Bankruptcy-3512

Introduction

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

Click **Create Work Order or Technical Case**

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

Record Type	Non Techical
Reason	Financial, Payments & Refunds
Reason Detail	Bankruptcy
Case Reason	Filing Bankruptcy / Not Noted on Account
Destination Queue	Financial Services (FS)
Notes	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