

United States Bankruptcy Court

Western District of North Carolina

Charles R. Jonas Federal Building
401 W. Trace Street, Suite 2500
Charlotte, North Carolina 28202

Asheville Division
100 Otis Street, Rm 112
Asheville, NC 28801



Christine F. Ramsey
Clerk of Court

Statesville Division
200 W. Broad Street, Rm 301
Statesville, NC 28677

Notice for Pro Se Debtors Regarding Bankruptcy Noticing Center Disruption

The Bankruptcy Noticing Center (BNC), which sends bankruptcy notices for the Court, is experiencing a nationwide service disruption. As a result, the BNC is temporarily unable to send notices, including notices of meetings of creditors (also called Section 341 meetings). The Debtor Electronic Noticing (DeBN) service, which allows debtors to receive court notices by email, is also temporarily unavailable. During this disruption, the Court cannot send notices through the BNC to people who are not registered users of the Court's electronic filing system (CM/ECF). **This disruption does not affect notices that debtors or other parties are responsible for sending.** Those parties must continue to send any notices they are required to provide.

To stay up to date on your bankruptcy case during this time, you may:

1. If you filed a new bankruptcy case, **call the court** at 704-350-7500 after your filing to obtain information about deficiencies, defectives, orders, or future hearing dates. *Note that § 341 meeting information may not be available immediately.*
2. Access the free **Voice Case Information System (VCIS)** by calling 866-222-8029 from a touch tone phone to receive automated general case information. You will be prompted to provide the debtor(s) name, case number, or social security number. Please review our website for further information: <https://www.ncwb.uscourts.gov/voice-case-information-system-vcis>
Note that this system does not provide all case information such as § 341 meeting details, hearing information, etc.
3. **Access all case information electronically** using the PACER website:
<https://pacer.uscourts.gov/>
Select "Sign up for an Account" and register for a case search only account.
Fees apply, review the "Pricing" tab on the PACER website.
4. Access case information at the computer terminals located in the Clerk's Office in Charlotte and Asheville.

Additionally during the disruption, debtors may wish to:

1. **Provide the court with a valid email address** or complete a DeBN form. The court may attempt to provide some notices or orders by email. For eSR cases, the email address used to submit the petition will be utilized unless an alternative email address is provided.
2. **Provide notice of your bankruptcy case filing to your creditors.** Since the BNC is not sending notices, the debtor may choose to notify creditors of the bankruptcy filing.

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