# QUICK PROOF OF CLAIM TIPS FOR ENTRY INTO CM

May 2003

## Preparation before scanning and docketing

- Check for signature and check caption and status of case. If there is no signature, scan and docket but see procedure for follow up required.
- Check Claim for **Filed** or **Received and Filed** stamp.
- Check if signed by Debtor or Trustee (a notice needs to be sent after docketing - see procedure).
- Check for Power of Attorney (will need to be entered differently- see procedure).
- Check cover letter for request to be added to the matrix. (this will need to be entered in creditor maintenance prior to scanning - see procedure).

## Entering new creditor information in Add Creditors Screen

- When entering a name and address, only use Name line and Address lines one through four. **Do not use Address line five.** Using line five will cause notices to fail at the BNC.
- Each name and address line has a 40 character maximum limit. Using more than 40 characters will cause notices to fail at the BNC.
- Avoid the use of special characters with the exception of: #, &, c/o (These are permitted).
- If you use the ampersand (&) there must be a space on each side of the ampersand.
- The city, state, and zip information must be on the last address line used.
- Zip + four must include a hyphen. Example 13502-0328
- The state must be abbreviated using the official two letter abbreviation (see Style Guide).

## Entering information on the Proof of Claim Information Screen

- Be sure you enter the correct Date Filed. CM always defaults to the actual date.
- Never use the Amount Allowed section.
- In the Amount Claimed section, only use the Unknown field.

## Use of Remarks section on Proof of Claim Information screen

- Use the **Remarks** field to record unclear amounts. Your text in the **Remarks** field should read *Amount Unclear* if you find any of the following circumstances on a claim.
  1. $0 listed in proof of claim total amount.
  2. Nothing listed in the proof of claim total amount.
  3. $0 listed in the proof of claim total amount and attachment shows a total amount of claim.
  4. Nothing listed in the proof of claim total amount and attachment shows a total amount of claim.
  5. When the proof of claim shows various amounts that are not listed in the total amount of claim.
  6. Proof of claim total amount has reference to “plus interest”.
- If a certificate of service is filed with the proof of claim, enter *Certificate of Service Filed* in the **Remarks** section.
- If a proof of claim is filed with a power of attorney, in the **Remarks** field enter *Power of Attorney Filed.*
- If a signed claim is submitted after a request for signature, enter in the **Remarks** field *This Claim may be a Duplicate.*

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**Use of Description section on Proof of Claim Information screen**

- Use the **Description** field to record all additional, descriptive text found in the names of creditors from the **Name of Creditor** box on claims. For example, you receive a claim and the **Name of Creditor** is listed as: *DaimlerChrysler Service North America LLC, successor by merger to Chrysler Financial Company LLC*. In the **Name** field of CM enter the name as *DaimlerChrysler Service North America LLC*. The remaining text of *successor by merger to Chrysler Financial Company LLC*, should be entered in the **Description** field of the **Proof of Claim Information** screen.

**Proof of Claim Filed with Power of Attorney**

- The power of attorney can be a copy.
- The claim should be entered using both the name of the creditor and the agent/attorney's name. Enter this information as follows:

  Niagara Mohawk Power Corporation (Name Line)
  AND William C. Grossman, Esq. (First Address Line)
  POB 5026 (Second Address Line)
  Buffalo, NY 14206
- In the **Remarks** field enter the text: *Power of Attorney Filed*.
- Exception you may see with Discover Bank: When a power of attorney is filed and an attorney is not authorized but employees are authorized, simply note Power of Attorney Filed in Remarks and nothing else.

**Proof of Claim Filed by Attorney or Agent but without a Power of Attorney**.

- If a proof of claim is filed with the name and address of the creditor on the proof of claim and a cover letter from the creditor's attorney or agent is sent along with the claim, add the proof of claim with the creditor name and address.
- NOTE: Do not access Creditor Maintenance to enter the creditor's name in c/o the attorney's or agent's name and address if you have only received a cover letter. Only access Creditor Maintenance to add an attorney or agent name if you received a specific notice of appearance or request for notice.

**Notice of Claim filed by Debtor or Trustee**

- When a claim is filed by a debtor OR a trustee on a creditor's behalf:
  1. Docket claim in CM. When docketing be sure to select the correct "**Filed By**" entity (attorney, creditor, or trustee) on the **Proof of Claim Information** screen.
  2. Prepare "Notice of Claim Filed by Debtor" *[O:R3004(09/17/1999)U] or [O:R3004(09/17/1999)A]*. Make necessary copies and mail.
  3. Docket mailing of the notice.