



HM Courts & Tribunals Service

25 July 2025

Dear Sir / Madam,

Online Civil Money Claims Mandation and RTA exemption from mediation

As has been previously communicated, making digital mandatory for money claims issued by legal representatives will start on **28 July 2025**. This mandates the use of the Online Civil Money Claims (OCMC) or Money Claims Online (MCOL) to issue, respond and progress eligible fixed money claims.

This change relates to issuing, responding, and progressing eligible money claims made under Practice Direction 51R. The only exceptions to this relate to any claims issued under PD7B, PD7C or PD51ZB. Where claims are progressing on OCMC, responses must also be made online.

From 28 July 2025, the issue of claims and filing responses/documents eligible to be issued or responded to on OCMC will no longer be accepted on paper and will be returned to the sender.

In addition to mandating the use of digital services, this update will include a one-year pilot of automatic referral to mediation for claims issued through the OCMC service that arise from a road traffic accident (RTA) and do not involve a personal injury element. This will commence on the 28 July 2025.

The purpose of the pilot is to inform future decision making about whether these claims ought to be subject to mandatory referral to mediation. During the pilot, the Civil Procedure Rule Committee will conduct a public consultation, and an evaluation will also be held to review how it is working in practice.

A decision on whether mandatory referral to mediation is extended beyond the end of the year will be taken in due course.

Further Information

OCMC is a digital end-to-end service for money claims with a fixed (specified) value. The service offers:

- access to your cases 24/7

- the ability to see the latest activity that has taken place on a case, with email notifications throughout to inform you of activity on the case
- the ability to issue and respond to a claim, view judge directions, make an application, upload evidence in support and view final orders
- built-in automation and progression of your case, meaning fewer delays and a reduced reliance on physical papers to progress a claim, for instance:
 - claims are issued when we receive them compared to waiting 10 days when they are received on paper forms.
 - defences are processed when we receive them compared to a 7-day delay when paper forms are processed
 - automated trial bundles are available for parties and judges
- quicker case progression, such as faster referral to mediation for defended small claims
- self-maintenance of your firms' MyHMCTS account and the ability to allocate additional litigators to individual claims to cover supervision roles or annual leave

Please refer to the [practice direction](#) for further information about which claims are eligible for the OCMC service.

How to prepare and register for MyHMCTS

Your organisation should be registered as a professional user on [MyHMCTS](#). This is our online portal for professional court users to create and submit civil, family and tribunal applications to the court and view and progress live cases.

Each firm will have its own account and the ability to set up and manage its users. If you are not already registered to use the service, you should do so now. To register, you will need to contact your firm's MyHMCTS account administrator to request access.

It's important that your organisation does not attempt to register more than once. If you are certain that your firm has not yet registered, you can register online. Please read the [registration guidance](#) fully before beginning your application. Once confirmed, you will be able to manage your account online.

Help and support

If you have any queries about MyHMCTS registration, please contact the support team MyHMCTSsupport@justice.gov.uk

If you require further help or support, please email OCMCLR@justice.gov.uk or contactOCMC@justice.gov.uk

Your sincerely,

**Kerry Greenidge Senior
Service Manager, Civil**