

FAYE D ENGLISH, STANDING CHAPTER 13 TRUSTEE

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ePay Support: www.ch13columbus.com/support.html

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EPAY PLAN PAYMENT REFERENCE GUIDE

The purpose of this Guide is to give you information on how to use the ePay plan payment procedure, which allows you to make your Chapter 13 plan payments electronically from your bank account to the Chapter 13 Office. This procedure is just an alternative to the current lock-box payment system which will remain as a way to make plan payments as well.

1. **REQUIREMENTS FOR USE OF PROCEDURE:** In order to use the ePay procedure you will need to have the following:
 - a. Use of a computer with Internet access.
 - b. A checking or savings account.
 - c. An email account.
 - d. A street address.
 - e. A phone number.

2. **Information Needed:** To use this procedure, be sure you have the following information:
 - a. Your bankruptcy case number (begins with a year designation, followed by 5 digits, such as 11-50000). When you use this number in the registration process, DO NOT put a dash in the listing (list as 1150000).
 - b. The last four digits of your social security number.
 - c. Your online payment ID, which will be your case number (no dash) followed by the last four digits of your Social Security Number, typed all together without any spaces.
 - d. Your current monthly payment. Please visit www.ch13columbus.com for this information.
 - e. The routing number and account number of the bank account you wish to use to forward the plan payment to us. Do not use

information from a deposit slip or bank statement, as the numbers may be incorrect.

- f. A user name for registration. It is highly recommended that you use your email address for your user name.
- g. A password you create. You can not use your user name in your password.

3. **Registration Process:** To complete registration, go to our website at www.ch13columbus.com and select “ePay Registration”. Follow the instructions to create a Registration Profile. Once the profile is set up and sent, we will be able to accept payment from you.

4. **Making A Payment:** Once you have registered, you will be able to make a payment. Go to the same website and select “Make a Payment”. Follow the instructions you see and log in.

You will be asked for the Payment Type and Amount you wish to pay. You will need to furnish the routing number and account number of the bank account you wish to use, and whether it is a savings or checking account.

There is a \$1.00 processing fee per payment made by this procedure.

5. **Additional Information:** Our website has answers to some of the most frequently asked questions, in regards to this procedure, and we suggest you review the answers to get more information on this process. If you cannot find the answer you need there or are having problems registering or sending in a payment, please send your question or description of your difficulty to our support page of www.ch13columbus.com/support.html. Also include your phone number. We will call you by phone if we cannot easily answer your question by email.