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To: Lorraine Cordell
Subject: Auto reply

**** IMPORTANT NOTICE ON EMAIL COMMUNICATIONS ****

Thank you for your email, which has been received by the court. Depending on the nature of your email you may receive a response via email or post.

What documents can be sent by email?

You can send all letters and documents relevant to the case including adoption cases. However, due to the sensitive nature of adoption work the court will only send emails to **secure email accounts**. **If a hard copy of a document has been filed at court by DX or Post, an electronic copy should not be sent.** As yet please note that court bundles are **not** part of this process and will not be printed.

For more information regarding e-mails please go to the following <http://www.justice.gov.uk/courts/email-guidance>

What is a secure email account?

An email account is considered secure when security measures are in place to make sure the data in the email can't be accessed by users without the relevant approval. Any account that ends in the following is considered secured: gsi, pnn, gsx, gcsx, gse, cjsm, and nhs.net.

What emails will HMCTS accept?

To make sure we operate this service as efficiently and effectively as possible there are exemptions.

All Civil and Family process, applications and documents will be accepted by email as long as when the entire email is printed out it is not more than 50 pages. This should include the email, all attachments (including any documents embedded in another) and enough copies to serve on required parties.

Please note that:

1. A page is one side, so 50 pages equals 25 pieces of paper printed on both sides.
2. Do not use more than one email to take any step in a case which requires a document or documents to be filed.

DOCUMENTS FOR HEARINGS IN ACCORDANCE WITH CIVIL PROCEDURE RULES PD, 5B.2. FAMILY PROCEDURE RULE PD 5B

You have received an order to attend court for a hearing.

It would greatly assist the court staff if you could ensure documents you file into court have a hearing date endorsed on the covering letter, paperwork or email.

This will then enable the court staff to identify the document is placed on file in readiness for the hearing.

Please note, if the court is unaware of the pending hearing, when you file your documents, this may result in the document not reaching the court file in time for the hearing.

Can processes that carry a fee be sent by email?

In both Civil and Family cases court processes that carry a fee can also be received by email and processed by court staff. However the same conditions as above must apply and in addition the party issuing the process must either quote a Fee Account number, or the party who wants to pay has a valid credit or debit card. If you wish to pay using this method please say this on the