

## Frequently Asked questions

### **Q. What if a Creditor listed is one that I do not recognize?**

A. The Creditor that originally owned the right to your claim, may have sold the Claim. Please contact us for further assistance.

### **Q. What if I do not understand the information presented about my case at [www.ndc.org](http://www.ndc.org) – Can someone at the NDC help me with this?**

A. Unfortunately, the NDC cannot discuss or advise on your case details that are presented on the website. Specific questions must be directed to your Chapter 13 Attorney or Trustee's Office assigned to your case.

### **Q. How can I find out the REMAINING BALANCE OWED or PAYOFF AMOUNT FOR MY CHAPTER 13?**

A. Remaining balance owed and payoff amount is NOT available online at [www.ndc.org](http://www.ndc.org). You must contact your Trustee's office to obtain this information.

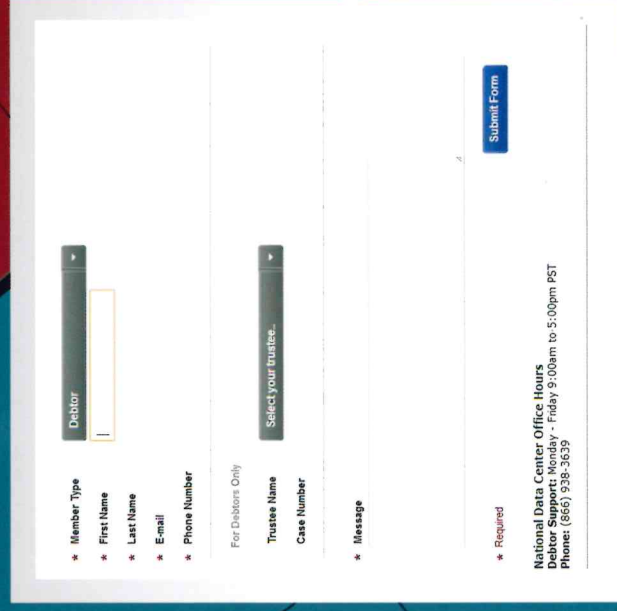
Please be advised that National Data Center is not your Trustee's office and we cannot discuss or interpret any of the data that is presented through [www.ndc.org](http://www.ndc.org). If you have any issues or questions once you have accessed your case, please contact your Chapter 13 Attorney to discuss.

## Contact NDC

The National Data Center is not your Trustee office, we are here to assist you in accessing your case online. We cannot discuss or interpret any of the data that is presented through [www.ndc.org](http://www.ndc.org). If you have any issues or questions once you have accessed your case, please contact your Chapter 13 Attorney to discuss.

Please read our Frequently Asked Questions (FAQ's) section – you may locate the answer to your question.

Fill out the form below to contact the National Data Center. We will respond back to your request within 48 Hours and often will reply in a much shorter time.



The screenshot shows a contact form with the following fields and options:

- Member Type:** A dropdown menu with "Debtor" selected.
- First Name:** A text input field.
- Last Name:** A text input field.
- E-mail:** A text input field.
- Phone Number:** A text input field.
- For Debtors Only:** A section with a dropdown menu for "Trustee Name" and a text input field for "Case Number".
- Message:** A large text area for the user's message.
- Submit Form:** A blue button to submit the form.

At the bottom right of the form, the following contact information is displayed:

**National Data Center: Office Hours**  
Debtor Support: Monday - Friday 9:00am to 5:00pm PST  
Phone: (866) 938-3639

# Easily track your bankruptcy case.

National Data Center is here to assist you and your attorney in gaining access to your Chapter 13 Bankruptcy case information securely through the Internet. Please be advised that National Data Center is not your Trustee's office. We cannot discuss or interpret any of the data that is presented through [www.ndc.org](http://www.ndc.org). If you have any questions or issues once you have accessed your case, please contact your Chapter 13 attorney to discuss further.

To begin, enter [www.ndc.org](http://www.ndc.org) into your Internet Browser and click the "Get Started" button to register for your username and password.

