Engagement opportunity 1: Online Civil Money Claim process **Engagement opportunity 2:** County Court Judgement process

Defendant notified that a claim has been made

No response

14 days

Defendant notified that a CCJ has been issued

Defendant engages with notifications and accesses the Online Civil Money Claims that has been created for him Defendant engages OCMC case details and has a full view of next steps and events to date

Claimant considers

Claimant accepts defendant's offer to pay

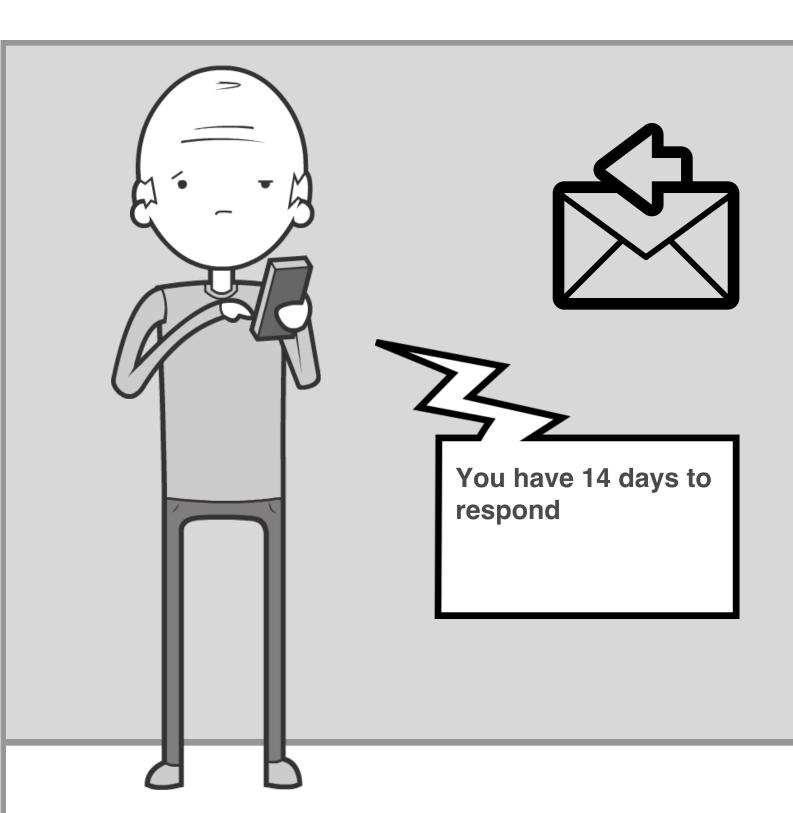
Claimant waits for payment

Claimant applies for writ

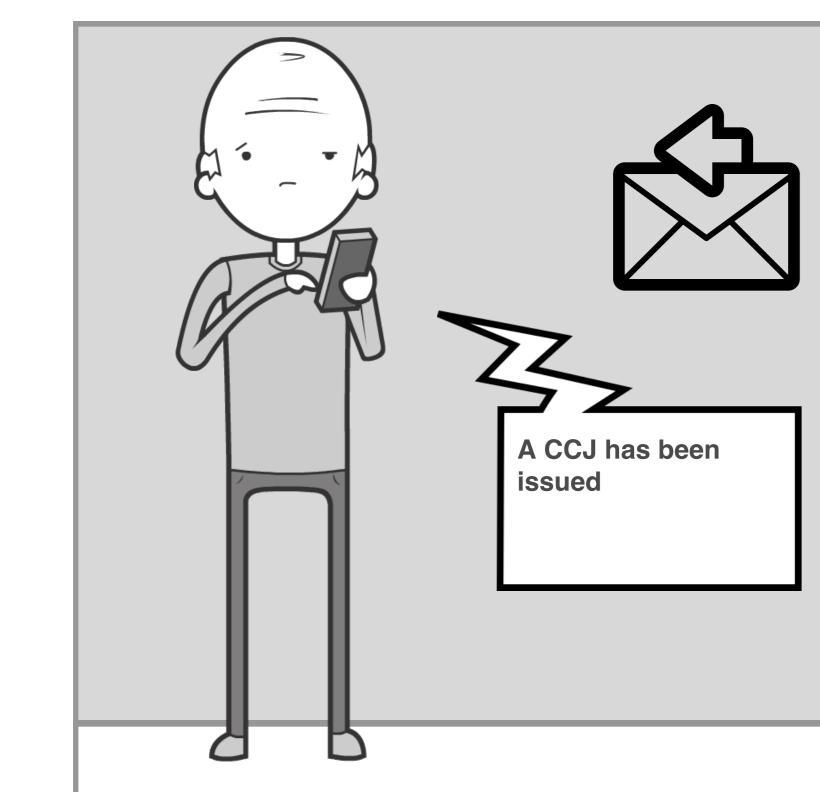
See MVP service blueprint to view claimant's action from here

Writ of control issued (but not yet enforcable)

