

AMENDED NOTICE FROM THE OFFICE OF THE UNITED STATES  
TRUSTEE AS TO TELEPHONIC MEETINGS OF CREDITORS

In line with its March 16, 2020 directive to cease in-person Section 341 meetings, the Office of the United States Trustee issued amended 341 notices for all in-person section 341 meetings set for the near future to reschedule them for telephonic appearance only.

Since then, the City of Anchorage has issued a “hunker down” order and other jurisdictions may adopt similar shelter-in-place measures. Therefore, some of the earlier issued instructions for telephonic appearances need to be revised for situations where a debtor and counsel may not be in visual contact with each other and may be calling in from different locations. If a debtor and counsel are in visual contact with each other, previous instructions may still apply.

1. IDENTIFICATION VERIFICATION:

- a. For cases where a debtor(s) does not have an attorney or where the attorney does not have visual contact with the debtor(s):
  - The debtor shall copy, scan, or take a picture of their valid ID and proof of SSN and mail / email / send the docs to the assigned trustee before the 341 meeting. If the debtor has counsel, counsel may deliver these documents to the trustee.
  - During the meeting, the debtor should confirm on the record that they sent the trustee a copy of their valid ID and proof of their SSN. The trustee will then confirm on the record his review of the Debtor’s ID (stating what the ID is, e.g. Valid Driver’s License) and that the ID they sent matches the name on the petition, and the verification of the debtor’s SSN (stating what was used to verify the SSN, e.g. original social security card or W2 form) and that it matches what was reported on the debtor’s statement of SSN.
- b. If counsel and the debtor(s) are in visual contact, at the trustee’s discretion, counsel may, as an officer of the court, represent to the trustee on the record and confirm the review of the Debtor’s ID (stating what the ID is, e.g. Valid Driver’s License) and that the ID they sent matches the name on the petition, and the verification of

the debtor's SSN (stating what was used to verify the SSN, e.g. original social security card) and that it matches what was reported on the debtor's statement of SSN.

If the trustee is not able to confirm all of the debtor(s)' ID or SSN, the meeting will be continued. The trustee may verify the ID / SSN prior to the continued meeting and excuse the debtor's appearance, but make a record of such at the continued meeting.

The trustee may request additional forms of verification or statements from the debtors.

## 2. TELEPHONE GUIDELINES:

Guidelines for dialing into the Section 341(a) Meeting, unless otherwise advised by your case trustee:

- (1) You must use a touch-tone phone to participate.
- (2) Dial the call-in number (866) 564-1311, then when prompted enter the participant code 8070260 and remain silent until your matter is called;
- (3) Use a land line phone and not a cell phone, if possible. Do not use a speaker phone.
- (4) Make the call from a quiet area where background noise is minimal.
- (5) Wait until the trustee calls your case before speaking as more than one case may be scheduled to be heard at your assigned time;
- (6) Leave the phone on mute until the trustee calls your case.
- (7) When speaking during your case, identify yourself. Speak loudly so your voice can be heard on the recording.
- (8) Do not put the phone on hold at any time after the call is connected.

(9) If any party is attending the meeting from the same location as another party, use separate touch-tone phones to participate.

(10) Once the case meeting is finished, please hang up.

### 3. BANKRUPTCY DOCUMENTS:

Debtors should have their bankruptcy documents available in the event there are questions about the information in the documents.