

DeBN FAQs

When can I enroll in DeBN?

You can enroll in DeBN at any time during the pendency of your case. You may also 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 court notice or order is docketed in your case.

Will I receive all documents via email?

No, only court notices and orders from the court sent to the BNC for service upon you will be delivered via email. All other parties, such as the trustee and creditors, will continue to serve documents upon you 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, an individual debtor has the option to receive court notices and orders from the bankruptcy court either by email or U.S. mail, not both.

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 docketed 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 they were served.

I accidentally deleted an email. How can I get a copy of the notice?

Neither the court nor the BNC can resend notices. If you accidentally deleted a notice, contact your attorney, or you may visit <https://www.ganb.uscourts.gov/case-info> for further directions on how to obtain another copy of the notice.

I filed jointly with my spouse. Do we both have to request DeBN?

No, each debtor in a joint case may make his/her own choice whether to register for DeBN. It is possible that one debtor enrolled in DeBN will receive notices from the court via email, and the joint debtor not enrolled in DeBN will continue to receive notices via U.S. mail. If both debtors in a joint case wish to participate in DeBN, each debtor must complete and file a separate form.

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

Yes, each spouse can use the same email address. Each of you will need to file your own [Debtor's Electronic Noticing Request form](#). Each of you will have your own DeBN account, and separate emails will be sent to each of you at whatever email address is used to register for DeBN.

What should I do if I change my email address?

You should immediately file with the court, an updated [Debtor's Electronic Noticing Request form](#). Once the Clerk's office has processed your request, you will receive an email from the

BNC at both your old and new email addresses advising you 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 will then receive an email from the BNC advising you 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 [Debtor's Electronic Noticing Request form](#), check-marking the section to request reactivation of your account. Once the Clerk's office processes your request, you will receive an email from the BNC advising you that your DeBN account has been activated.

Why did I stop receiving my notices via email?

There are several reasons this may have occurred, 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. If you recently filed a change of address with the 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.
2. Your DeBN account may have been disabled due to an email bounce-back (undeliverable email). If this occurred, you must file an [Debtor's Electronic Noticing Request form](#) if you wish to reactivate your DeBN account.

Please contact the Clerk's Office with any questions about the status of your DeBN account.

Who do I contact if I have additional questions about DeBN?

Please contact the [Clerk's Office](#) if you have any questions about the DeBN program. Do not contact the BNC or reply to emails you receive from the BNC. Those BNC email accounts are used solely to send emails, and the inboxes are not monitored.