

Online Civil Money Claim (OCMC)

Please note We Are Group do not offer any legal or financial advice and guidance to the user or defendant.

This is a summarised version of the full training pack and is intended to be used as a handy reminder.

If you are new to delivering this service or have had an extended break away, we would **HIGHLY** recommend referring to the full training pack that includes a full breakdown of the process and screenshots of each page of the form.

You can find the link [here](#).

We recommend working on an offline document for any large passages of text. This will safeguard against losing your progress in the event you experience Internet connectivity problems, website drop outs, or other technical problems.

Please note that this is a non-proxy form-fill service so you CANNOT fill the form in on behalf of the user. If your session has been booked as remote, you can walk the user through the form, but they **MUST** complete it on their own device.

Start the process by clicking the [link](#) to access the online form or visit www.gov.uk/make-court-claim-for-money/make-claim.



It is worth noting that users may want to start a small claim against another individual or organisation online using Money Claims, or they may want to respond online to a claim. The claimant will need to pay a court fee to start a claim. The court fee is based on the amount they are claiming, which may be able to include interest.

If the user is on a low income or on income-related benefits (i.e. Universal Credit or Pension Credit), they may only have to pay a reduced [court fee](#) or no fee at all. Support them to see if they are entitled to Help With Fees and apply online. If they choose this route, they can continue to make a money claim, alongside their Help With Fees application.

Required Documents for the appointment

Below is a list of documents the user must bring to the appointment:

- Details of their claim
- Details of any evidence they have
- Details of any loss of earnings they wish to claim for such as the claim amount and evidence of cost i.e. a receipt for an item or travel expenses.
- Any receipts they have for additional expenses they wish to claim for.



How to complete a Civil Money Claim: The Claimant

We recommend that the claimant is directed to visit the main webpage first. This will provide all of the information needed for them to make a money claim and can be found [here](#).

After visiting the page and reading the information, the claimant will then need to complete a pre-claim questionnaire. This is important as it will confirm whether they are eligible to use the OCMC service. To complete the questionnaire, inform the claimant to click on “Make a Claim” and then **“Make a Money Claim”**; these are green buttons. Where it says “Try the new online service webpage”, the claimant will need to click the green button to be redirected to the questionnaire.

Once this has been completed, the claimant will be redirected where the claimant must **create an account**. They will then be able to get to the overview screen; this will show the different steps the claimant needs to complete prior to issuing their claim and start proceedings.

During this process, you will need to go to **“Resolving this dispute”** and read it aloud to the claimant. They will then need to confirm that they have read this, and you will need to complete this step with **the “Completing your claim” step**, too.

Next, you will need to enter the claimant’s details, followed by the details of the person or organisation they are claiming against. If you have an email address for them, it is useful to include it. Immediately after you submit your claim, they will receive an email containing the details of the case you have started.

In the **“Details of the claim”** section, you will need to get the claimant to write a concise statement of the facts of their claim, including what happened and what they want from the defendant.

In the **“Timeline of events”** section, the claimant will need to provide and explain what happened on what date.

For the **“List any evidence”** section, the claimant will be asked to confirm what evidence they have to support their claim. They do not need to submit the evidence at this stage, they will just confirm that they have it.

Ensure the claimant has checked their answers before submitting the claim.

The last section enables the claimant to check all the information they have provided. If the claimant thinks they may have anything wrong, do not submit it until they have been able to check that they have got it right. Be aware the claimant can change and edit anything about the claim up until they press “Submit and Continue to Payment” so make that clear as once clicked, the case is officially started. They will then have to pay to make any significant changes, so it is important to ensure all provided details are correct. The claimant will also need to confirm that everything they have declared is true and to the best of their knowledge. Once confirmed, the claimant will pay and the claim is started. In the instance a claimant needs to change any information after the claim is submitted, they will need to make an application to a Judge to alter or provide any additional information to the claim. Fees to do this can range between £119 to £303 depending on if a hearing of the application is needed. Ensure to prompt the claimant to double check the information they have provided properly.

After payment, the claimant is taken to a confirmation screen, telling them their claim number and the deadline by which the defendant needs to respond. It is important both are noted down, and the claimant is then read the information presented on screen explaining the processes next steps.

If the claimant has supplied an email address for the defendant, the defendant will be informed that a legal claim has been started against them receiving a copy of the claim form straight away. This is in addition to a copy of the claim being sent to them in the post within 5 working days.

A copy will also be emailed to the claimant.



For a list of helpful charities and organisations that can provide useful advice, guidance, and support click here: [Partner Signposting Booklet](#).

Other links include:

Help Guide - <https://www.advicenow.org.uk/guides/how-start-civil-claim>

How to sue someone - <https://www.advicenow.org.uk/how-take-civil-claim>