

# Email Transmission

The BNC will transmit emails in the evening on the same day a notice or order is filed.

The order or court-generated notice will be attached to the email as a single PDF file. It is recommended that you use the latest version of Adobe Acrobat Reader software for viewing these PDF documents. If you do not have this software, you can download it free of charge [here](#). If you are using a mobile device, please visit your mobile device's app store for a free download of Adobe Acrobat Reader.

Not all notices you receive in a case are processed through the BNC.

## BNC Email Addresses

The BNC will send you confirmation emails and court notices using these addresses:

[bncedi@noticingcenter.com](mailto:bncedi@noticingcenter.com)

[bnctrn@noticingcenter.com](mailto:bnctrn@noticingcenter.com)

Please add these email addresses to your contacts/safe-sender list to ensure delivery of court notices/orders to your email inbox.

Note: Please do not reply or send emails to the above email addresses. Those email accounts are used for the sole purpose of sending emails, and the inboxes are not monitored. Please contact the Clerk's Office if you have any questions about the DeBN program.

## Email Formatting

Each email containing a court notice or order will be formatted as follows:

1. A subject header containing the BNC email serial number and your DeBN account number. The serial number increases each time you are sent an email notice in order to help you determine that you have received all of your emails.
2. Text that describes the number of notices and total notice pages.
3. Text that shows the name and address of the recipient, case number, court form code, originating court and title of document filed for each notice.
4. Contain a PDF attachment of the notice or order that was filed in your case.

## Name and Address Matching

Your DeBN account is created using your name and address exactly as it appears in your bankruptcy case. As long as your name and address in your bankruptcy case exactly matches your name and address in your DeBN account, all orders and notices that the court files and sends to the BNC for service upon you will be delivered to you via email.

If your name and address in your DeBN account does not match the bankruptcy case, then the BNC will send orders and court generated notices to you via U.S. mail.

If you or your attorney files a notice of change of address with the court, then 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.

## **Email Bounce-Back (Undeliverable Email)**

The first time the BNC receives an email bounce-back (undeliverable email), your DeBN account will automatically be disabled, and the order or court generated notice will be resent to you via U.S. mail (as long as the bounce-back occurred within 10 days). Any future orders or court generated notices will be delivered to you via U.S. mail, and you must file an updated request form if you wish to reactivate your DeBN account.