

**STEVEN G. TATE**  
**STANDING CHAPTER 13 TRUSTEE**  
Western District of North Carolina  
Asheville, Bryson City, Shelby, and Statesville Divisions  
1318 D Davie Avenue, Statesville NC 28687  
704-872-2401  
06/10/21

TO: All Attorneys

FROM: Steven G. Tate, Chapter 13 Trustee

RE: Office Email addresses

In order to streamline our process of responding to inquiries from attorneys, please use the following email addresses for communication with our office.

1. [claims@ch13sta.com](mailto:claims@ch13sta.com) Use for inquiries involving claim matters
2. [orders@ch13sta.com](mailto:orders@ch13sta.com) Use for inquiries about orders, including proposed orders.
3. [hearings@ch13sta.com](mailto:hearings@ch13sta.com) Use for inquiries as to any type of hearing, including court and preliminary dismissal hearings.
4. [payoffs@ch13sta.com](mailto:payoffs@ch13sta.com) Use for requests for payoffs of Chapter 13 plans. Always include a description of the circumstances surrounding the need for a payoff. If your clients just want to know how much more they owe on their plan obligations, please direct them to the National Data Center site for this information.
5. [calculations@ch13sta.com](mailto:calculations@ch13sta.com) Use this email for correspondence in regards to plan payment issues. If you have a disagreement with our estimate for a plan payment, please send us your calculations so we can discern the bases for your figures.
6. [general@ch13sta.com](mailto:general@ch13sta.com) Use this email box for all other inquires to the office. Some categories are for debtor address changes, requests for incurring credit, and other administrative matters.

Please do not send your inquiries to more than one email address: such action results in duplicative work in our office and can cause a delay in our response.

Thanks for following these guidelines for emails to our office.