

# TRANSITIONING TO ONLINE COURT SERVICES

## Launch of the Motor Accident Claims Online

The Motor Accident Claims Online (MACO) is a freely accessible online motor accident claims simulator that allows anyone to get a quick, non-binding assessment of who is liable and how much compensation is payable for any personal injuries suffered in a motor accident. Jointly developed by the State Courts and the Singapore Academy of Law, MACO comprises two modules: a liability simulator and a quantum simulator that were launched in October 2020 and April 2021, respectively.

Both modules feature step-by-step questionnaires that have been programmed in accordance with current laws and case precedents. The liability simulator assesses who might be “at fault” for a motor accident, and the percentage of liability that a party is likely to bear. The quantum simulator, on the other hand, assesses what compensation might be awarded for injuries resulting from the motor accident. These assessments, which are only estimates and have no legal effect, would ideally facilitate settlements between parties without having to resort to legal proceedings, saving them both time and money. Significant court resources would also be freed up, given that motor accident claims make up a sizeable proportion of all cases heard in the State Courts.

MACO usage statistics have been extremely encouraging. From launch up till 31 May 2022, the liability simulator recorded 6,654 individual simulations while the quantum simulator recorded 7,080 individual simulations, for a total of 13,734 individual simulations.

To ensure that the information provided by MACO remains up to date, a team in the State Courts is charged with overseeing the platform. This includes carrying out regular reviews in response to developments in the law and feedback, and exploring potential updates to improve MACO.

**From launch up till 31 May 2022,  
MACO recorded 13,734  
individual simulations.**

MACO users can avail themselves of the liability simulator and/or the quantum simulator.

## Divorce eService

The Divorce eService is an online portal designed to facilitate the preparation and filing of court papers for divorces filed on the simplified track. It aims to alleviate the pain of form filing, reduce the time needed, as well as minimise delays and unnecessary expenses in the preparation of divorce court papers.

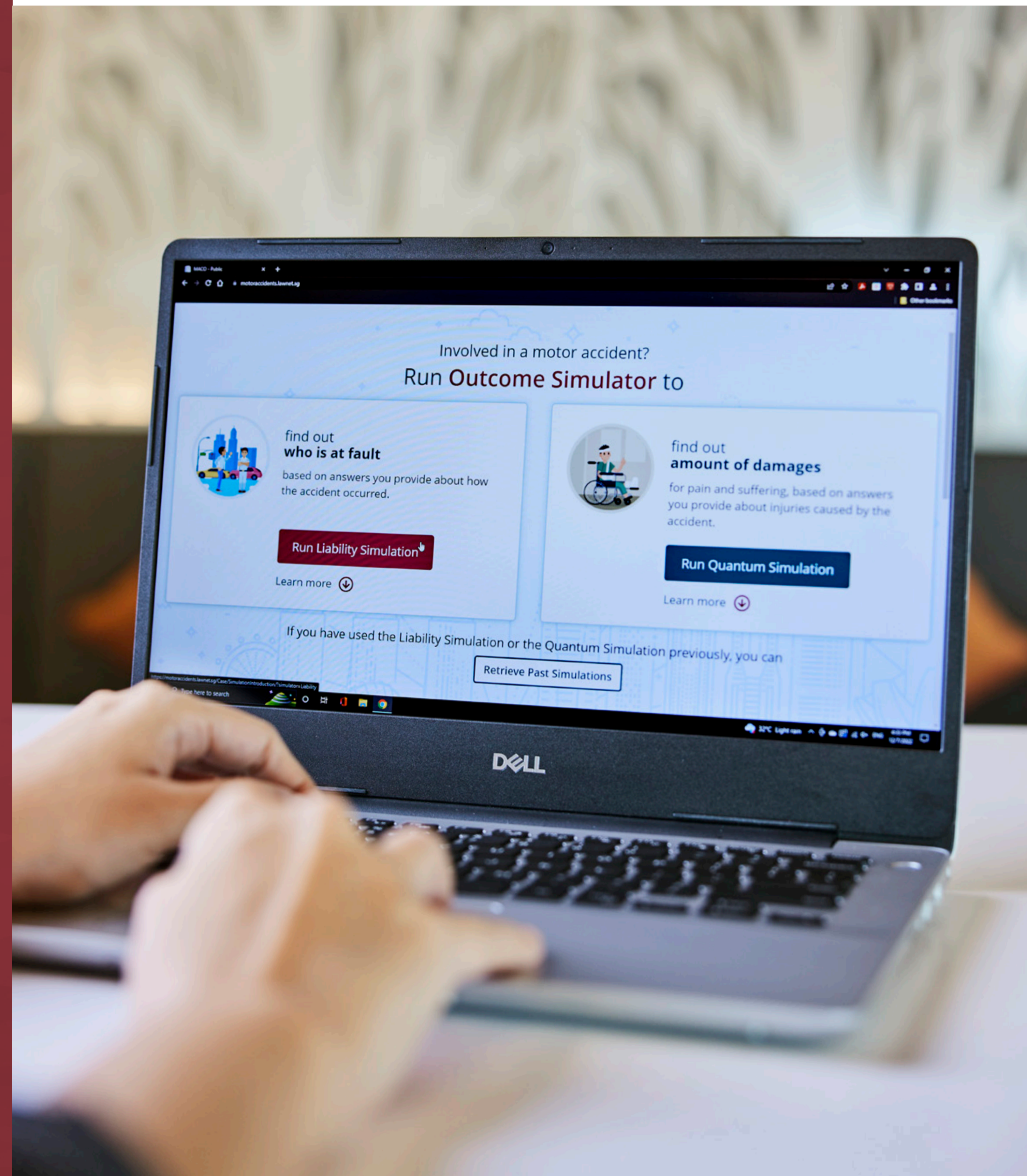
The portal features an option for applicants to automatically populate court forms with available data from Myinfo. Users are guided step-by-step through the form-filling process, with templates for commonly used court orders, digital signing of applicable court papers with Singpass, and facilitation of online payment of court fees. The portal also encourages dispute resolution by facilitating discussions and negotiations between spouses on the terms of the divorce before the commencement of proceedings. If unrepresented litigants decide to engage a lawyer, the eService allows for a seamless handover of editable court forms to the lawyer.

While the portal is currently unavailable for parties intending to file divorces on the normal track, they can nevertheless make use of the eService’s dispute resolution feature. Parties can also use the form generation feature, but they can only receive a copy of the court forms through a lawyer. This caveat ensures that applicants receive the requisite legal advice on the sufficiency and propriety of their court papers prior to filing.

## Digital Repository for Case Highlights

To improve parties’ access to knowledge about family law, including rights and remedies, the Family Justice Courts produced a digital repository of Case Highlights, which comprise bite-sized summaries of notable family law decisions. Accessible through the SG Courts website, the Case Highlights assist unrepresented litigants when they conduct their own cases and are also useful to Counsel in their family law work.

There are currently 70 Case Highlights on the website, and more of such decisions will be added.



Our People

Therapeutic Justice

Trust &amp; Confidence

Strengthening  
PartnershipsDeveloping  
Our CapabilityConnecting With  
The Community