

M. O. MARSHALL, CHAPTER 13 TRUSTEE
§341 Meetings of Creditors Zoom Video Conferencing Instructions for Attorneys

As a result of the Covid-19 pandemic, the office of M. O. MARSHALL, Chapter 13 Trustee, will not conduct in-person section §341 Meetings of Creditors at 55 E. Monroe, Suite 3850, Chicago, IL 60603. All §341 Meetings of Creditors will be conducted virtually via video conference (Zoom.us) until further notice. The meetings will be recorded. Please advise TVCH13 by sending an email to 341MInterpreter@55chapter13.com if your client will need an American Sign Language interpreter or a translator. Be sure to include the Case Number and the Debtor's Name in your email.

Please note that Debtors and Attorneys do not need to be in the same location for the 341 meetings as long as each of them has access to the ZOOM Video Conference Portal. ZOOM can be accessed via a free app on a smartphone/tablet or on a computer with video/microphone. Instructions on the process for virtual meetings can be found on our website tomvaughntrustee.com however, instructions are listed below for quick reference. **THE DEBTOR'S ATTORNEY WILL BE RESPONSIBLE FOR FORWARDING THIS INFORMATION TO THE DEBTOR(S).**

Please continue to check the COVID-19 Information on our website tomvaughntrustee.com to stay up to date on Trustee M. O. MARSHALL §341 Meeting of Creditors. The meeting schedule will be updated daily on the website.

Instructions for the §341 Meetings of Creditors

Step 1. – The ZOOM Meeting ID

Approximately one week prior to the scheduled 341 meeting, the Debtor's Attorney will receive an email from TVCH13 with a link and a Meeting ID to the ZOOM Video Conference for your scheduled 341 Meeting. **The debtor's attorney will be responsible for forwarding this information to the debtor(s).**

Step 2. – Install ZOOM

The debtor and attorney will need to install/download the free ZOOM Cloud Meetings app to their smartphone/tablet from the Apple App Store or Google Play Store and set-up their free account. The instructions on how to set up a Zoom account are as follows:

1. Go to Zoom.us.com, the Apple App Store or the Google Play Store to download Zoom
2. Once Zoom is installed or app is downloaded, click the 'Sign Up' button
3. Enter your Email Address, First Name, and Last Name. **(NOTE – you MUST make sure your name is entered as your full First & Last names so we can identify the meeting participant. If we cannot identify you, you may not be admitted to the meeting.)**
4. Click the button agreeing to the Terms of Service; and then click the 'Sign Up' button in the upper right corner
5. A pop-up box will inform you that a confirmation email has been sent to the Email Address that you have provided; Click 'OK'
6. Go to your email inbox and check for the activation email from Zoom and click on the 'Activate Account' button in the email (if you have not received the activation email, check your Spam folder)
7. You will be directed to the Zoom website to create a password; enter a password and confirm the password and then click the 'Continue' button

Step 3. – Test the ZOOM Video Connection

We highly recommend that the attorney test the ZOOM video connection with their clients prior to the 341 Meetings of Creditors. This process is relatively simple but can take a little bit of time so you should NOT wait until the day of the 341 Meeting to complete this step.

1. Go to Zoom.us.com or return to the Zoom app and click the 'Sign In' button
2. Enter your Email Address and the ZOOM Password you created
3. Test the connection by clicking the 'Join' button at the top of the screen; Enter the Meeting ID provided in Step 1 and click the 'Join' button (Note: you MUST make sure the ZOOM account Name is your full First & Last name so the Trustee can identify the participant)
4. If everything was set up correctly, the next screen should show the Meeting ID, the Time and Date of the scheduled Meeting of Creditors. You should also see a spinning wheel notifying you that the app is waiting for the host to start

the meeting. Now that you have successfully tested your connection and confirmed the Meeting information, you may click the 'Leave' button in the upper right corner of the screen.

Step 4. – Day of §341 Meetings of Creditors

10 Minutes Prior to Meeting

Approximately 10 minutes prior to the scheduled start of the Meeting, the debtor should extract their Picture ID and Social Security verification from their wallets/purses and find a private distraction-free location with good Wi-Fi or a strong cellular signal to participate in the videoconference Meeting.

5 Minutes Prior to Meeting

Approximately 5 minutes prior to the scheduled start of the §341 Meeting, the attorney and the debtor should log in to the ZOOM app.

1. Return to the ZOOM app on your phone or go to Zoom.us.com on your computer and click the 'Sign In' button
2. Enter your Email Address and ZOOM Password
3. Click the 'Join' button at the top of the screen; Enter the ZOOM Meeting ID provided in Step 1 and click the 'Join' button (Note: you MUST make sure the Personal Link Name is your full First & Last name so the Trustee can identify the participant; if the Trustee cannot identify you, you may not be admitted to the Meeting)
4. A Video Preview window will open on your phone or computer; click the blue 'Join with Video' button. You will receive a message indicating that you have been placed in a virtual waiting room until the Host (Trustee) lets you in. There are 4 cases scheduled in each half-hour block, so you could be the first case called right away or you could be the 2nd, 3rd, or 4th case called; please be patient.
5. Once the Host (Trustee) is ready for your case and admits you into the Meeting, you will receive a pop-up message instructing you to join the audio in order to hear the other participants; click the 'Call using Internet Audio' button (you must click this button in order for the other meeting participants to hear you)
6. The Trustee, Staff Attorney or Hearing Officer will swear the debtor in and conduct the Meeting of Creditors. The debtor will be asked to hold up their Picture ID and Social Security verification in front of their phone/computer camera so the Trustee can verify their identity. **DO NOT UPLOAD THAT INFORMATION TO OUR SYSTEM.**
7. Once the Host (Trustee) has completed the meeting, you will be disconnected from the Meeting and you may close the app.

CONTACT INFORMATION DURING THE HEARING: If there are any technical issues that need to be addressed during the meeting, please call 312-294-5900 to discuss.

Thank you for your patience and understanding during these unprecedented circumstances. Stay safe and healthy!

M. O. MARSHALL, Trustee