrants online by Debit or Credit Card.

Money Claim Online has been designed to be easy to use from a computer and is supported by a [Customer Help Desk](#).

To start using Money Claim Online, please choose one of the following options:

(When am I a [new](#) or [existing](#) customer?)

[I am a new customer](#)

[I am an existing customer](#)

Secure ID & Password selected by user

Cancel



Money Claim Online

[CLAIM MENU](#)

[HELP](#) [TUTORIAL](#) [EXIT](#)

Claim Menu

Links to the User Guide

Welcome to Money Claim Online

▶ Start a new Claim

To issue a new Claim online please click, [start a new claim](#). Remember to have the relevant information available.

▶ Continue with an existing Claim

Below is a list of claims you have started using this Customer ID. The list is in chronological order and shows the current position of your claim. From here you can take further action on your claims where appropriate.

You can view the details for any of your claims, once they have been successfully issued, simply by clicking on a status below. You can change the description by clicking on the appropriate claim description.

Scrolling down will reveal more cases

Cases with recent action for progress checking etc.

Description	Defendant	Claim	Judgment	Warrant
test after failover - QZ100503	y y	Suspended (29/11/2001)	Rejected(30/11/2001)	
test of sol costs	fred fred	Rejected(08/01/2002)		
BATCHCLAIM-1 01/12 -	DEFF [1] FOR DEFSCCLAIM1	Part Admission (24/12/2001)	Rejected(04/12/2001)	



▶ Information you should consider before making a claim

Issuing a claim should be your last resort. You should first consider other ways to settle the matter. For example, if you are owed money, you could write a letter to the person who owes it. Say how much they owe, what it is for, and what steps you have already taken to recover the money. Include a warning that you will consider issuing a county court claim if they do not pay by the date you give. Sometimes this warning will encourage them to pay and you will not have to go to court. Keep a copy of the letter and any reply.

Will I get my money?

It is important to consider whether the person, firm or company you are claiming from is likely to be able to pay. If they:

- are unemployed, bankrupt, or their company has been wound up;
- have no money of their own, no personal property & nothing else of value belonging to them (such as a car) which is not hired or subject to a hire purchase or lease agreement;
- have ceased to trade; and
- have other debts to pay

the court may not be able to help you get your money. However, you may be able to get your money if you are prepared to accept small instalments over a period of time. If the person or company is bankrupt, you will probably not get your money. You can contact the [Insolvency Service](#) at 21 Bloomsbury Street, London WC1B 3SS, Tel: 020 7637 1110. You need to tell them the full name of the person or company and their last address. They will tell you if the person is bankrupt, or if the company is in 'compulsory liquidation' which means that the company has probably stopped trading. This usually means

▶ Information to consider

- Alternative Dispute Resolution (ADR)
- How to use MCOL to issue a claim
- Can I use MCOL?
- What happens to my claim?
- Is MCOL secure?
- Payment of court fees
- Starting your claim
- Statement of truth
- Service of the claim
- Responding to a claim
- Paying the claim in full
- Acknowledgment of Service
- Making a part admission
- Defence
- Making a claim through MCOL
- What if the defendant ignores my claim?
- Requesting a warrant of execution online
- Can I save my claim?
- Viewing progress of a



▶ Claim amounts

[Amount claimed*](#)

£ 440.00

[Court fee*](#)

£ 60.00

Calculate

(Press to recalculate)

[Solicitor's costs](#)

£ 0.00

[Total amount*](#)

£ 500.00

Calculate

(Press to recalculate)

▶ Statement of Truth

I am the claimant - I believe that the facts stated in this claim form are true.

I am the claimant's solicitor - The claimant believes that the facts stated in this claim form are true.

Signed*
(initials and surname)

Percy Times

Electronically signed statement of truth

NOTES

[DELETE](#) | [SAVE](#) | **[SUBMIT](#)**

◀ [Back](#)

The **Submit** button will automatically validate and save the page.

[CLAIM MENU](#)

| [TUTORIAL](#) | [EXIT](#)

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Money Claim Online

[CLAIM MENU](#)

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Claim - Status

The following information relates to your claim:

- ▶ Claim Description **BATCHCLAIM-48 (1/12/2001)**
- ▶ Claim Number **QZ100833**
- ▶ Status of this Claim **Issued**

Your claim request has been accepted. The Defendant has 14 days from the date they are served with the claim, to reply.



[View your Claim request](#)

(To be able to view PDF you must have Adobe Acrobat Reader installed on your computer. After opening the PDF you will be able to print and/or save by using the provided options in the Adobe Acrobat file menu.)

