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Due to the COVID-19 pandemic, a law firm that handles bankruptcy and insolvency was met with a unique challenge: the majority of the firm's staff was now working remotely, which presented issues with mailing notices and other communications to their active bankruptcy clients. While some notices can be served electronically, the court system, in most cases, still requires that hard copy letters be mailed to creditors and the courts for notification purposes.

### The Challenge

The firm required same-day and/or rush mailing services to adhere to court timelines and notice demands, while their staff was unable to access the equipment required to perform these mailings. The firm needed a partner they could rely on to accurately process numerous mailings each day, and guarantee delivery of all notices through the U.S. postal service, including certified mail for high-value parties.

### The Strategy

Avalon has handled bankruptcy mailing for legal firms for over two decades and has developed a proven workflow to meet the needs of our clients. After understanding the specific needs of this firm, we proposed a customized workflow to assist them and provided daily mailing services.

The process begins with the firm's staff uploading electronic mailing lists (matrixes) and copies of the orders to be served via Avalon's secure document upload portal. Our production staff then fulfills these requests, making copies of the orders, then, folding, stuffing, sealing, and applying proper prepaid U.S. postage to all letters for each individual notice. Aside from providing all needed communication materials, Avalon can also execute signed affidavits of service that are provided as proof of service to creditors and the courts.

## The Results

Avalon continues to receive and process daily requests to allow the firm to continue their proper notification timeliness. In addition, by transferring this time-intensive work task from their staff to ours, their team can focus on other client demands, knowing their trusted partner can fulfill any request, no matter how large or small, accurately and in a timely manner. 🛡️



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## QUESTIONS?

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