

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 Technical |
| 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>