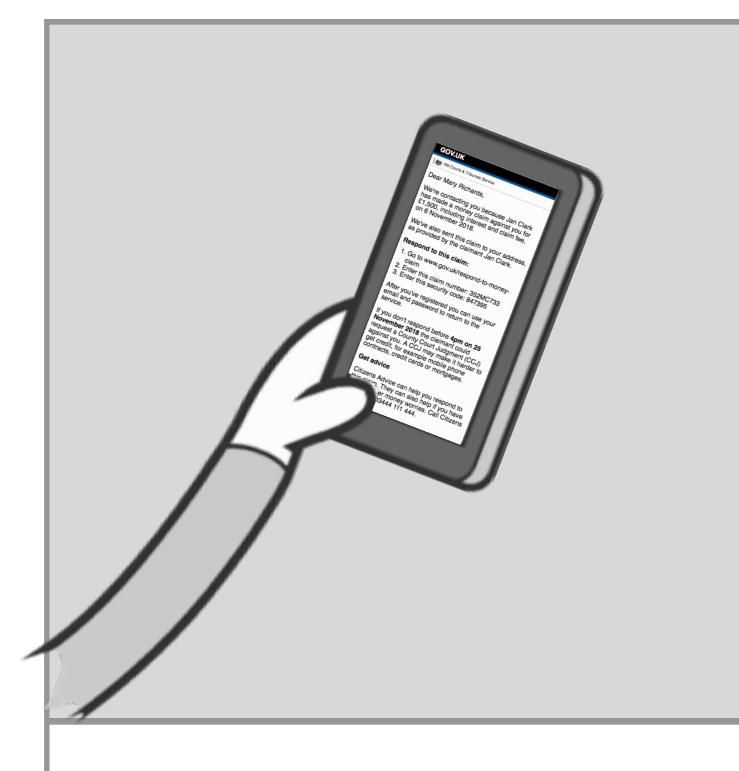
Engagement opportunity 3:



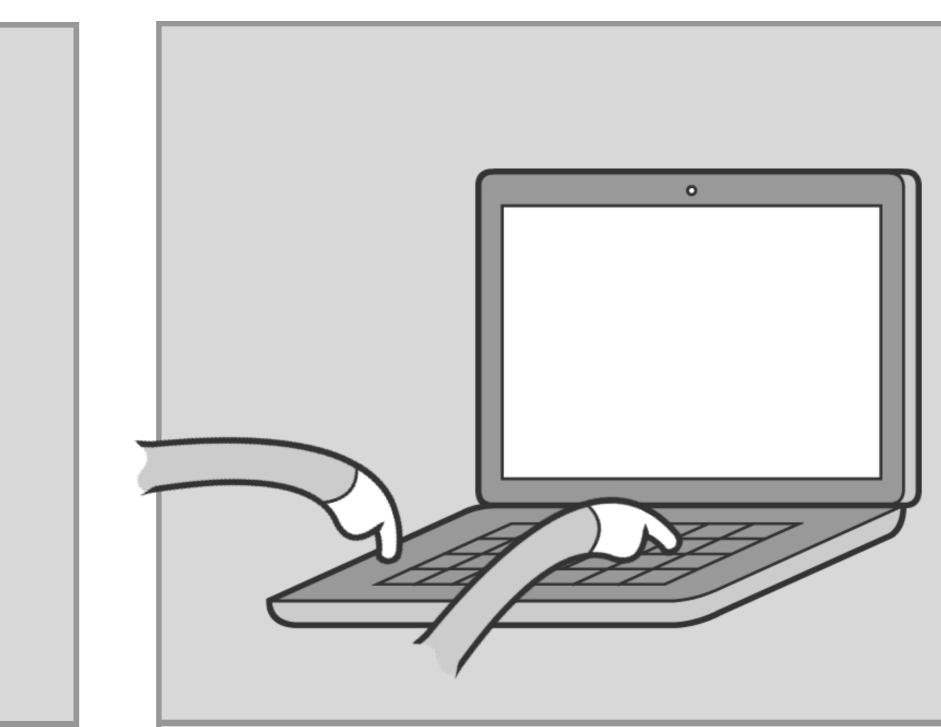
Andrew is notified of Online Civil Money Claim lodged against him by Kate



