**Courts and Tribunals Service Centre** Telephone: **0300 123 7050**



(Monday to Friday, 9am to 5pm)



Call charges: [www.gov.uk/call-charges](http://www.gov.uk/call-charges)

<<defendant.partyName>>

Claim number:

**<<claimReferenceNumber>>**

Respond by:

**<<responseDeadline>>**

<<defendant.primaryAddress.AddressLine1>>

<<defendant.primaryAddress.PostTown>>

<<defendant.primaryAddress.PostCode>>

Dear <<defendant.partyName>> <<issueDate>>

We are contacting you because <<claimantName>> has made a money claim against you for <<totalAmountOfClaim>> including interest and the claim fee. The claim is enclosed with this letter.

A money claim is when someone says you owe them money and takes legal action against you to get it back.

# What you need to do

Tell us whether you agree with the claim or not. This is called responding to the claim.

You can do this yourself or you can pay a solicitor to do it for you

# How to respond yourself

You must create, or sign-in to, a money claims account. You cannot use any account details you may already have from another government service.

# Go to: <<respondToClaimUrl>> 1. Enter the claim number: <<claimReferenceNumber>>

**2. Enter the security code:** <<pin>>

**3. Select:** Respond to a claim

**4. Create an account** - after creating an account you’ll be sent an email with a link to verify your account, or

**sign-in to your existing account** – do not create a new account

**What happens after you respond**

Your solicitor must create, or sign-in to, a MyHMCTS account.

They must go to: https://www.gov.uk/guidance/myhmcts-online-case-management-for-legal-professionals. They will then respond for you.

# Response deadline



Create a money claims account to respond or request more time. You must do this

# by << responseDeadline>>

**What happens after you respond**

You can check the progress of this claim by signing-in to your money claims account. You’ll be notified by email when there is an update to the claim.

**Help if you need support to claim online**

You can phone the Digital Support helpline if you:

* do not feel confident using the internet
* do not have access to a computer or smartphone

Digital Support helpline   
Telephone: 03300 160051   
Monday to Friday, 9am to 5pm   
Closed on bank holidays   
Text FORM to 60777 and someone will call you back

If you would like to respond by post please go to <https://www.gov.uk/respond-to-court-claim-for-money/respond-to-a-claim-by-post>

Yours sincerely

Courts and Tribunals Service Centre team

# HM Courts and Tribunals Service