



DeBN Frequently Asked Questions

What is DeBN?

Debtor Electronic Bankruptcy Noticing (DeBN) is a free and voluntary service that allows debtors to request delivery of court notices and orders from the bankruptcy court, through the Bankruptcy Noticing Center (“BNC”), via email instead of U.S. mail.

What is the BNC?

The Bankruptcy Noticing Center (“BNC”) provides services to the bankruptcy court by sending court notices and orders to the parties by either U.S. mail or email.

When can I enroll in DeBN?

You can enroll in DeBN at any time during the pendency of your case. You also may request deactivation of your account at any time.

When are emails sent?

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

Will I receive all documents via email?

No; only bankruptcy court-generated notices and orders sent to the BNC for service upon the debtor will be delivered via email. All other parties, such as the trustee and creditors, will continue to serve documents upon the debtor 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 the party was served.

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

Neither the bankruptcy court nor the BNC can resend notices. If you accidentally delete a notice, you should contact your attorney, or, for further directions on how to obtain another copy of the notice, click this [Obtaining Copies of Documents](#) link.

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

Yes; one or both joint debtors may file a DeBN request form, but each joint debtor must file a separate request form. If, however, only one joint debtor requests activating a DeBN account, the other debtor will continue to receive court orders and notices in the U.S. mail.

What should I do if I change my email address?

You should immediately file with the bankruptcy court, either on your own or through your attorney, an updated Debtor's Electronic Noticing (DeBN) Request form. Once the bankruptcy court has processed your request, you will receive an email from the BNC at both your old and new email addresses advising that your DeBN account has been updated.

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 then will receive an email from the BNC advising that your DeBN account has been updated.

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 advising you that your DeBN account has been reactivated.

Why did I stop receiving my notices via email?

There are several reasons why this may occur, 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.
2. If you recently filed a change of address with the bankruptcy court and did not receive an email from the BNC advising you that your DeBN account was updated, please contact the clerk's office for assistance.
3. 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 access the [Bankruptcy Clerk's Office DeBN Contacts](#) document for contact information. Do not contact the BNC, or reply to emails you receive from the BNC. Those BNC email accounts are used for the sole purpose of sending emails, and the inboxes are not monitored.

How long will my enrollment last with DeBN?

Once your DeBN account has been created, the account will continue to remain active, unless:

- the account automatically is disabled due to an email transmission failure (known as email bounce-back), or
- you file a request to deactivate the account (the debtor may file such a request at any time).

As long as your DeBN account is active, all court-filed notices and orders will be emailed to you by the BNC in any current or future bankruptcy case or adversary proceeding from any bankruptcy court district in which your name and address in that case match the name and address in your DeBN account, including where you may be listed as a creditor.

As an attorney, how do I file the DeBN request form with the court?

Attorneys may file a DeBN Request form using the CM/ECF event: **Debtor's Electronic Noticing Request**. Please be sure to attach the Court's DeBN request form. The DeBN request form is accessible on the Court's Internet web site's Forms page, under Local Forms.

Will DeBN emails contain more than one document?

No. Each order and court-generated notice is sent to you as a single PDF attachment to the email. A separate email is sent for each order and court-generated notice.

What if a document is too big to email?

If a PDF document exceeds 8 MB of information, it is too large to send via email. In this instance, the document will be sent by U.S. mail to your mailing address. Your DeBN account remains active.

DeBN Brochure Information

For information in a different format, you may download a copy of the court's DeBN Brochure.