Tips and Tricks from the Office of the Bankruptcy Administrator

1. **Locations of Bankruptcy Administrator Offices and Staff Direct Dial Numbers-**see attached. When in doubt, send mail to the Raleigh office. The Raleigh office is not in the same building as the bankruptcy court. The Greenville office is in the same building as the bankruptcy court.

2. **Things that the Bankruptcy Administrator's office does not have information on:**

-discharges and copies thereof (see case docket on clerk's website)
-how to use cm/ecf and what to do if your attorney is not an approved filer (call the clerk's office for assistance; contact numbers are on their website)
-problems with credit reports
-why doesn't my attorney return my call
- can you get a message to my client/attorney?
-jury duty in state court
-jury duty in federal court
-if I file bankruptcy, can I keep my car/house/boat?
-how come my neighbor goes on vacation after they file for bankruptcy?
-when will the trustee pay me? (call the trustee's office)
-a list of upcoming bankruptcy auctions (available on the clerk's website under "public sales")

2. **Need a recording of a creditors meeting?** Please go to the Bankruptcy Administrator 's website: www.nceba.uscourts.gov under "forms" and download a request form and mail it in Ms. Amanda Gaster to the Greenville office with a blank recordable compact disc. (No DVDs please). Questions: Call Amanda in Greenville at 252-917-6158. This is a recording only, not a transcription.

2. Submitting documents to the Bankruptcy Administrator's office:

a. Chapter 7 Tax Returns and Pay Advices: means_test@nceba.uscourts.gov with the case number and last name, separated by commas in the subject line.

b. Bank statements for chapter 11 monthly operating reports and all Rule 4002 documentation should be submitted to nceba_chapter11@nceba.uscourts.gov. Documents should be submitted to the mailbox not to members of the Bankruptcy Administrator staff even if they are handling your case. They should be submitted to the mailbox, not brought to the intake conference.

4. Pay Advices: When your client provides you with six months worth of pay advices for calculating the means test, do not return the originals without making copies. This will avoid having to follow up with the debtor to get them back to submit them to the Bankruptcy Administrator's office after the case is filed. Even if the debtor seems to get paid the same amount every paycheck, these records are needed to verify this and it is possible that the amounts can change due to seasonal variations or overtime.

5. Chapter 11 Operating Reports:

a. The activity portion of the report should cover the calendar month, not the period covered by bank statements, which can often be mid month to mid month.

b. Notice of Quarterly Fees paid-this should be filed every quarter whenever a quarterly fee or portion there of is paid in a chapter 11 case.

c. Effect of confirmation on monthly report filing: a monthly operating report is due for the last month or partial month before the entry of a order confirming plan. Example: Plan confirmation order is entered on April 15. A monthly report for March and for part of April is due.

d. Quarterly fees paid out of attorney account: If the attorney pays the fee, this should be disclosed in the fee application or in the Rule 2016 disclosure.