

## DeBN Frequently Asked Questions (FAQs)

- **When can I enroll in DeBN?**

A debtor can enroll in DeBN at any time during the pendency of the case. Pursuant to Local Rule 9036-1, the DeBN Form should be filed with the petition. A debtor may also request deactivation of the account at any time.

- **When are emails sent?**

Emails will be sent by the BNC on the same day a notice or order is filed by the court in the case.

- **Will I receive all documents via email?**

Only notices and orders filed by the court and sent to the BNC for service upon you will be delivered by email. All other parties, such as the trustee and creditors, will continue to serve documents upon you either via U.S. mail or in person pursuant to court rules.

- **Can I request receipt of notices both via email and U.S. mail?**

No; a party only has the option to receive notices either by email or U.S. mail.

- **Can others see my email address?**

Your email address will not be shown on the caption of the case docket, and your DeBN request form will not be visible to the public for viewing. However, the BNC Certificate of Mailing that is filed in the case will reflect your email address if the notice or order was emailed to you. A Certificate of Mailing must include the party's name and the address where they were served.

- **Why am I not receiving emails in my Adversary case?**

If the debtor is a part in an adversary proceeding, the debtor will receive court notices and order file in the adversary proceeding if the debtor's account is active and if the debtor's name and address in the adversary proceeding EXACTLY match the name and address in the debtor's account.

- **I accidentally deleted an email. Can the notice be resent to me?**

Neither the court nor the BNC can resend notices. If you accidentally deleted a notice, you should contact your attorney, or you may contact the court for further directions on how to obtain another copy of the notice.

- **I plan to file a joint petition. Do each of us need to file a separate request to activate DeBN account?**

Yes; The debtor and joint debtor must each file a separate request to activate a DeBN account and will each have a separate account even if they file a joint petition.

- **I filed jointly with my spouse. Can we both use the same email address?**

Yes; a husband and wife can use the same email address. Each of you will have your own DeBN account, and separate emails will be sent to each of you at whatever email address was used to register for DeBN.

- **I filed a joint petition. Can one of us use DeBN and the other receive notices in the mail?**

Yes; The debtor enrolled in DeBN will receive notices from the court via email, and the other debtor not enrolled in DEBN will continue to receive notices via U.S. Mail.

- **What should I do if I change my email address?**

You should immediately file with the court, an updated Debtor's Electronic Noticing Request form. Once the court has processed your request, you will receive an email from the BNC at your new email address requesting confirmation of the changes. You will continue to receive court notices at your prior email address and the changes will not take place until you have clicked the link within that email and confirmed the changes.

- **What should I do if I move?**

You or your attorney should file a notice of change of address with the court. The clerk's office will make the necessary changes to both your bankruptcy case and your DeBN account. You will then receive an email from the BNC requesting confirmation of the changes made to your DeBN account. You must click the link within that email to confirm the changes; otherwise, the address in your bankruptcy case and your DeBN account will not match, and you will receive your notices via U.S. mail, instead of email.

- **What should I do if I want to reactivate my DeBN account?**

You must complete, sign and file an updated DeBN request form, check-marking the section to request reactivation of your account. Once the clerk's office processes your request, you will receive an automated email from the BNC requesting that you click the link within that email to confirm activation of your account. Your DeBN account will automatically be reactivated once you click that link.

- **Why did I stop receiving my notices via email?**

There are several reasons why this may have occurred, including:

1. If your name and address in the case do not match your DeBN account, then the notice or order will be delivered to you via U.S. mail. If you recently filed a change of address with the court and did not receive an email from the BNC to confirm updates to your DeBN account, please contact the Clerk's Office for assistance.
2. Your DeBN account may have been disabled due to an email bounce-back (undeliverable email). If this occurred, you must file an updated request form if you wish to reactivate your DeBN account.

- **Who do I contact if I have additional questions about DeBN?**

Please contact the Clerk's Office at (319) 286-2200 or (712) 233-3939 if you have any questions about the DeBN program. Do not contact the BNC or reply to emails you receive from the BNC.