

**WILLIAM E. HEITKAMP, STANDING CHAPTER 13 TRUSTEE
SOUTHERN DISTRICT OF TEXAS**

**§341(a) MEETING OF CREDITORS CONFERENCE CALL
COVID-19 PROTOCOL**

Effective with §341 meetings scheduled for April 21, 2021 and until further notice, §341(a) Meetings of Creditors will temporarily be conducted via conference call line number 1 or 2, as assigned, **and join.me videoconference. All parties in interest will attend remotely, similar to the protocols for Court hearings, through conference call and join.me videoconference.**

The structure and requirements of a traditional §341 meeting will still apply, including but not limited to, the requirement to provide certain documents 7 days in advance of the meeting:

- unfiled tax returns must be filed at least one day prior to the meeting and provided to the trustee;
- Debtor(s) must provide appropriate identification and verification of the SSN;
- Documentation such as current pay information and bank statements.

The meeting will not be conducted if the appropriate proof of identification and verification of the SSN are not provided to the trustee's office at least 7 days in advance of the scheduled hearing. Please continue to use the secure document portal www.13documents.com to provide all relevant documentation.

Due to the rigid nature of this scheduling, it is imperative that you be on time and prepared for your appointment. Failure to do so may result in the expiration of your time slot and the meeting being adjourned. Please be advised that because 2 staff attorneys will each be conducting a separate meeting at the same time, it is important that you dial in to the correct assigned conference number for your meeting. Further, we will be limiting the meeting length to 15 minutes. If the §341 meeting cannot be concluded within the allotted time it will be adjourned to another date. If the meeting is adjourned we will attempt to schedule another conference call as soon as possible to conclude the meeting.

We understand that this a new and unfamiliar method of conducting §341 meetings, but these are unique times and we must work together to ensure the continuation of the Chapter 13 process. We request your patience as we, too, become familiar and comfortable with this new process. Your cooperation and understanding is appreciated. Please check my website: www.ch13hou.com on a regular basis for updates. Should you require assistance please do not hesitate to contact barb_w@ch13hou.com (713-979-3421) or dawn_h@ch13hou.com (713-979-3422).

DEBTORS AND DEBTOR'S COUNSEL MUST ATTEND BY JOIN.ME AND CONFERENCE CALL:

To join the videoconference 341 meeting please go to your internet browser and enter the following:

www.join.me

Click on "Join a Meeting"

Enter meeting code: **ken.thomas**

The meeting will show as locked. Please enter your full name. Please make sure your camera is on and your audio is off. Trustee will admit you to the meeting at your scheduled time. Please wait patiently as there may be another meeting in progress. Then, please call the assigned conference line below for audio.

CONFERENCE LINE #1: Dial (Toll Free): 866-819-6601; Participant passcode: 9556842*

CONFERENCE LINE #2: Dial (Toll Free): 866-919-4656; Participant passcode: 6384477*

***Note: You must use a touch-tone phone to participate in a conference.**

****PLEASE MAKE SURE YOU CALL IN USING THE CONFERENCE NUMBER ASSIGNED FOR AUDIO. ONLY USE JOIN.ME FOR VIDEO.****