

M. O. MARSHALL, CHAPTER 13 TRUSTEE
Instructions for Creditors Wishing to Attend §341 Meetings of Creditors

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. If you wish to participate in a 341 Meeting of Creditors, please see the instructions listed below. You will need to have access to the ZOOM Video Conference Portal in order to participate in the 341 meetings. ZOOM can be accessed via a free app on a smartphone/tablet or on a computer with video/microphone.

Step 1. – Confirm Interest in Participating in 341 Meeting of Creditors

If you wish to participate in a 341 Meeting of Creditors, please send an email to 341Creditor@55chapter13.com indicating your Name, Company Name, the Case Number and Debtor's Name for the meeting you would like to participate in and the email address where you would like the Zoom Meeting ID and access instructions to be sent.

Step 2 - The ZOOM Meeting ID

Upon receipt of your email, you will receive an email from TVCH13 with a link and a Meeting ID to the ZOOM Video Conference for the 341 Meeting of Creditors you wish to participate in.

Step 3. – Install ZOOM

You will need to install/download the free ZOOM Cloud Meetings app to your smartphone/tablet from the Apple App Store or Google Play Store and set-up your 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/Company. **(NOTE – you MUST make sure your name is entered as your full First & Last names plus Company name 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 4. – Test the ZOOM Video Connection

We highly recommend that you test the ZOOM video connection 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 2 and click the 'Join' button (Note: you MUST make sure the ZOOM account Name is your full First & Last name and Company 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 (Trustee) 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 5. – Day of §341 Meetings of Creditors

Approximately 5 minutes prior to the scheduled start of the §341 Meeting, you 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 2 and click the 'Join' button (Note: you MUST make sure the Personal Link Name is your full First & Last name and Company 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 part of the first case called right away or you could be part of 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.
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