

HOW TO GET CASE INFORMATION AND COPIES OF DOCUMENTS

Case information may be obtained over the Internet, by telephone, by mail, or by visiting the Clerk's Office. Copies of documents filed in a case are available over the Internet, by mail, or by visiting the Clerk's Office.

a. *Obtaining Case Information and Copies of Documents Over the Internet*

Public access to bankruptcy case information and court documents¹ is available over the Internet through the Public Access to Court Electronic Records, or PACER, program. A login and password issued by the PACER Service Center are required. The fee charged for viewing or downloading documents and reports (including dockets) will increase from \$.08 per page to \$.10 per page effective April 1, 2012. To obtain a PACER login and password, visit the PACER Service Center web site at <http://pacer.psc.uscourts.gov>.

b. *Obtaining Case Information By Telephone*

The Multi-Court Voice Case Information system (McVCIS) provides 24 hour public access to Eastern District of California bankruptcy case information by telephone. Callers may search for case information by case number, debtor or party name, social security number or tax ID number using a touch tone telephone. Summary information for matching cases, including case number, debtor names, last four digits of social security number or tax ID number, case filing date, attorney name and telephone number if one exists, Judge and trustee names, discharge date, case closing date and disposition, is read to the caller by a computer generated, synthesized voice device. McVCIS is provided free of charge and may be accessed by calling (866) 222-8029. Additional information concerning McVCIS is available under Case Information on the Court's Internet web site at www.caeb.uscourts.gov.

If you are unable to obtain the information you need from McVCIS, use the telephone numbers provided below to call the divisional office in which the case is pending for assistance between the hours of 9:00 a.m. and 4:00 p.m., Monday through Friday.

Sacramento Division

(916) 930-4400

Modesto Division

(209) 521-5160

Fresno Division

(559) 499-5800

¹ Documents in cases filed prior to December 1, 2003 that have been closed for more than one year may be accessed through PACER by case participants only. The general public may access documents in these cases at one of the Clerk's Office public lobby terminals, or obtain copies of them from the Clerk's Office. For information about obtaining copies, see sections (c) and (d) on page 2.

c. Obtaining Case Information and Copies of Documents By Mail

A \$30.00 fee must be paid for every name or item searched before any information, other than basic case information, will be provided to you by a deputy clerk. Requests for information subject to the fee should be made in writing. You may, however, obtain the information free of charge in most cases by coming to the Clerk's Office and searching for the information yourself.

To obtain case information and copies of documents by mail, send a written request containing the case number, the case name, the information or document you request, your name, address, a telephone number where you can be reached during business hours and the best time to call, with a self-addressed, stamped envelope. Written requests for information requiring a physical search of the court's records should be accompanied by payment sufficient to cover the \$30.00 fee per name or item searched. Requests for copies should be accompanied by payment sufficient to cover the \$.50 per page copy charge. If certified copies are requested, payment should include an additional \$11.00 per certified document.

d. Obtaining Case Information and Copies of Documents By Visiting the Clerk's Office

As a general rule, court dockets and all documents in the court's case files are public record and available to the public for inspection. One notable exception is Form B21, Statement of Social Security Number(s), submitted by individual debtors.

The court docket is a list of brief entries made to record the activity in a case. It contains information concerning the parties involved, filing fees paid, deadlines set, hearings held, and documents filed in the case. For each order and judgment filed, the date the order or judgment was recorded, or entered, on the docket is indicated. Documents are listed on court dockets in chronological order from the top down. The document initiating the case will be the first one listed below the names and addresses on the first page of the docket.

Dockets may be accessed electronically for viewing and printing from computer terminals in the Clerk's Office public counter lobby. There is a \$.10 per page charge for printing copies of any record or document accessed electronically at a public terminal in the courthouse. Payment is due at the time documents are printed and shall be made in the form of cash, money order, cashier's check or attorney's trust account check. The Clerk's Office will not accept personal checks or make change. Cash payments must, therefore, equal the amount due. Printed dockets may be picked up at the counter. Partial dockets may be viewed and printed by entering beginning and ending dates when requesting the docket.

Images of documents filed on or after March 1, 1999 may be viewed and printed from computer terminals located in the public lobbies at all three divisional Clerk's Offices.

A fee of \$.10 per page will be charged for printing copies of documents accessed electronically at a public terminal in the courthouse. Payment is due at the time documents are printed and shall be made in the form of cash, money order, cashier's check or attorney's trust account check. The Clerk's Office will not accept personal checks or make change. Cash payments must, therefore, equal the amount due. An additional fee of \$11.00 per document will be charged for certified copies. Instructions for viewing and printing document images are located at each lobby terminal.

e. *Obtaining Copies of Paper Documents from Archived Files*

Closed paper case files are stored at the Federal Records Center (FRC) of the National Archives and Records Administration located in San Bruno, California. To request copies of documents in these files from the FRC, go online to <https://eservices.archives.gov/orderonline/>, click "Order Reproductions," then "Court Records," select "Bankruptcy Cases," and follow the prompts to set up an account and place your order. Copies of documents may also be requested from the FRC by mailing, faxing, or emailing a completed *NATF Form 90, National Archives and Records Administration (NARA) Order for Copies of Bankruptcy Cases*, to the FRC.² You must obtain the transfer, box, and location numbers for each file from the Clerk's Office before ordering your copies and provide them, along with the court location (city and state), debtor name(s), case number, your delivery information and your payment information to the FRC when your copies are ordered.

Court file review services are not provided to the public at the Federal Records Center. However, for a \$53.00 fee, the Clerk's Office will retrieve a record stored at the Federal Records Center for review by the requestor in the Clerk's Office lobby. Payment must be made before the Clerk's Office will request the record from the FRC. Contact the appropriate divisional Clerk's Office for more information.

²This form is available online at <http://www.caeb.uscourts.gov/documents/Forms/Misc/NATF90.pdf>.