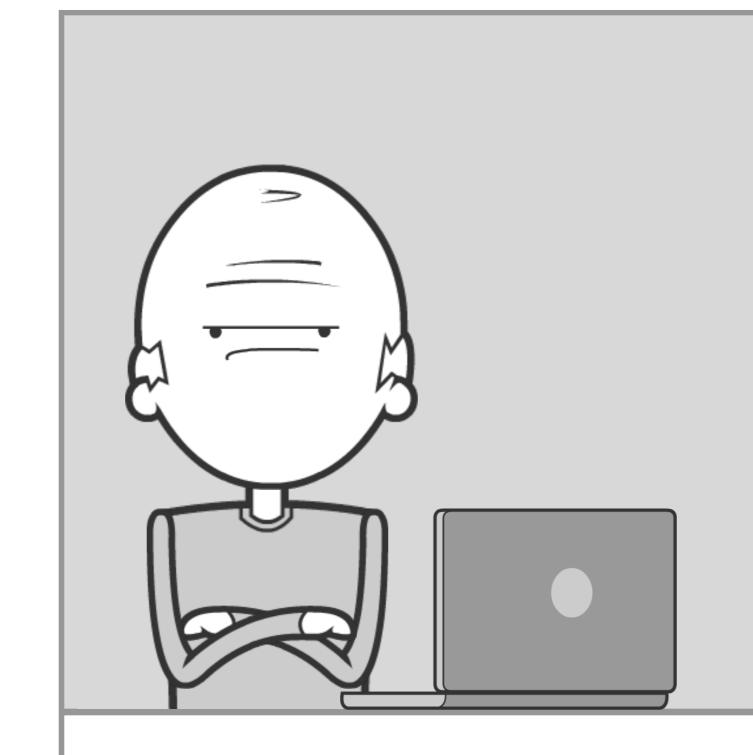
Andrew is notified that a **County Court Judgement has** been issued



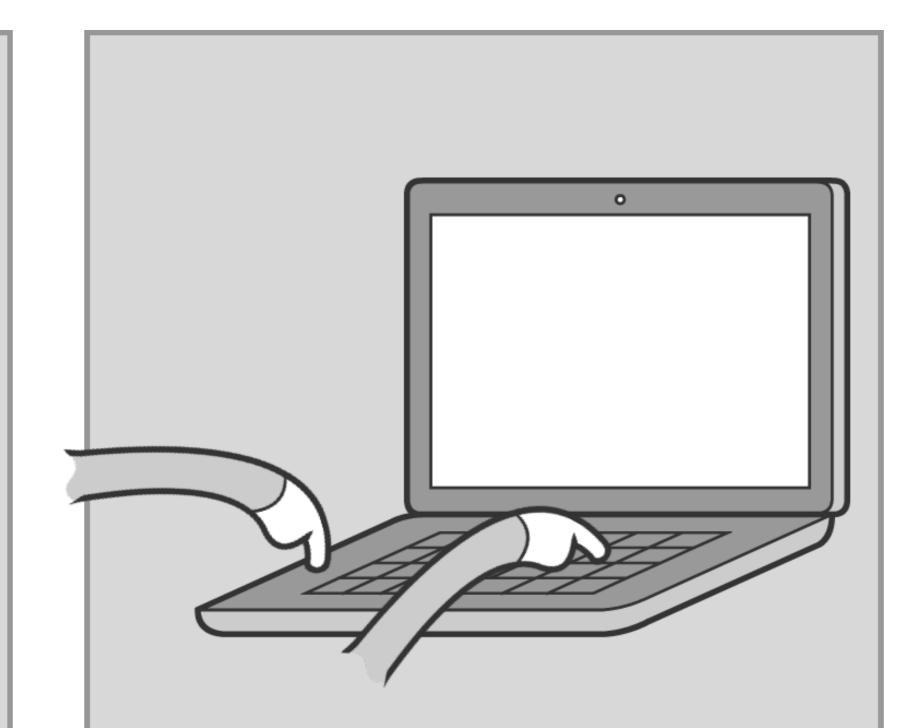
Andrew reads the email that was sent to him and proceeds to the OCMC page with the case details



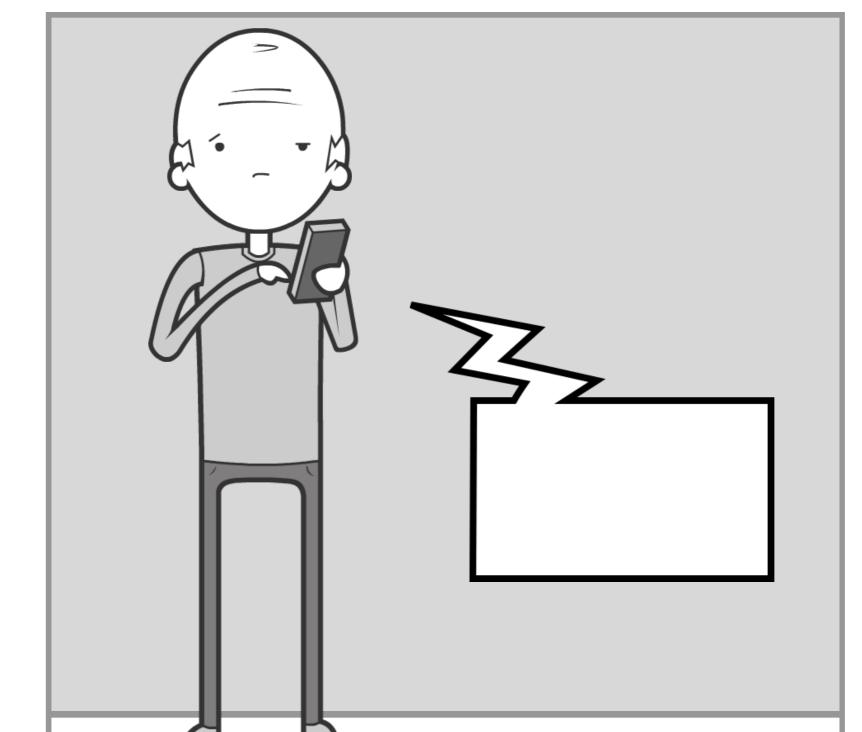
Andrew visits the supplied **URL** and enters details provided