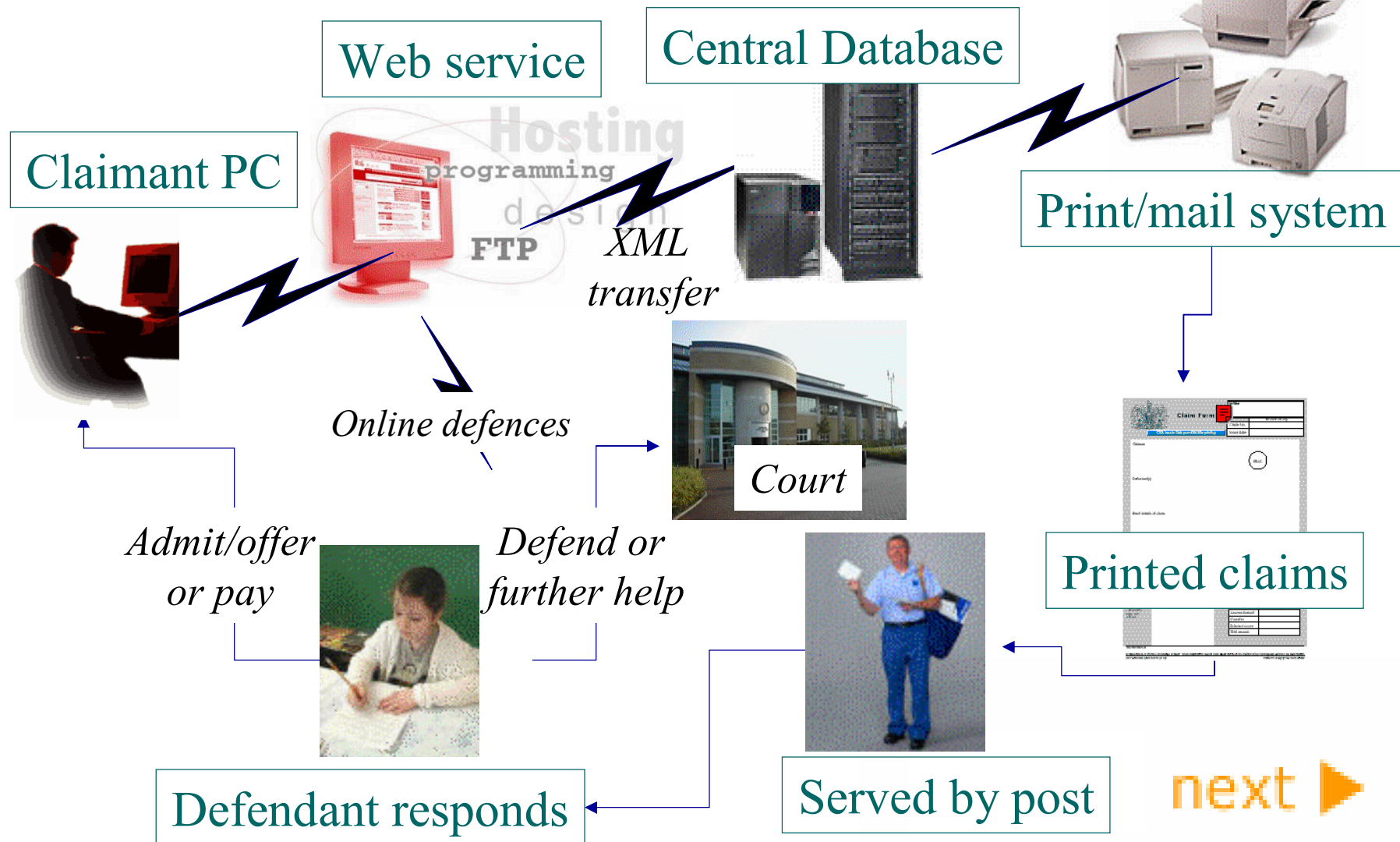
[← Back](#)

View/Print the claim form at any stage following claim issue

[CLAIM MENU](#)

[HELP](#) | [TUTORIAL](#) | [EXIT](#)


Process Overview





next ▶


Equality of arms


- Online responses from defendants
 - *Secure log in / online help and guidance*
 - *Advice “gateway” for those without access to IT*
 - Web data stored & printed for processing
 - *PDF of court form (and continuation pages)*
 - Available to all e-originated claims
 - *Over ¾ million claims per year*
 - Only 2% of money claims issued go to trial
 - If contested, transferred to “local” court
 - *E-transfer of case record to hearing court*
 - *hard copy file for local Judge*
 - *Drops out of “online” environment*
- www.moneyclaim.gov.uk


Money Claim Online


 USER GUIDE
  HELP


Claim no.: QZ255514 **Defendant:** DEFF
Claimant: CLAIMANTFORENAME CLAIMA

 EXIT


 **STATUS OVERVIEW**

Please read this page carefully. If you do nothing, judgment may be entered against you.

