

**Important Information**

**This claim has been issued in the digital Damages Claims Online Service**

**CCD reference number: << ccdCaseReference >>**

**Claim reference number: << referenceNumber >>**

Below is important information for the named defendant on the above claim.

The above claim has been issued in the digital damages claims online system.

If you would like to continue this claim in the digital online system you will need to have a solicitor representing you, please refer to the guidance information below.

The **benefits** of a solicitor using the damages claims online service are:

* 24/7 access to the digital service
* A new transformative approach to delivering civil justice
* Claims can be issued for one claimant versus one defendant, two claimants versus one defendant and one claimant versus two defendants
* A self-service system with the ability to see, immediately, the latest activity that has taken place on your claims
* Improved communication throughout the process with the introduction of e-mail notifications
* You can create, manage and maintain your firms MyHMCTS account, meaning you do not need to contact HMCTS to add or remove users
* You can allocate additional litigators to individual claims as shared access, to cover any supervision roles required or to cover annual leave periods. You are not restricted by how many litigators can use the service

If you would like to continue this claim, without representation, by filing a paper acknowledgement of service and defence, then please use the enclosed documents to do so.

**Guidance information to allow a solicitor representative to access the digital online system**

1. The solicitor representative must be registered to use the MyHMCTS digital system.
2. You must provide the solicitor with your ‘CCD reference number’ and ‘Claim reference number’ as noted at the top of this letter.
3. You must provide the solicitor with your full name and date of birth.
4. The solicitor can then use the information you have proved and the MyHMCTS platform to assign your claim to their firm using the notice of change option available to them on their case list screen.
5. The solicitor can then use the digital damages claims online system to respond to the claim (this must be done within the time period allowed in which a response is required to the claim).