

On March 16, 2020, the Office of the United States Trustee issued a notice that all in-person section 341 meetings were continued to a later date, unless telephonic or other alternative means of conducting the meeting were arranged which did not require personal appearance by the debtor.

The United States Trustee has made arrangements for section 341 meetings to proceed telephonically beginning March 31, 2020. Below are information and instructions on participating in telephonic 341 meetings. Notices will be sent out with the specific call-in numbers for each 341 calendar.

## 1. IDENTIFICATION VERIFICATION:

a. For cases where a debtor(s) does not have an attorney or 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:

- (1) You must use a touch-tone phone to participate.
- (2) Dial the call-in number and then enter the passcode, which consists of 7 numbers and is followed by a # sign.
- (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 will be held during this period.
- (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.