 **Claim status**
 A claim was issued against you on 23 October 2002.
 Your Acknowledgment of Service was submitted on 31 October 2002.
 Your Defence was submitted on 31 October 2002.

 **Available options**
 You submitted an Acknowledgment of Service and responded to the claim.
 You can view print and save your Acknowledgment of Service and your response.

Claim summary	Amount
Amount claimed: £	45,000.23
Court fee: £	350.00
Solicitors costs: £	0.00
Total amount: £	45,350.23
Issue date:	23 Oct 2002

Acknowledgment of Service form	Available option
If you need 28 days (rather than 14) from the date of service to prepare your defence, or wish to contest the court's jurisdiction, complete the Acknowledgment of Service	Submitted on 31 Oct 2002 View / print / save →
Response Forms	Available option
If you dispute the whole claim or wish to make a claim (a counterclaim) against the claimant, complete the Defence form	Submitted on 31 Oct 2002 View / print / save →
If you admit part of the amount claimed, complete the Admission and the Defence form	 None

Defendant (or his lawyer) can log in and check to see if there is still time to respond online

COURT SERVICE **Money Claim Online** USER GUIDE HELP

Claim no.: QZ255514 Defendant: DEFFORENAME DEFSURNAME

Can be printed or saved

Adobe Acrobat (.pdf) version of the documentation using information completed online

Response Pack

Included in this pack are:

- Admission Form N1s
- Defence and Counterclaim Form N10
- Acknowledgment of service (see below)

Acknowledgment of Service

Defendant's full name if different from the name given on the claim form

Address to which documents about this claim should be sent (including reference if appropriate)

Tick the appropriate box

1. I intend to defend all of this claim

2. I intend to defend part of this claim


3. I intend to contest jurisdiction

Available option Submitted on 31 Oct 2002 View/print/save

Available option Submitted on 31 Oct 2002 View/print/save

None

← → × 🏠 🔍 📁 📄 🖨️ 🗑️

 **Money Claim Online** USER GUIDE ? HELP

Claim no.: QZ255550 **Defendant:** DEFENDANT PUBLIC LIMITED COMPANY STATUS OVERVIEW SAVE X EXIT

▶ **Defence**

Please state your defence in a maximum of 8000 characters and 122 lines in the box below.
Please note: **You don't need to send us any evidence or additional documentation to support your defence at this stage.**

The work carried out by the claimant was substandard and I had to bring in another firm to correct some of the problems the claimant left.

Despite attempts to get the claimant to return and rectify the problems, and then attempts to reduce the bill because of having to call in the other company, the claimant still insists on the full price for the work completed.

The other company charged me £220.00 which could have been avoided. I accept that I could persisted with the claimant but I was concerned that the appearance of my premises was not satisfactory and I had to take quick action to remedy the situation.

I would therefore consider settling this action, but only for £300 not the £440 quoted and I dispute the court costs as it seemed unnecessary to take the case to court.

Character Count: (max 8000)

Next ➔

- Defence
- Amount disputed
- Dispute reasons
- Defence
- Counterclaim
- Service details
- Submit

Allows for more detail than the paper forms - equivalent to 3 sides of A4

Character counter to check on available space

Delivering in partnership

- Modular implementation – rapid development
 - *Module 1 - Issue claims – June to December 01*
 - *Module 2 - Respond to claims – April to Dec 02*
 - *partnership with private sector*



- Uses existing legacy systems
 - *back-end database (Unix/Oracle) and print system*
 - *Centralised helpdesk and admin support*



Online performance

- 700+ e-claims per week
 - *More than any other civil court*
- 40,000 claims since launch in February 2002
 - *Research indicates not “new” business*
- User analysis
 - *93% citizen and small/medium business*
 - *6% solicitor/law firm*
 - *1% government*
- No mischief or frivolous use
- Positive consumer reviews



Where to find out more?

[User Guide for MCOL](#)

<http://www.courtservice.gov.uk/mcol/userguide/index.htm>

[Practice Direction for MCOL](#)

http://www.lcd.gov.uk/civil/procrules_fin/contents/practice_directions/pd_part7e.htm

[EzGov case study](#)

www.ezgov.com/testimonials_case_studies.jsp

[Information Systems Strategy](#)

http://www.courtservice.gov.uk/docs/about_us/our_performance/is_strategy.pdf

[Judicial Working Group Report](#)

www.courtservice.gov.uk/info/rep/judicialworkinggroup/reportjwg.pdf

[electronic Government Interoperability Framework \(e-GIF\) -](#)

www.e-envoy.gov.uk/publications/frameworks/egif5/e-GIF_ver5.rtf

www.moneyclaim.gov.uk