

LCIA Services Update: COVID-19

lcia.org/lcia-services-update-covid-19.aspx

18 March 2020

Members, users, arbitrators and friends of the LCIA

Many of you will have been facing great challenges for some time, while for others an intense period is just beginning. The LCIA's concern for the health and wellbeing of our staff, and our commitment to our loyal users and friends wherever they are based, means that from Thursday 19 March 2020, we will be working remotely.

We therefore hope that you understand the precautionary measures we have decided to take in order to maintain our service, while also safeguarding the welfare of our staff.

Although we expect to remain operational, in order that we can deal with any enquiry efficiently, we would be grateful if you would bear in mind the following wherever possible:

Membership and Events

LCIA events are often coordinated with third parties, and some decisions we make and their timing will therefore inevitably be dependent on those of others. If you are currently registered for an event, please rest assured that we will be in touch as soon as possible.

Please check our website for news of [forthcoming events](#), where we provide regular updates.

If you have any membership queries, please email membership@lcia.org.

New or pending cases

- Parties should file all Requests through our [online filing system](#) or by [email](#) (with payment of registration fees to our bank account or by credit card). If the Request is filed as a PDF, parties are asked also to provide a word version of the Request (without attachments) to assist our team in registering the case.
- If you intend to make an application under LCIA Article 9 please notify us in advance to casework@lcia.org so that any necessary arrangements can be made.
- Parties and arbitrators should send all other questions, documents and correspondence to the LCIA by email only to casework@lcia.org or to accounts@lcia.org (as appropriate), and should avoid contact by telephone.
- The LCIA will, in all but exceptional cases, correspond with parties and arbitrators by email only.

Awards

- Arbitrators are requested to deliver their awards by email to casework@lcia.org, and should notify the same email address if for any reason this is not possible.
- The LCIA will, in all but exceptional cases, transmit awards to parties electronically, with originals and certified copies to follow, once the LCIA office has re-opened.

We will provide regular updates through our website, and thank you for your understanding and support as we all confront these challenging times.