

You have shown an interest in paying off your case. **Please be sure you have contacted your attorney advising him/her that you have contacted our office for a payoff of your case (especially if you are planning to sell or have sold any property)!** In order to respond to your request, please understand the requirements below that must be met before we can quote you a payoff. Remember to put your case number and a contact phone number on your request and wait for a response.

- Please give an explanation as to why you will be paying your case off early. Has there been a change in income? Have you sold any property? Etc.
- Do you currently have a lump sum payment to pay off your case? If so, how did you obtain these funds?
- If we are currently paying your ongoing mortgage through the plan, a payoff cannot be given. You have to contact your attorney for further instructions.

A payoff will only be given in writing. We will not give any verbal payoffs. If you are within a few months of completing your case and you are just wondering how close you are to completing your plan base, please logon to our website **www.ndc.org** and look at your plan base balance. This **may or may not** be the payoff because we have to complete a final audit of your case before we can close it out, but it will give you an idea of how close you are. Lastly, it is not a requirement to give you a payoff. We do this as a courtesy, so please be patient and wait for our response as it is normal practice that it will take up to 10 working days.

Thank you.

Dawn Bush
dawn_b@ch13hou.com