

More than 100,00 civil money claims issued online

- Online application process takes just 10 minutes
- Some 88% of users satisfied with online service
- Claims now issued in minutes not days

The digital service, launched in March 2018, allows people that are owed sums of up to £10,000 to resolve their dispute completely online. This means claims can be issued, responded to and settled without the need for third-party involvement.

The service aims to make it simpler and quicker for people to submit a claim, by allowing them to do so from their own home and removing complex legal language from the online application. Most people take less than 15 minutes to complete the initial claim form.

Almost 9 in 10 people using the service have been satisfied or very satisfied with it, with claims now being issued in minutes, not days. This makes it easier to resolve disputes and hands power back to consumers, which should help to drive more honest behaviour amongst traders and result in fewer people losing money.

Justice Minister, Chris Philp MP said:

Submitting a civil money claim online is allowing thousands of people up and down the country to claim the money they are owed quicker and more easily.

This is just one way this Government is using technology to ensure our world-renowned justice system remains fit for the 21st century and increases access to justice for all that use it.

Ola Osenie, 45, from North London, is one of those to benefit from the online service. He said:

The business claimed they weren't happy with my services, which I knew wasn't true; they'd already provided positive feedback saying how pleased they'd been.

I'd tried to resolve the situation myself, by trying to set up meetings, sending letters, emails, leaving voicemails and sending text messages, but it hadn't worked.

Making a claim online took about 10 to 15 minutes. It was very easy to follow and easy to use and designed in an intuitive way. It's a great service and very simple to use. I'd definitely recommend it

to others who are owed money.

[Online civil money claims](#) is part of HM Courts and Tribunals Service's £1 billion reform programme designed to modernise courts and tribunals, making them swifter, simpler and easier to access for everyone. People can now apply for uncontested [divorce](#) and [probate](#) online, and [make pleas for low-level offences](#).

Notes to Editors

1. Online services do not replace existing paper-based applications but often provide a quicker, easier alternative for many people.
2. More than £10m in court fees have been issued using HMCTS' online civil money claims service.
3. If you would like to speak to Ola, or other people who have made a civil money claim online, please contact HMCTS press office on 020 3334 3536.