



Help With Fees

April 2025

How to support users to apply for Help with fees

Users may want to apply for help paying their court fee using the online [Help with fees](#) service. You can apply for help with fees for any court or tribunal fee.

If they are using Make a money claim, they must use the online system for applying for help with fees.

If they are applying for a divorce and want help to pay that fee, they can apply online for help with fees at the same time.

If the user wants to apply for help with fees connected to an online probate application they need to first make the application for probate and then apply for help with fees to reimburse them. If they cannot pay upfront for the application, they can apply for help with fees online, but will need to use the paper service to apply for probate.

If you are completing a **REMOTE** support session, the user needs to have their own device. Your role is to verbally walk them through the process step by step.

You **CANNOT** fill the form in on behalf of the user. They must complete a statement of truth on their own device and submit the form themselves.

Be aware - Users can also use the Help with fees system to apply for a refund for courts fees paid in the last three months (this is not possible for some of the new online services though, like Make a money claim, so do check before making the application). If applying for a refund, you should answer all questions about the user's circumstances at the time they paid the fee.

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Entitlement

Users might be able to pay a lower fee or no fee at all if they have little or no savings, and have a low income or receive income- related benefits like:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Universal Credit (and you earn less than £6,000 a year)
- Pension Credit (Guarantee Credit)

If the user is under 61 they need to have less than £3000 in savings or investments to be eligible if the court fee is less than £1000. If they are over 61 they can have up to £16,000 and be eligible.

You can work out if the user is likely to be eligible by using the online Fee Remissions Contribution Calculator (EX 160C). You can find this at the bottom of the [Help with court fees page](#) on GOV.UK.

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How to prepare for the appointment

They should bring with them

- details of their income,
- details of their savings and investments if they have any,
- if they have a partner, details of their income, savings and investments,
- the court or tribunal form number that they want help to pay the fee of – to make a money claim it is N1, to apply for divorce/dissolution it is D8, to apply for probate it is PA1P if the deceased had a will, and PA1A if the deceased does not have a will. If they are applying for help with a hearing fee they enter 'hearing fee' and short explanation such as 'hearing fee small claim'.
- their National Insurance number or Home Office reference number – they may have a Home Office reference number if they are subject to immigration control. (If they don't have either a NI number or Home Office number they must apply by post).
- If they have only started receiving one of the benefits on the previous slide recently, they may need a letter from the DWP or Jobcentre confirming that they receive the benefit.

They do not need evidence of their income and savings at this stage, but they must give correct details as they may be asked for evidence as the application is processed.

Be aware - Users have to complete a separate application for each court fee you want reduced or cancelled. This may mean their have to apply more than once during their case.

Applying for Help with fees

The Help with Fees online application is really easy to use if you have all the details about income and savings that you need.

Where an explanation is needed it is available on the screen. There is only one question that might confuse people.

You are asked 'Do you have a case, claim, appeal or 'notice to pay' number?' The user will only have a claim number, case number, etc if they have already made the application they want Help with Fees for. If they haven't applied yet they will respond no.

When they get to the end of the process they check over their answers, declare that everything is true to the best of their knowledge, and press Submit application and continue. They then arrive at a confirmation screen, that confirms the application has been made and gives them the all important reference number. Support them to make a record of it.

If the user has supplied an email address the reference number for the Help with Fees application will get emailed to them as well.

If the user is making a money claim, or applying for a divorce or dissolution, they can now continue with that application but the claim cannot be issued (officially started) until the application for Help with Fees has been processed. At that point the user will be told what fees are covered and what they still have to pay. They can then pay the remainder and start the case at any time in the next 95 days.

Help with fees

As of the 08 April 2025 the fees have increased, if the service user applied before this date the old fees apply.

The new fees are as follows below:

- Divorce is increasing from **£593** to **£612**.
- Fast track (claims **£10,000** to **£25,000**) hearing fee increasing from **£545** to **£619**.
- Any process received prior to the new fee order but returned because there was an error and then subsequently resubmitted after 08 April 2025, will attract the new fee.