

*Our New Fax Protocol*

# **Help us to Help You**

*South Tyneside Business Delivery Centre*

legal services

COMMISSION

## ***From 11th August 2008, the protocol for faxing documents to the South Tyneside Business Delivery Centre will change.***

***The increase in the number of non-urgent faxes we receive each day is having a significant impact on our ability to identify and process genuinely urgent matters.***

From 11th August 2008, all documents faxed to South Tyneside Business Delivery will require an Authorisation Code (AC) prior to submission. An AC can be obtained from our Customer Service Team who will verify there is a genuine urgent need to submit documents by fax. The AC should be clearly marked on the front of the faxed letter / document.

### ***What is urgent?***

***From 11th August 2008 we will only accept and process faxed applications for amendment (App 8s) where there is a genuine degree of urgency:***

- A hearing taking place within the following 72 hours  
*and/or;*
- Work that must be carried out on the case within the following 72 hours

Our Customer Services Team will advise on alternative arrangements for the submission of everything else.

### ***Exemptions from authorisation***

***There is no prior authorisation required before faxing for:***

- APP6s, APP7s and complaints

### ***Please note, we do not accept by fax:***

- Forms - App 1s, App 3s, App 5s and App 11s - they must be submitted in the form of an original signed document
- All other correspondence for our Legal Team
- Any CLS Claim & Admin Forms and all other correspondence for our Finance Team
- Any faxed documentation without prior authorisation

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### ***Contacting us by email***

***We encourage the use of email.***

- Urgent matters submitted by email, please request an AC from our Customer Services Team
- Non-urgent matters submitted by email will be processed with other work received on the same date

***Telephone: 0191 428 3600 Fax: 0191 428 3794***

***Email: [necustomer@legalservices.gov.uk](mailto:necustomer@legalservices.gov.uk)***

***We thank you for your co-operation***

***For South Tyneside Business Delivery Centre latest processing dates, email [stbacklogs@legalservices.gov.uk](mailto:stbacklogs@legalservices.gov.uk)***