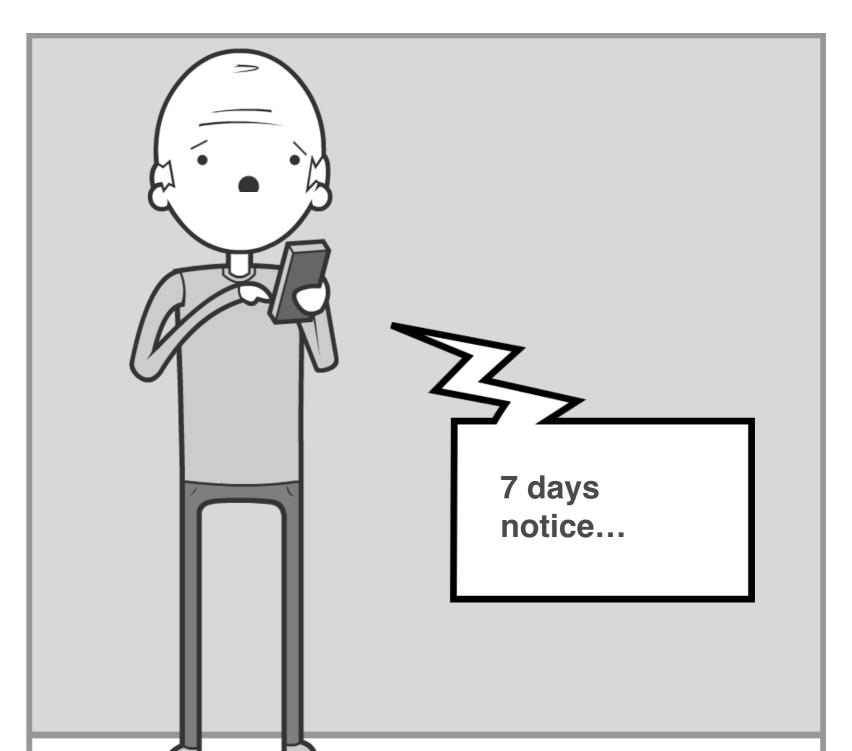
Andrew is presented with the case details and is aware of his position and the next steps



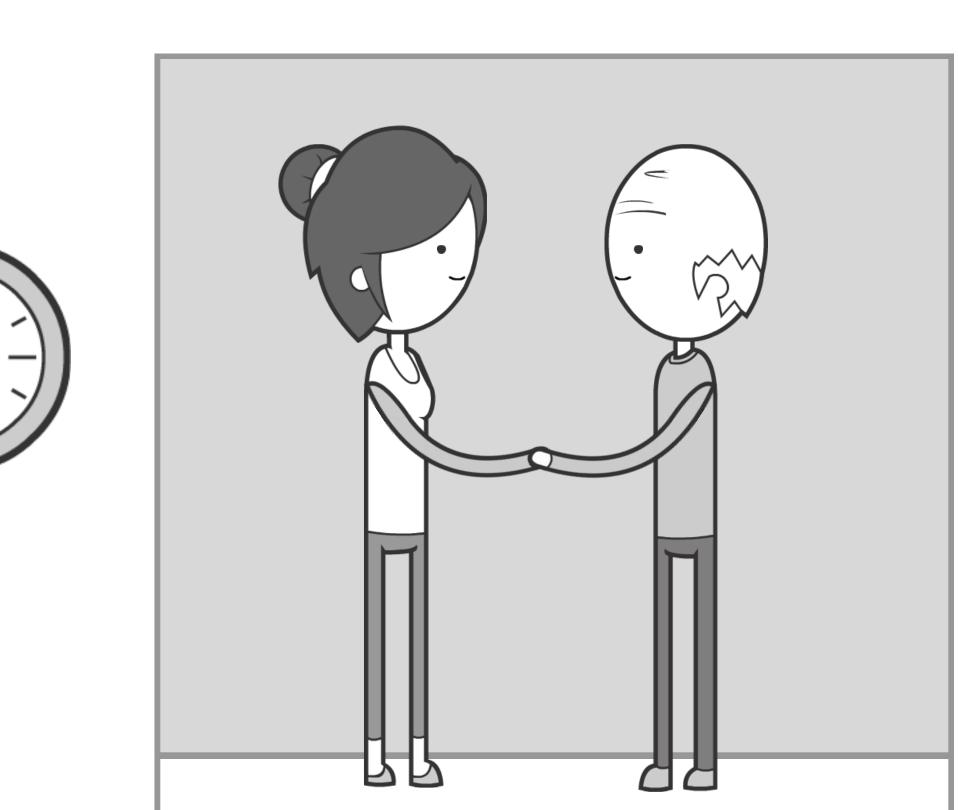
Andrew makes an offer to pay Kate what he can



