

Submit Bulk Claims (SaBC) updates and SiLAS user registrations

The LAA has issued guidance on how to submit bulk claims and SiLAS user registrations. This will have been sent to your named LAA Liaison contact.

Submit a Bulk Claim query inbox closure

As part of the service to support the launch of Submit a Bulk Claim (SaBC), the LAA created a dedicated email inbox for providers to raise queries about their submissions. Following the April submission deadline of 20 May, this inbox will close. Emails received after this date will not be read, and providers will be re-directed to an alternative contact as would have been the case when CWA was in operation, as set out below.

Where to direct your queries

- Technical queries relating to SaBC: These should be sent to Online Support at online-support@justice.gov.uk, who can raise tickets should further investigation be required.
- Queries about payments received following a submission: These should be sent to Reconciliation@justice.gov.uk.
- Claim amendments and amendment requests: These should be sent to PA-ClaimAmend@justice.gov.uk.
- Any other queries: For example, queries about which codes may be applicable in a particular matter should, in the first instance, be directed to your Contract Manager.

Guidance

Guidance (which is the same as that used by the LAA's caseworkers) can be found in the *Guidance documents* section of our dedicated Submit a Bulk Claim page on GOV.UK: <https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents> It includes:

- SaBC User Guide
- Guidance for Reporting Legal Help and Mediation Work on SaBC
- Guidance for reporting Crime Lower
- SaBC FAQs and common issues document

The LAA has also published specific guidance to help providers understand which fee codes may apply, based on the codes previously used. These cover Family, Immigration, Mediation and Crime and can be found on the Legal Aid Learning website:

- [Submit a Bulk Claim – Civil – Legal Aid Learning](#)
- [Submit a Bulk Claim – Crime – Legal Aid Learning](#)

Updated SaBC FAQs and common issues document

The LAA have updated the SaBC FAQs to reflect the questions received since SaBC went live. They have also highlighted the most common issues providers encounter, with guidance on how to resolve them.

The updated document includes a “You said, we did” section, highlighting changes already made to the system in response to provider feedback. It can be found on our dedicated Submit a Bulk Claim page on GOV.UK: <https://www.gov.uk/guidance/submit-a-bulk-claim-sabc>