



# *Regional Records Services - Pacific Region*

24000 Avila Road, Laguna Niguel, CA 92677

## REQUESTS BY MAIL OR FAX FOR PERSONAL BANKRUPTCY CASE FILES ONLY

**PLEASE USE ONE FORM PER CASE**

Obtain the following information from the court where the case was filed and closed. **ALL INFORMATION IS REQUIRED.**

|                     |                                 |                |
|---------------------|---------------------------------|----------------|
| FRC LOCATION NUMBER | ACCESSION NUMBER<br><b>021-</b> | FRC BOX NUMBER |
| CASE FILE NUMBER    |                                 | CASE FILE NAME |

|   |  |
|---|--|
| <p style="text-align: center;"><b>REQUESTER INFORMATION</b></p> <p>PHONE: ( _____ ) _____</p> <p>NAME: _____</p> <p>ADDRESS: _____<br/>(STREET)</p> <p>_____</p> <p>_____</p> <p>(City) (State) (Zip)</p> | <p style="text-align: center;"><b>MAIL REQUESTS TO:</b></p> <p style="text-align: center;">NARA Pacific Region<br/>Attn: Trust Fund Unit<br/>24000 Avila Road, 1st Floor East<br/>Laguna Niguel, CA 92677</p> <p style="text-align: center;"><b>FAX REQUESTS TO:</b></p> <p style="text-align: center;">(949) 360-2636</p> |
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**REQUEST INFORMATION**

**Available by MAIL ONLY**

**A. Complete file** (includes first 70 pages, \$0.50 per page thereafter). **B. Specific Dockets.** (Obtain docket sheet from court and mark (x) the dockets you want. Attach/send the docket sheet with your request. (Includes first 70 pages, \$0.50 per page thereafter).  
**C. Certification.** If copies are to be certified, there is an additional \$6.00 certification charge. NOTE: Certifications are only available on mail returns.

Please send:                    A  Complete file \$ 35.00    B  Specific Dockets \$ 35.00    C  Certification \$6.00

**Available by mail or fax**

A **Bankruptcy Package** includes the discharge, list of creditors (schedules D, E, F) and the original petition for individual cases only (not business or adversary cases.) The requested file may not contain all of the above. Packages over 20 pages will be mailed.

Please send:                     Package \$10                    Send copies via (check one)     MAIL    or     FAX

Your FAX number (only if fax delivery is requested): ( \_\_\_\_\_ ) \_\_\_\_\_

**PAYMENT INFORMATION**

Enclose payment via credit card for **FAXED** orders **OR** via credit card, check or money order for **MAILED** orders.  
 Check or Money Order enclosed for \$ \_\_\_\_\_, payable to NATIONAL ARCHIVES TRUST FUND.  
 Charge to: (check one)    Visa    MasterCard    Discover American Express

ACCOUNT #: \_\_\_\_\_                    EXP: \_\_\_\_\_ / \_\_\_\_\_                    TOTAL \$ AUTHORIZED: \$ \_\_\_\_\_

SIGNATURE: \_\_\_\_\_                    Signature must be provided to authorized payment by credit card.  
 If signature is not provided, this request will not be processed.

**QUESTIONS?** Please see the back of this form for more instructions and information. (Revised 02/09/04)

|                     |                |                    |
|---------------------|----------------|--------------------|
| SEARCHER'S INITIALS | DATE OF SEARCH | SEARCHER'S REMARKS |
|---------------------|----------------|--------------------|

**Frequently asked questions about court case files in NARA's Laguna Niguel Records Center**

- 1. Why are court case files in NARA's Records Center?** NARA provides safe, secure, and economical records storage services for the courts. The regional Records Center in Laguna Niguel stores about 700,000 cubic feet of records from Federal agencies and courts combined. Among these files are closed court case files from Federal courts in: Phoenix, Tucson, and Yuma AZ; Los Angeles, Riverside, San Diego, San Ana, and Santa Barbara, Woodland Hills, CA; and Las Vegas, NV.
- 2. Why must I get case file, accession, and location numbers from the courts before I contact NARA?** NARA cannot provide you with information about the existence or location of a file, because the files belong to the courts. Only the courts maintain lists of case file names, which are then indexed to file numbers and locations. In cooperation with the courts, NARA offers public access services to provide faster retrieval. Without this service, you would have to request a case from the court and then wait for the court to retrieve the file from our Records Center.
- 3. What causes delays in servicing my order?** Delays are caused by: lack of complete case identifying information (obtained from the court); errors in the case identifying information; failure to include a phone number where we can contact you; lack of payment; credit card disapproval; illegible handwriting; and failure to include a fax number for faxed orders.
- 4. How does NARA retrieve case files for public use?** After you provide ALL OF THE REQUIRED INFORMATION from the court, NARA staff will search for the file among the miles of record storage shelving in our warehouse. If any case information is missing or erroneous we will not be able to locate the file.
- 5. What happens if you can't find my file?** If we cannot find your file, we will contact you by mail and you must re-check all of the information with the court.
- 6. How long will it take to retrieve, copy, and send a file?** After we receive a request, NARA staff will log it in, verify payment, retrieve the file, copy the file, and either mail or fax it to you. **Your photocopies will be sent to you as soon as workload permits. PLEASE REQUEST YOUR COPIES WELL IN ADVANCE OF ANY DEADLINES YOU ARE FACING.**
- 7. Can I call NARA to check on the progress of my request?** First, please do **NOT** call us to confirm that we received your request. For fax requests, check your transmission report for confirmation. Calling us to confirm your request causes delays for everyone. NARA does not offer expedite service, and operates on a first-come first-serve basis. Your request will be handled in the order it was received.
- 8. What if my file is more than 70 pages?** Requests over 70 pages will cost an additional \$ 0.50 per page thereafter.
- 9. Should I order a package or a complete file?** You need to discuss your options with your attorney or the party who asked you for the case file information. NARA provides packages of selected documents that suffice for some reasons, but we cannot make the decision for you.
- 10. What hours are you open?** We are open for appointments 8:00 a.m. to 2:35p.m, Monday through Friday except federal holidays. To request an appointment to review your file at our facility, call (949) 360-2629 between 9:00 a.m. and 2:00 p.m. We do not offer walk-in appointments or expedite services for walk-ins. No copies will be made after 3:00 p.m.
- 11. How do I get to the Records Center and where can I park?** We are located in Laguna Niguel, about 3.5 miles from I-5. Exit I-5 at La Paz Road and head west for 3.5 miles. Turn right on Allegra. Allegra is one block past the signal at La Paz. We are located on the first floor (East Entrance). Call us or visit our website <http://www.nara.gov/regional/laguna.html> for directions. Parking is free.
- 12. What can I expect when I visit the Records Center for a pre-arranged appointment?** Upon arrival you will check in with the front desk receptionist. You must show valid picture ID. You may bring only paper and pencil, laptop computers, or portable audio recording devices into the research room. All other items must be placed in a locker or returned to your car. You can order up to 50 pages while you wait, if you pay in advance by cash, check or credit card. If you need more than 50 pages, the additional ones will be mailed to you. No copies will be made after 3:00 p.m. Eating, drinking, and smoking are not permitted in the research room. There are snack, soda and coffee machines located on second floor of the building. Please remember that we do not offer any walk-in services.