

# Online Claim Filing System

## Frequently Asked Questions

1. **CAN I FILE AN ELECTRONIC PROOF OF CLAIM IN ANY CHAPTER CASE?**

Yes. The United States Bankruptcy Court for the Western District of Texas accepts claims in all chapter cases.

2. **DO I NEED TO ATTACH THE B10 PROOF OF CLAIM FORM AS AN ATTACHMENT?**

No. The fillable web form will create a .PDF version of the B10 form. Any attachments should consist of supporting documentation only.

3. **IS A SIGNATURE REQUIRED ON THE PROOF OF CLAIM?**

Yes. Type the name and title, if any, of the creditor or the person authorized to file the claim on behalf of the creditor. Typing the name (and title, if any) will serve as the signature and has the same force and effect as a written signature.

4. **CAN I INCLUDE A SEPARATE MAILING ADDRESS FOR PAYMENTS?**

Yes. Check the box indicating that the payment address is different from the notice address. An additional field will appear for this alternate address for payments. Notices from the Court will still be sent to the notice address.

5. **CAN I GET A FILE-STAMPED ACKNOWLEDGMENT OF THE PROOF OF CLAIM?**

Yes. After you have submitted your claim, the Court's claim number will display with a link to the electronically file-stamped proof of claim in .PDF format. We recommend that you print or save a copy of the file-stamped .PDF version of the proof of claim form for your records.

6. **I AM A CREDITOR'S ATTORNEY AND WILL BE FILING A CLAIM ON BEHALF OF MY CLIENT. HOW DO I RECORD THE CREDITOR ADDRESS AND MY ADDRESS AS ATTORNEY?**

When filing the claim, there is a drop-down box on the first screen which allows you as the filer to select who is submitting the claim. The options are: Creditor, Creditor's Attorney, Debtor, Debtor's Attorney and Trustee. If you select Creditor's Attorney, you will be able to add the attorney name and address and select the appropriate creditor from a list of creditors that appear in the case. If the creditor does not appear or is not listed correctly, you are able to add the correct creditor information. Both names and addresses will be added to the mailing matrix and displayed on the proof of claim and claims register.

7. **WHEN WILL MY CLAIM APPEAR ON THE CLAIMS REGISTER?**

The claim will immediately appear on the claims register upon submission of the proof of claim.

**8. I FILED A CLAIM AND MY ATTACHMENTS DID NOT PROPERLY ATTACH TO THE CLAIM FILED. HOW DO I GET THE SUPPORTING DOCUMENTATION FILED?**

- A) Ensure that your attachments are in .PDF format and are being submitted in black and white (no color documents).
- B) Confirm that each .PDF file being attached is less than 5 MB in size.
- C) File an amended claim and attach the correct .PDF documents.
- D) When filing the amended claim, check the box on the form that designates that the claim is amended and select the claim number of the claim that you are amending.
- E) Attachments must be added by this process. Amendments cannot be faxed or mailed to the Trustee's office unless specifically requested by the Trustee.

**9. WILL THE TRUSTEE BE SERVED WITH THE PROOF OF CLAIM?**

Yes. The Trustee will receive notification that the claim was filed. You do not need to mail a copy to the Court or Trustee's office.

**10. I NEED TO AMEND MY CLAIM. HOW DO I DO THIS?**

When completing the fillable claim form, check the box located above item #1 to indicate that the claim amends a previously filed claim. You can enter the Court claim number that was provided when the original claim was filed along with the date of the previous claim.

**11. IF MY CLAIM HAS BEEN PAID BY THE TRUSTEE, SHOULD I FILE A WITHDRAWAL OF CLAIM?**

No. A withdrawal of claim is typically filed when a claim was filed in error and there are no funds due to the creditor from the estate.

**12. AT THE TIME OF FILING, I DO NOT KNOW THE AMOUNT THAT IS DUE TO ME. HOW DO I ENTER 'UNKNOWN' FOR THE AMOUNT OF THE CLAIM?**

In the amount box, enter: 00.00 and attach documentation to the claim explaining the reason that the amount of your claim is unknown at this time. Once you know the amount of the claim, file an amended claim using the process mentioned above.

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## **Helpful Hints**

- f* Verify the debtor(s) name and case number prior to submitting your proof of claim. The fillable form will display the case number and the debtor's name at the top of the form. If you have entered the incorrect case number, simply use your web browser's 'Back' button to return to the first screen and enter the correct case number.
- f* If you are a creditor's attorney filing the claim, be sure to indicate the appropriate payment address for the creditor. If a separate payment address is not entered, any funds will be sent to the **creditor** at the address listed on the claim form.

- f* If you are amending your claim for any reason, be sure to check the ‘Amends a previously filed claim’ box on the claim form. This will avoid duplicate claims appearing on the claims register.
- f* If you have supporting documentation for your claim, be sure to select ‘Yes’ at the bottom of the form, directly above the signature box. After clicking ‘Submit Claim’, you will be able to attach your documentation.
- f* Verify all dollar amounts before you submit your claim. Do not use dollar signs or commas when you enter the dollar amounts. Examples:

Correct	Incorrect
1000.00	\$1,000.00
30000.00	30,000.00
100.00	\$100.00

- f* If you are entering zero for the amount owed because the actual amount is unknown at the time you file your claim, be sure to enter 00.00 as the claim amount. The form will not accept or recognize any other combination. Remember to attach the appropriate documentation to your claim to explain the zero amount.
- f* If there is insufficient space in the block provided on the fillable form to enter information you wish to provide regarding the basis for your claim, please attach that information as supporting documentation.
- f* Be sure to print and/or save a copy of the completed Proof of Claim form. You are given the option to view and print the claim on the screen after you have submitted your claim. This screen also displays the claim number that has been assigned to your claim. Keep this information in your records as it will be useful if you need to amend your claim at a later date.