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RHINO666
Junior Member



Joined: Nov 2024
Posts: 12

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County Court Hearing Transcription Services

#1

1st March 2025, 16:36:PM

Hello

I have to get a 120 minute hearing transcribed which requires an EX107 form to be completed and a transcription service selected.
The five options are escribers, Marten Walsh Cherer, The Transcription Agency, Acolad UK Ltd(formerly Ubiquas) and Epiq(formerly DTI).
Sadly they all have horrendous reviews as employers and customer reviews do not inspire confidence either.
Can anyone suggest the best of this bunch or perhaps I can use another company that is recommended but not on the EX107 list?

Thank you

Tags: None

 Thank Post 0
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ECHAT11
VIP Member



Joined: Nov 2009
Posts: 9717

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1st March 2025, 16:43:PM

#2

Originally posted by **rhino666**

Hello

*I have to get a 120 minute hearing transcribed which requires an EX107 form to be completed and a transcription service selected.
The five options are escribers, Marten Walsh Cherer, The Transcription Agency, Acolad UK Ltd(formerly Ubiquas) and Epiq(formerly DTI).
Sadly they all have horrendous reviews as employers and customer reviews do not inspire confidence either.
Can anyone suggest the best of this bunch or perhaps I can use another company that is recommended but not on the EX107 list?*

Thank you

You are stuck with the listed options, apparently HM Courts & Tribunals Service has contracts with them, I've had communications with the person that arranged them for HM Courts & Tribunals Service. It's a useless position to be in, but you just need to make the best of a bad situation.

 Thank Post 0
 Reply with Quote


RHINO666
Junior Member



Joined: Nov 2024
Posts: 12

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1st March 2025, 18:11:PM

#3

Originally posted by **echat11**

You are stuck with the listed options, apparently HM Courts & Tribunals Service has contracts with them, I've had communications with the person that arranged them for HM Courts & Tribunals Service. It's a useless position to be in, but you just need to make the best of a bad situation.

Is there a best of this bunch; who would you use?

 Thank Post 0
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1st March 2025, 18:18:PM

#4



ECHAT11
VIP Member



Joined: Nov 2009
Posts: 9717

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Originally posted by **rhino666**

Is there a best of this bunch; who would you use?

Epiq (formerly DTI)

Make sure you fill the form in correctly, check it several times.

Thank Post 1

“ Reply with Quote



RHINO666
Junior Member



Joined: Nov 2024
Posts: 12

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6th March 2025, 16:57:PM

#5

Originally posted by **echat11**

Epiq (formerly DTI)

Make sure you fill the form in correctly, check it several times.

Sadly, it would appear that Epiq do not want my business. They do not give any estimate of cost of a transcription on their website or at least I was unable to find it, so I completed their online quote request form on Sunday. When there was no reply by Tuesday I completed the online request form again but as of today, no reply. I have also called them on 020 7404 1400 and left messages yesterday and today when their routing to a sales agent did not work. The promised call backs have not happened, so no response whatsoever from Epiq. I am disappointed.

Thank Post 0

“ Reply with Quote



ECHAT11
VIP Member



Joined: Nov 2009
Posts: 9717

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6th March 2025, 18:37:PM

#6

Originally posted by **rhino666**

Sadly, it would appear that Epiq do not want my business. They do not give any estimate of cost of a transcription on their website or at least I was unable to find it, so I completed their online quote request form on Sunday. When there was no reply by Tuesday I completed the online request form again but as of today, no reply. I have also called them on 020 7404 1400 and left messages yesterday and today when their routing to a sales agent did not work. The promised call backs have not happened, so no response whatsoever from Epiq. I am disappointed.

That's exactly why the system is 'garbage'. They need to open it up to the many transcriber companies out there. You will get a response, but I can't tell you when. If you filled in an online form, I think you'll get an auto reply.

 Thank Post 0

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