**Get Started**

Please have your Chapter 13 Bankruptcy documents with you when registering for a Username and Password. The validation process is designed to protect your privacy. You must answer the security questions correctly to successfully access and view your case information.

**[ndc.org](http://ndc.org)**

## Step 1 of 4: Enter Case Information

\* First Name

\* Last Name

\* Case Number

\* SSN (Last Four)

\* Trustee State

\* Trustee

\* Required

Please select one

Please select State first

Proceed to Step 2

First Name & Last Name: Enter your First and Last Name EXACTLY as they appear on your bankruptcy documents

Case Number: In first box, **enter** the last 2 digits of the year you filed your Chapter 13 Case. (For example: if you filed in 2013 enter 13 in the first box) In second box **enter** the next 5 numbers. (Enter numbers only, **no letters**)

SSN (Last Four): Enter **ONLY** the last four digits of your Social Security Number

Trustee State: Select the State of your Chapter 13 Trustee assigned to your case

Trustee: Select your Chapter 13 Trustee assigned to your case

## Step 2 of 4: Security Questions

\* Mailing Address

720 14TH AVE  
 2902 OLD TUSCALOOSA RD  
 1688 BOLDO RD  
 3225 5TH STREET  
 PO BOX 22263

\* Creditor Name

ALLIED INTERSTATE  
 ANCHORAGE WATER & WASTE UTILITY  
 AAFES/MILITARY STAR  
 ARD TELLURIDE LLC  
 ROUNDUP FUNDING LLC

\* Required

Go Back Proceed to Step 3

Mailing Address: From the list provided, please select your correct mailing address, as indicated on your bankruptcy documents. (This is your personal mailing address)

Creditor Name: From the list provided, please select your correct Creditor, that is listed in your bankruptcy documents. (This is a security question)

## Step 3 of 4: Create User Account

\* Username

\* Confirm Username

\* Password

Password strength:

\* Confirm Password

\* E-mail

\* Confirm e-mail

\* Required

Go Back Proceed to Step 4

Username: Refer to our online help text when setting up your account for specific Username requirements

Confirm Username: Retype your Username to confirm the Username you have chosen

Password: Refer to our online help text when setting up your account for specific Password strength and requirements

Confirm Password: Retype Password to confirm the Password you have chosen

E-mail: Enter your valid email address

Confirm E-mail: Retype your Email to confirm

## Step 4 of 4: Terms and Conditions

### Terms and Conditions

**1. ACCEPTANCE OF TERMS** - You agree to the following Terms of Service ("TOS") when you click on the "I Agree" button to create an account with NDC. These terms are subject to the terms and conditions of the applicable law, in addition, when using particular NDC services, you and NDC may be subject to the posted guidelines or rules applicable to such services, which may be posted from time to time. All such guidelines or rules are hereby incorporated by reference into the TOS. By acceptance, you agree to be bound by these terms and conditions.

**2. ACCEPTANCE OF SERVICE** - You understand that NDC's services are provided on an "as is" basis. NDC does not warrant the accuracy, reliability, or availability of its services. NDC is not responsible for any damage or loss of data, information, or other property that you or your computer, network, or other device may experience while using NDC's services. NDC is not responsible for any damage or loss of data, information, or other property that you or your computer, network, or other device may experience while using NDC's services. NDC is not responsible for any damage or loss of data, information, or other property that you or your computer, network, or other device may experience while using NDC's services. NDC is not responsible for any damage or loss of data, information, or other property that you or your computer, network, or other device may experience while using NDC's services.

\* Required

Decline

Accept

Accept the Terms and Conditions by clicking on the ACCEPT Box, located in the bottom right hand corner.

## Welcome

If you have correctly followed the 4 steps, you will automatically be redirected to your chapter 13 case information at [www.ndc.org](http://www.ndc.org).



Debtor Support  
Monday - Friday 9:00 am to 5:00 pm PST  
Phone 1.866.938.3639

### NOTE:

No Debtor Support available on major holidays.