

ANNETTE CRAWFORD, CHAPTER 13 TRUSTEE, VIDEOCONFERENCE 341A INSTRUCTIONS  
COVID-19 EMERGENCY 341A POLICY

Effective immediately and until further notice, 341(a) Meetings of Creditors will temporarily be conducted via videoconference. In order to ensure the ability for counsel and client to consult, the attorney and debtor(s) should physically be in each other's presence or at the same location. If you are unable to do so, please contact our office. The structure and criteria of a traditional meeting will still apply, including the requirement for debtor(s) to present appropriate identification. If the attorney and client cannot be in the same location, please contact my office at least 4 days in advance to see if alternative arrangements can be made and tested.

In order to attend the hearing, you will require access to an appropriate camera, microphone, and speakers. Most modern laptop computers, tablets, and smartphones should be adequately equipped for this purpose; however, should you require additional time to obtain the necessary equipment please request a continuance.

The trusteeship will be utilizing the Zoom videoconferencing service (<https://zoom.us/>). Alternatives could be Skype, What's App, or Facetime. **You will need to set up the alternative method and test it in advance, no less than 4 days before the meeting. Contact [ktoups@annettecrawford.com](mailto:ktoups@annettecrawford.com) to set up the alternative method.** If participating by laptop, please visit the Zoom website in advance of the meeting to familiarize yourself with the process. If using a tablet or smartphone, please download the "ZOOM Cloud Meetings" app from the Apple App Store or Google Play Store in advance of the meeting.

The hearings will be re-noticed with instructions for the client to attend the meeting at your office and bring their IDs . Please also contact them to provide them any other information you feel is important such as suggesting that they attempt to obtain babysitters if at all possible and not to bring extra family members or friends because your office cannot accommodate the additional parties while maintaining the proper distances required for protection from virus transmission. You may want to set up the physical meeting location with barriers like desks to separate you and your clients.

Prior to the date of the hearing, the debtor's attorney will receive an email from the trusteeship containing a case number, reminder of the scheduled time, and meeting link. Expect to receive this email no later than the end-of-the-day the Wednesday before the hearing. **Please be sure to notify your clients they will be attending the meeting in your office and NOT at the Bankruptcy Court.**

At least five minutes before the scheduled time, please click the meeting link, follow the prompts to begin the meeting and activate sound and video, and wait for the hearing to begin. Hearings will be scheduled every fifteen minutes. Due to the rigid nature of this scheduling, it is imperative that you be timely and prepared for your appointed time. Failure to do so may result in the expiration of your time slot and the meeting not being held. Similarly, due to timing, record keeping requirements, and the need to not have numerous parties congregate at your office, requests to string several meetings together cannot be accommodated.

If you are a creditor who would like to attend a hearing, please contact either the trusteeship or debtor's counsel to obtain a copy of the link. If you are debtor's counsel and aware of a creditor who would like to attend, please forward the above email.

If you are a pro se (self-represented) debtor, please contact the trustee's office at 928-2531 by no later than the Wednesday before the Monday meeting date to set up a meeting at the trustee's office if you do not have the appropriate equipment.

**This information is subject to change at short notice so please check [www.annettecrawford.com](http://www.annettecrawford.com) regularly.**

Should you require assistance with any of the above, please contact [ktoups@annettecrawford.com](mailto:ktoups@annettecrawford.com).