

United States Bankruptcy Court

Western District of North Carolina

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FREQUENTLY ASKED QUESTIONS REGARDING THE BANKRUPTCY NOTICING CENTER (BNC) DISRUPTION

What is the Bankruptcy Noticing Center?

The Bankruptcy Noticing Center ("BNC") is responsible for sending notices that are issued by the Court to case participants who are not registered CM/ECF users. The BNC also maintains a list of preferred creditor addresses.

What is the problem with the BNC?

The Bankruptcy Noticing Center (BNC) continues to experience a national service disruption.¹ The disruption affects only notices the Court issues through the BNC. This means the Court cannot send notices through the BNC to case participants who are not registered CM/ECF users.

The service disruption does not affect the electronic delivery of Notices of Electronic Filing (NEFs) to registered CM/ECF users, which continue to be generated and distributed normally through CM/ECF.

This service disruption does not affect notices that are the responsibility of case participants. The outage is also affecting CM/ECF users' ability to generate and print a list of Creditors.²

Is There Any Impact on the Case Management/Electronic Case Filing (CM/ECF) System?

No. CM/ECF is operational. Case dockets remain an accurate source of case activity. The official case docket will continue to reflect any filings and other case activity, including notices issued by the Court, even if service of those notices is delayed. Registered CM/ECF users will continue to receive Notices of Electronic Filing (NEFs) in the ordinary course. While Court notices will appear on the docket, the Court cannot serve them through the BNC because of the service disruption.

Parties should continue monitoring the dockets of cases in which they are participating. The entry of a notice or order on the docket does not, by itself, establish that required service through the BNC was completed.

¹ For more information regarding the disruption, please see our post from October 13, 2026. <https://www.ncwb.uscourts.gov/news/bnc-outage>

² For some tips on getting creditor information, please see our post from October 14, 2026. <https://www.ncwb.uscourts.gov/news/update-regarding-bnc-service-disruption-and-accessing-list-creditors-cmef>

How is the Court handling cases during this service disruption?

During this disruption, the Court will continue to accept filings, open cases, process documents, and hold hearings according to standard procedures. However, until this issue is resolved, there will be a delay in the service of notices and orders from the Court, including 341 Notices.

Registered users will continue to receive NEFs in the ordinary course. While Court notices will appear on the docket, the Court cannot serve them through the BNC because of the service disruption.

Parties should continue monitoring the dockets of cases in which they are participating. The entry of a notice or order on the docket does not, by itself, establish that required service through the BNC was completed.

The Court will address issues arising from the disruption on a case-by-case basis. Parties and attorneys seeking relief as a result of the disruption are encouraged to file an appropriate motion for the Court's consideration.

How do CM/ECF users access the list of creditors and addresses within a case?

1. In CM/ECF, select Query from the menu.
2. Enter the case number, then select Run Query.
3. Select the Creditor link.
4. Select the "Creditor List" link and leave "Creditor type" blank. Then select Run Query to view creditors and addresses.
5. Select the Party link to see parties and addresses.
6. Compare creditor and party lists to ensure a complete list.

What will happen with § 341 meetings and how will Trustees administer cases during this service disruption?

Trustees will continue to convene § 341 meetings as scheduled. In cases affected by the disruption, the trustee may continue, instead of concluding, the meeting.

How long will this service disruption last?

At this time, we do not know when the service disruption will be resolved.

What will happen with scheduled hearings?

The Court will continue to conduct hearings as scheduled. The Court will address issues arising from the disruption on a case-by-case basis. Parties and attorneys seeking relief as a result of the disruption are encouraged to file an appropriate motion for the Court's consideration. If a case was affected by the disruption, hearings may be continued to a future hearing date.

What will happen once the BNC service disruption is resolved?

The Court will endeavor to ensure that notices issued during the interruption are properly served.

Where can I get additional information or have my questions answered?

We will continue to update our website with the most current available information. You may also call the Clerk's Office at 704-350-7500.