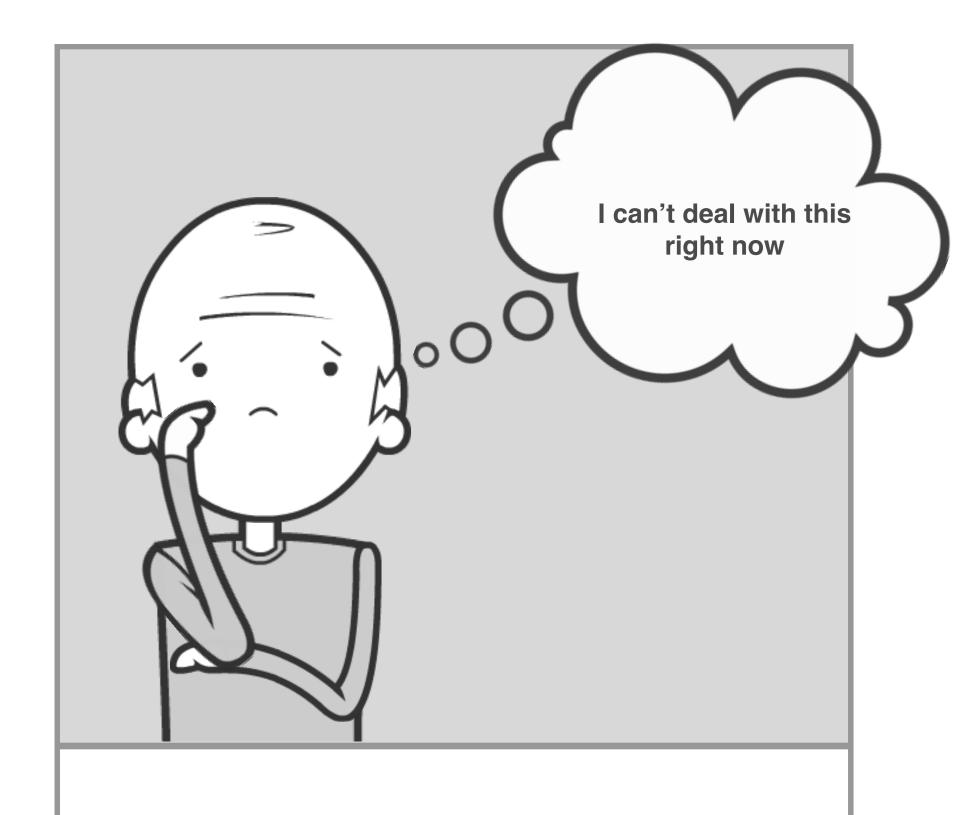
Andrew is notified of his offer being accepted and is clear about his next steps



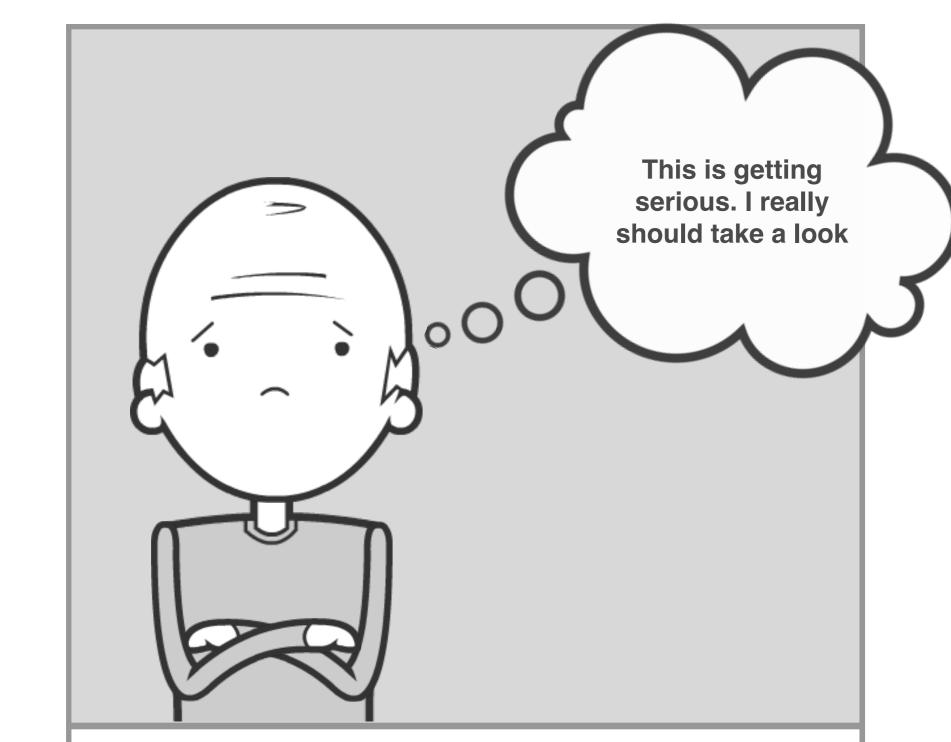
Andrew is notified that a writ of control has been issued to enforce payment



