

E pay Frequently Asked Questions

How does a debtor access the new payment platform?

They will follow the same steps as they do now by visiting our website at www.ch13wdva.com and selecting the tab labeled “Debtor Payments to the Trustee” The new website will not go “live” until January 22, 2025.

If a debtor is registered with reoccurring payments already scheduled on the old system, will they need to re-register on the new system?

Yes! Existing debtors who are enrolled in the new system will need to reregister the new system. If their email address is active on the old system, they will receive an email with a link to follow to make the registration process simple. If they do not receive that email, they will follow the link on our website and register as a new user. Their plan information should automatically be transferred to the new system.

If a debtor is registered with reoccurring payments on the old system and also on the new system, will two payments be charged to their bank account?

No – after January 22, 2025, the old system will be completely shut down. Payments set up on that platform will NOT be charged.

If an existing debtor does not register on the new platform but has reoccurring payments scheduled on the old system, will their payments be delinquent?

No – all payments scheduled before January 22, 2025, will automatically transfer to the new system, HOWEVER it is very important for the debtor to register on the new platform as soon as possible. This will allow them to easily make any changes to their payment information and to see their payment history.

If a debtor forgets their username or password, what should they do?

When setting up their account on the new system, they will be asked to set up and provide answers for security questions. If they forget their login information at any time, they will select the “Forgot Username or Password” link on the sign in page and answer the security questions. If they are still unable to access their account, give us a call at 540-342-3774 and we will help them step-by-step.

Can I use a debit card?

No, you must use routing and account numbers from a valid checking or savings account.

How do I view my payment history for payments made before January 22, 2025?

Visit www.ndc.org to view case payment history.