

**Rebecca Herr**  
**Chapter 13 Trustee**  
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**Address for Correspondence:**  
185 Admiral Cochrane DR, STE 240  
Annapolis, MD 21401

**Address for Plan Payments:**  
P.O. Box 853  
Memphis, TN 38101-0853

When your last plan payment is received by the Trustee, your plan is considered to be “completed”. If you have any questions, please review the Frequently Asked Questions with answers listed below:

**FAQ's**

**1. When will my case be closed?**

The average length of time for your case to be audited and closed is 6 to 8 weeks from the date of the last plan payment being posted to your case.

The length of time is determined by the source of the funds of the last plan payment. Cases are held open to ensure that there are sufficient funds for the payment as follows:

<b>Employer Payroll</b>	<b>15 days</b>
<b>Epay Payment</b>	<b>60 days</b>
<b>Money Order</b>	<b>15 days</b>
<b>Cashier's Check</b>	<b>15 days</b>
<b>Personal Check</b>	<b>30 days</b>

**2. When will my payroll deduction be stopped?**

The employer payroll deductions will continue until a letter is sent from this office advising your employer that your case is paid in full. The letter will be sent to your employer as soon as possible after the audit is completed.

**3. What happens if my case is overpaid?**

When the closing audit is complete and it is determined that an overpayment has been received, it will be refunded to you.

**4. When will I receive my refund?**

When your case is completed, the refund check will be generated in the next disbursement cycle following the hold of the check. The refund will be mailed within 30 days after the date of the check.

Congratulations on the completion of your plan!

Sincerely yours,

Rebecca Herr  
Chapter 13 Trustee