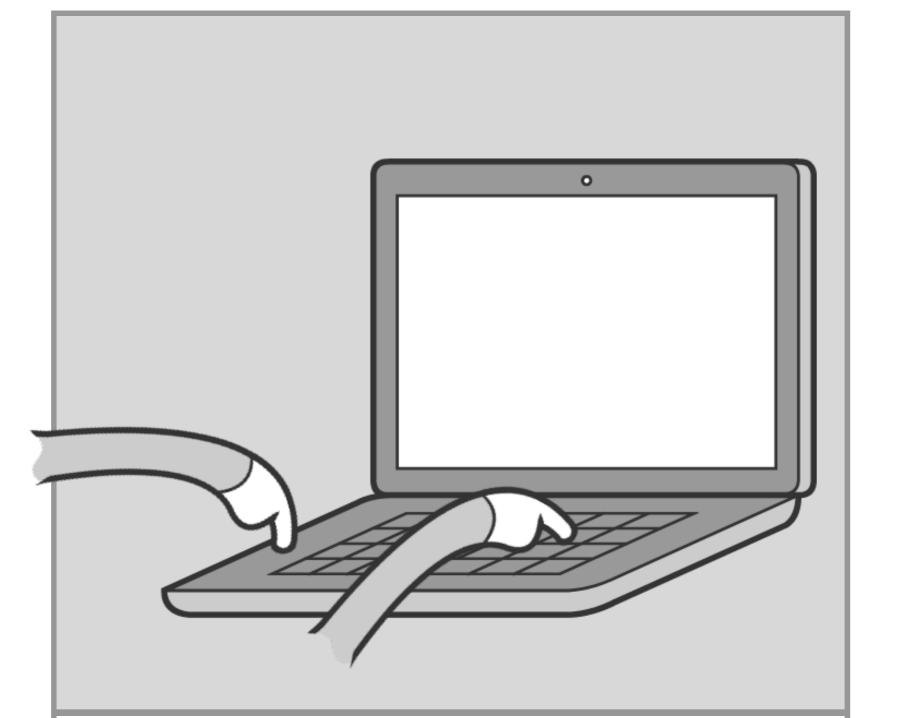
Andrew decides to contact Kate and pay what is owed



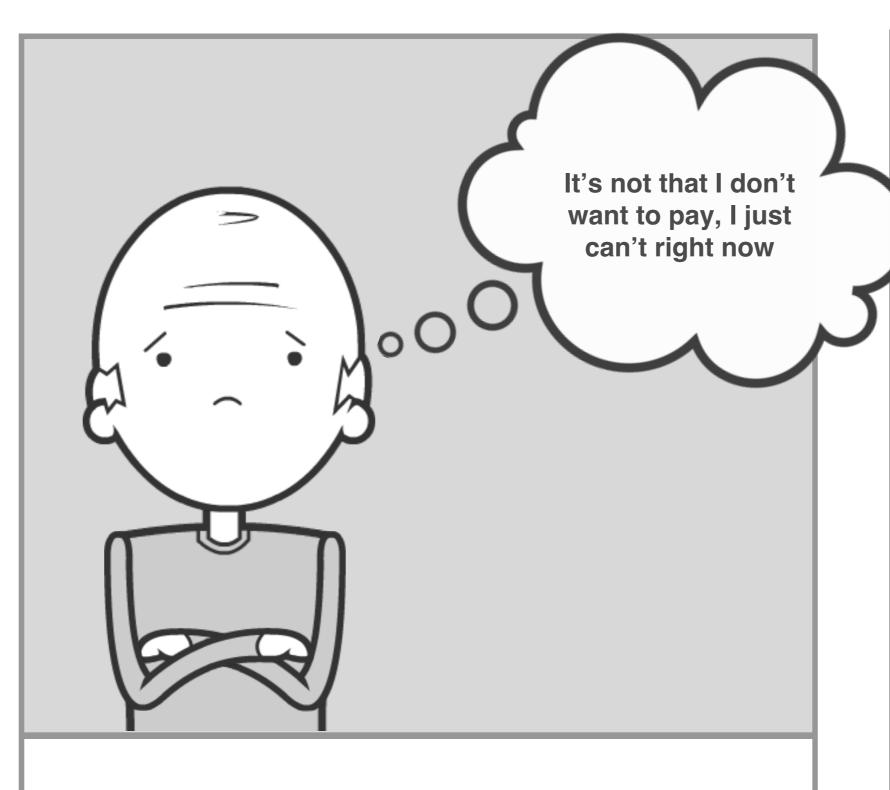
Andrew chooses to ignore notifications and 14 days



