

# Bankruptcy-3512

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## Introduction

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- In **all markets**, if a customer indicates they filed for **Bankruptcy**, copies of their **paperwork** may be sent:

- Email: [bankruptcy@astound.com](mailto:bankruptcy@astound.com)

Fax	570-270-1498
Mail:	Astound Broadband Attn: Financial Services 100 Baltimore Dr Fl 2 Wilkes-Barre, PA 18702

- Due to the complicated and legal nature of bankruptcy, refer related information to **Financial Services**
- Escalations: if an issue requires **immediate attention**, call [Financial Services](#) and explain the issue
- In all other instances, enter Case below; FS contacts the customer

## Resolution Steps

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Click **Create Work Order or Technical Case**

- Fill out the information as described below and click **Submit**

<b>Record Type</b>	Non Technical
<b>Reason</b>	Financial, Payments & Refunds
<b>Reason Detail</b>	Bankruptcy
<b>Case Reason</b>	Filing Bankruptcy / Not Noted on Account
<b>Destination Queue</b>	Financial Services (FS)
<b>Notes</b>	Daytime Contact Number

Let the customer know FS will contact them back **in 2 business days**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=295>