

# 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, can someone at the NDC help me?

A. Unfortunately, our staff cannot interpret or advise you regarding details presented about your case on the website. Specific questions you have about your case must be directed to your Chapter 13 Attorney or Trustee's office assigned to your case.

## Q. How can I find the remaining balance owed on my Chapter 13 Bankruptcy Case?

A. Specific questions about your case, including remaining balance owed must be directed to your Chapter 13 Trustee Office.

## Q. How many months remain on my Chapter 13 Bankruptcy Case?

A. Specific questions about your case, including months remaining until completion must be directed to your Chapter 13 Trustee Office.

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.13datacenter.com](http://www.13datacenter.com). If you have any issues or questions once you have accessed your case, please contact your Chapter 13 Attorney to discuss.

# CONTACT NDC

If you are having trouble registering for a new Username and Password, please click on the "Contact Us" tab and fill out the requested information.

## Contact Us

Once in the "Contact Us" window, it is very important that ALL information is entered into the form. Providing the requested information will minimize the necessary steps in establishing a user account.

- + Be specific when writing your message.
- + Once you have filled out the form **click send**.
- + Please expect 1-2 business day response time.

**Contact the National Data Center**

Fill out the form below to contact the National Data Center. Our account representatives try their best to respond to your request within 48 hours, and they usually reply in a much shorter time. For specific case question you may try looking for an instant answer in our **Frequently Asked Questions (FAQ's)** section before sending us a request.

(\* REQUIRED)

Member Type \*

First Name \*

Last Name \*

Email Address \*

Phone Number \*

(FOR DEBTORS ONLY)

Trustee Name

Case Number

Message \*

You may also contact the National Data Center by calling (866) 938-3639. Please have the following information ready when calling:

- + Case Number
- + Name of Chapter 13 Trustee assigned to your case
- + Your Social Security Number
- + A current email address
- + Your Chapter 13 Bankruptcy paperwork



**NATIONAL DATA CENTER**  
CHAPTER 13 BANKRUPTCY CASE INFORMATION

## ACCESS YOUR CHAPTER 13 BANKRUPTCY CASE ONLINE AT

 [www.13datacenter.com](http://www.13datacenter.com) ▼

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.13datacenter.com](http://www.13datacenter.com). 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.13datacenter.com](http://www.13datacenter.com) into your Internet Browser and click the "Get Started Now" button to register for your username and password.

### ATTENTION

Have you filed a Chapter 13 bankruptcy and would like to view your case information?

[GET STARTED NOW](#)

Please have your Chapter 13 Bankruptcy paperwork 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.

# STEP 1

After Clicking on "Get Started Now" you will be asked a series of questions to confirm your identity.

**Step 1** Enter Case Information    **Step 2** Security Questions    **Step 3** Create User Account    **Step 4** Login to View Case

In order to gain access to view your bankruptcy case information you must first verify certain information. Please enter all information exactly as it appears on your court issued petition.

(\* REQUIRED)

First Name \*  1

Last Name \*  1

Case Number \* XX - XXXXX  1

SSN \* XXX - XX - XXXX  1

**SUBMIT**

It is very important that you enter your information **EXACTLY** as it appears on your petition: your first and last name, case number and social security number.

**NOTE:** Your case number must be 7 digits.

After you have entered all the requested information, **Click Submit**. If your information was entered incorrectly you will return to Step 1. Please re-check your information and Click Submit again.

If you receive multiple error messages please use the form on the "Contact Us" tab. An NDC representative will contact you by email to assist.

# STEP 2

After submitting your information on the first screen you will be taken to the second screen, Step 2.

**Step 1** Enter Case Information    **Step 2** Security Questions    **Step 3** Create User Account    **Step 4** Login to View Case

Please select the correct choice from each of three lists below as the information appears on your court issued petition.

(\* REQUIRED)

Mailing Address \* Choose Your Correct Mailing Address 1

Trustee Name \* Choose Your Correct Trustee Name 1

Creditor Name \* Choose Your Correct Creditor Name 1

**SUBMIT**

**MAILING ADDRESS** – Please select your correct mailing address. The mailing address should be your personal mailing address, not the mailing address of the creditor.

**TRUSTEE NAME** – Please select the name of the Chapter 13 Trustee that has been assigned to your case. The name of the trustee assigned to your case is on your petition.

**CREDITOR NAME** – Please select a creditor that you listed in your Bankruptcy Paperwork.

**NOTE:** See Frequently Asked Questions for answers if you do not recognize any of the creditors listed.

# STEP 3

After correctly answering the questions on the second screen you will be taken to the third screen, Step 3.

**Step 1** Enter Case Information    **Step 2** Security Questions    **Step 3** Create User Account    **Step 4** Login to View Case

To complete the New Debtor Access application process please select a Username and Password, maximum 10 characters each, and enter your active email address. You will receive a confirmation email after successfully setting up your NDC User Account.

(\* REQUIRED)

Username \* Max 10 Characters 1

Confirm Username \*

Password \* Max 10 Characters 1

Confirm Password \*

Email Address \*  1

Confirm Email Address \*

**SUBMIT**

**USERNAME** – Choose a Username that you would like to use to log on to view your case information. (10 max)

**CONFIRM USERNAME** – Retype Username to confirm the Username you have chosen.

**PASSWORD** – Choose a password and enter it. (10 max)

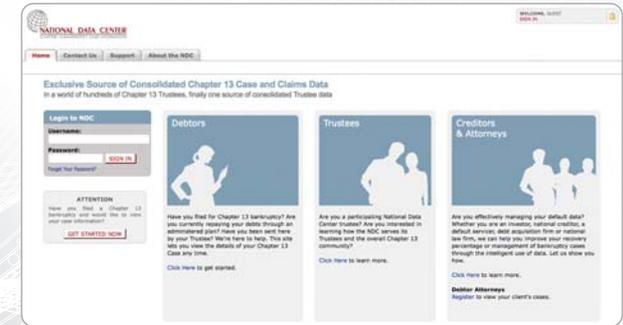
**CONFIRM PASSWORD** – Retype Password to confirm the Password you have chosen.

**EMAIL ADDRESS** – Enter your Email Address.

**CONFIRM EMAIL ADDRESS** – Re-type your Email Address to confirm the correct email address. Click Submit.

# WELCOME!

If you have correctly followed the 3 steps, a confirmation screen will appear stating you have successfully registered with the National Data Center. You will automatically be redirected to the National Data Center homepage.



+ Once there, enter your Username and Password into the grey box in the upper left-hand corner.

**Login to NDC**

**Username:**

**Password:**  **SIGN IN**

Forgot Your Password?

+ Your Username and Password will be sent to the email you provided during the registration process.

## National Data Center Office Hours

### Debtor Support

Monday - Friday 9:00 am to 5:00 pm Pacific Standard Time  
Phone 1.866.938.3639  
Fax 1.925.253.1133

**NOTE:** No Debtor Support available on major holidays.