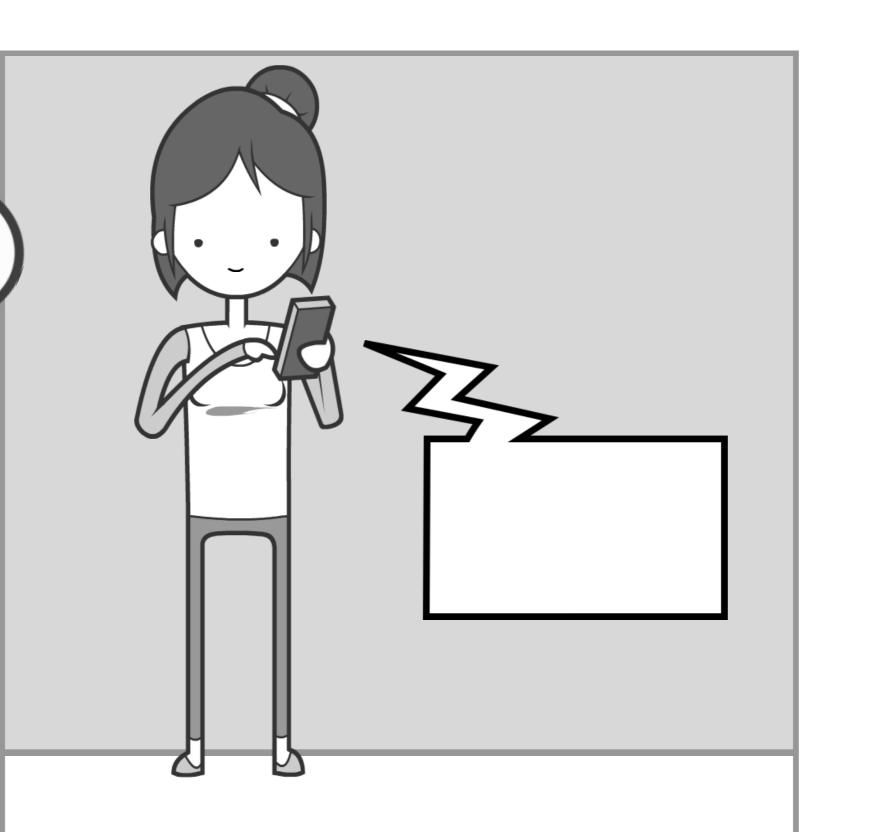
Andrew is worried by the CCJ and decides to engage



Andrew enters additional details that he should know eg date of birth (additional security)



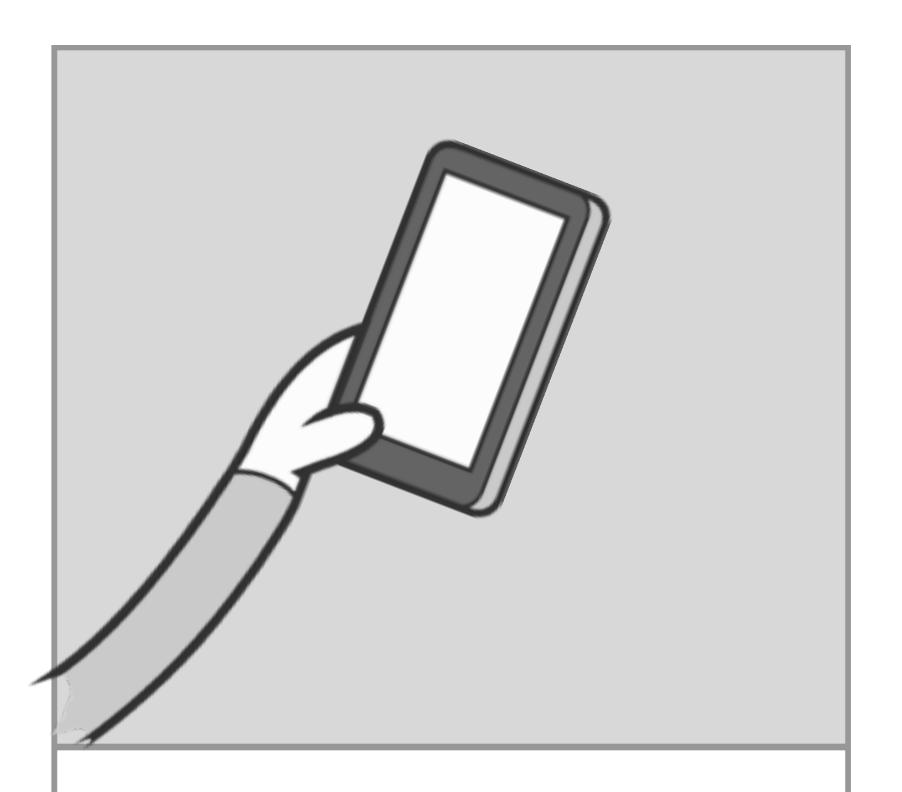
Andrew does not contest any of the case details



