

Frequently Asked Questions - Re: Electronically filed claims

1. Do I need to attach the B410 form as an attachment?

No - the fillable form will create the B410 form. Any attachments should consist of supporting documentation to the POC.

2. When will the claim appear on the claims register?

The claim will appear on the claims register immediately upon filing, and will be electronically file stamped.

3. Can I get a stamp filed acknowledgment of the POC?

Yes, the Court's claim number will display with a link to the electronically file stamped proof of claim upon submitting the proof of claim. The claim will be file stamped as of the entry date. Print or save the claim at this time to avoid the requirement to pay to view the POC at a later time.

4. Will the Trustee and the Atty. for the Debtor be served with the Proof of Claim?

Yes, by electronic notification. You do not need to file a separate paper claim with the Trustee's office.

5. My attachments did not properly attach to a claim filed recently. How can I attach those pdf images of supporting documentation?

- a. Reformat the supporting documentation to an acceptable format. It may be necessary that you divide the PDF image into multiple attachments.
- b. File an amended claim and attach the correct PDF images. Check the box that designates that the claim is amended.
- c. Attachments must be properly added by amendment as described. Amendments cannot and should not be attempted by faxing or mailing to the Trustee's office unless specifically requested.

6. Can I file any chapter proof of claim? Yes.

7. Signatures? The filing electronically deems the claim signed by the creditor or authorized person.

8. How will I know the treatment of my claim by a Chapter 13 Trustee?

Check the website of the chapter 13 trustee assigned to the case. All Ch. 13 trustee offices will also send out a Motion to Allow Claims with the suggested treatment of your claim after the claims bar date has passed.

Web site addresses can be found at: www.13network.com Go to NC and pick the Trustee office assigned to the case.

Access to this site requires a login & password. Follow the instructions on each office's home page to obtain a login & password. Data on this site is as of the previous day.

9. How do I record the creditor address and my address as attorney?

The fillable POC form will allow you, the filer, to choose whether the attorney, debtor, trustee or creditor is submitting the claim. Select the correct filer. If the attorney is the filer and is selected, you will be able to choose from the case data or add the correct creditor. You will separately be able to add the attorney information. Both of these addresses will be added to the mailing matrix.

Helpful Hints for entering the proof of claim successfully.

- **Verify the debtor(s) name and case number prior to submitting the proof of claim.**
- **#4-Check Yes if you are resubmitting the claim for any reason. Insert prior Claim number.**
- **If you enter an amount in section #7 and then clear the amount and re-enter, verify the correct amount(s) display throughout the form. These fields will not automatically change when revisions are made.If you have supporting documentation to attach, select yes.**
- **Print or save the completed proof of claim when directed to view/print your filed claim.**