

STEVEN G. TATE
STANDING CHAPTER 13 TRUSTEE
Western District of North Carolina
Asheville, Bryson City, Shelby, and Statesville Divisions
212 Cooper Street, Statesville NC 28687
704-872-2401
06/10/21

TO: All Attorneys

FROM: Steven G. Tate, Chapter 13 Trustee

RE: Office Email addresses

In order to streamline our process of responding to inquiries from attorneys, please use the following email addresses for communication with our office.

1. claims@ch13sta.com. Use for inquiries involving claim matters,
2. orders@ch13sta.com. Use for inquiries about orders, including proposed orders.
3. hearings@ch13sta.com. Use for inquiries as to any type of hearing, including court and preliminary dismissal hearings.
4. payoffs@ch13sta.com. Use for requests for payoffs of Chapter 13 plans. Always include a description of the circumstances surrounding the need for a payoff. If your clients just want to know how much more they owe on their plan obligations, please direct them to the National Data Center site for this information.
5. calculations@ch13sta.com. Use this email for correspondence in regards to plan payment issues. If you have a disagreement with our estimate for a plan payment, please send us your calculations so we can discern the bases for your figures.
6. general@ch13sta.com. Use this email box for all other inquiries to the office. Some categories are for debtor address changes, requests for incurring credit, and other administrative matters.

Please do not send your inquiries to more than one email address: such action results in duplicative work in our office and can cause a delay in our response.

Thanks for following these guidelines for emails to our office.

In an effort to streamline the process of accepting and sending information in regards to Chapter 13 matters with you, we have set several separate email address boxes in our office for you and your staff to start using immediately. These boxes will be checked several times daily, and an appropriate staff member or I will respond to you if necessary, in a timely manner. Please add these addresses as shown (without the brackets) to your email address book.

In truth, we greatly prefer that you communicate with us by use of these boxes, in lieu of snail mail letters or faxes. Of course, we will continue to accept regular mail and faxes, but the response time for those items will be longer than that for the emails.

Likewise, you should discontinue sending information to our former email address at tate13@statesville.net.

1. Claims [claims@ch13sta.com] For inquiries in regards to claims matters, including requests for copies of claims.

2. Orders [orders@ch13sta.com] For correspondence in regards to orders, except for inquiries in regards to wage garnishment orders (see #3 below). Also use this box for proposed consent orders.

3. Hearings [hearings@ch13sta.com] For inquiries as regards to dismissal hearings, court hearings and similar matters. Please use this box to also communicate with us in regards to wage garnishments and changes of employment issues.

4. Payoffs [payoffs@ch13sta.com] This email box will be used for requests of payoffs of Chapter 13 plans. Please continue to include a statement of your need for a calculated payoff that necessitates more accuracy than the base payoff you can secure from our web site.

5. Calculations [calculations@ch13sta.com] This email should be used for all inquiries and concerns in regards to motion proposed motion calculations (both ours and yours) and responses thereto. If we have a disagreement as to the calculation of a payment, please send us your calculation sheet if you have one so we can compare.