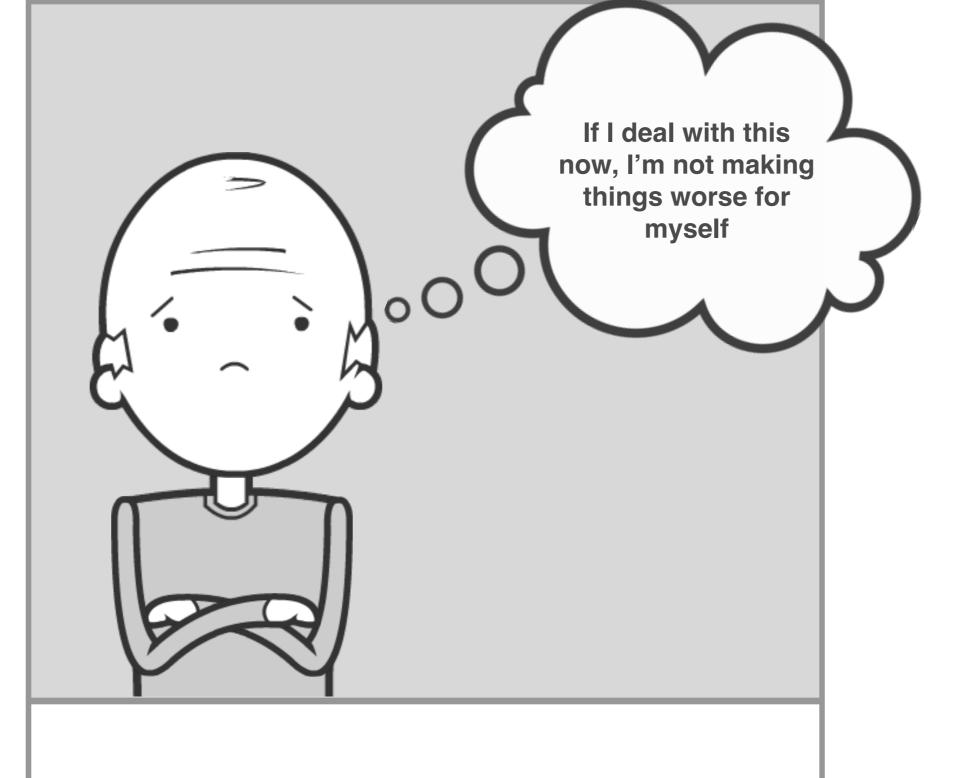
Kate is notified of Andrew's offer to pay what he can



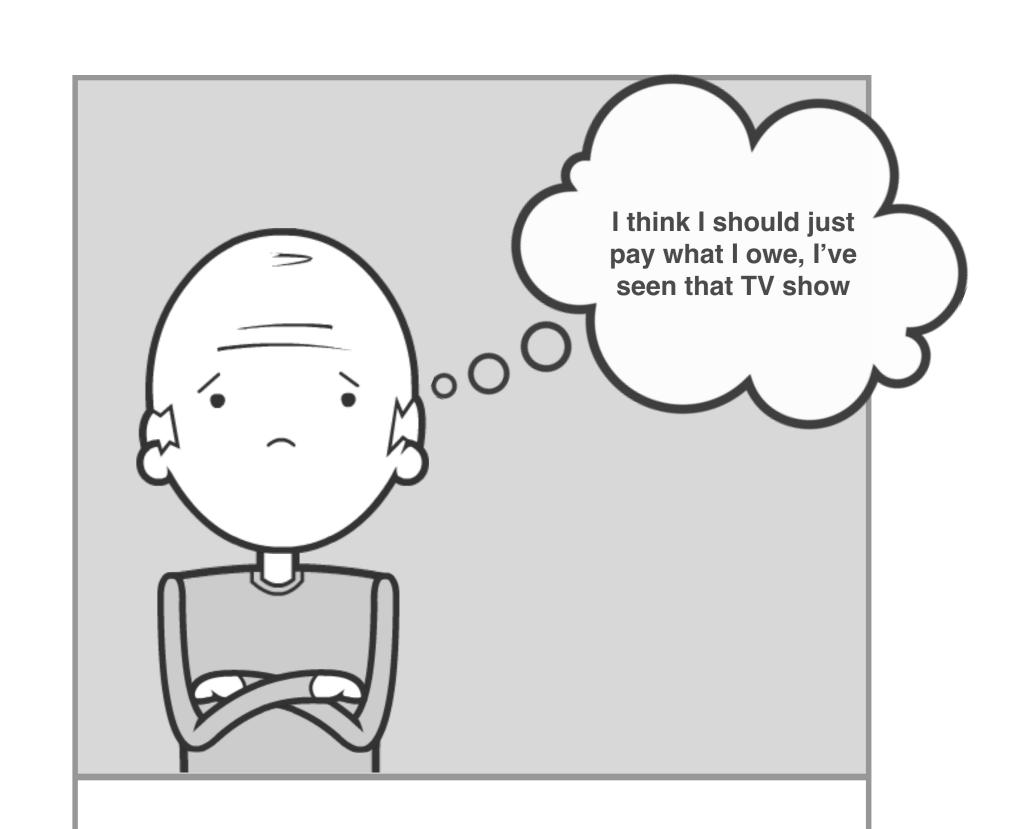
Andrew chooses to ignore everything for now



Andrew reads the email that was sent to him and proceeds read signposted guidance



Andrew now understands that if he pays within 28 days, the CCJ will be 'cancelled'



Andrew now understands what the civil enforcement method might mean for him