

# Who Does What at the Trustee's Office?

## OFFICE OF THE CHAPTER 13 TRUSTEE – DETROIT

**KRISPEN S. CARROLL** - CHAPTER 13 STANDING TRUSTEE  
**MARGARET CONTI SCHMIDT** - ATTORNEY ADMINISTRATOR  
**MARIA GOTSIS** - ATTORNEY ADMINISTRATOR  
**NANCY A. KAPITAN** - OPERATIONS MANAGER  
**NANCY ARMSTRONG** - AUDIT MANAGER  
**TRAVIS HALL** - MANAGER OF INFORMATION SERVICES

**PAYMENT ADDRESS:**  
 P.O. Box 2018  
 Memphis, TN 38101-2018

**MAILING ADDRESS:**  
 719 Griswold Street, Ste. 1100  
 Detroit, MI 48226-3314  
**PHONE:** (313) 962-5035  
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[www.det13ksc.com](http://www.det13ksc.com)  
[www.ndc.org](http://www.ndc.org) / [www.13network.com](http://www.13network.com)

Individuals can be reached directly at the numbers listed below or by using the extensions highlighted in bold with the main number (313) 962-5035

DEPARTMENT / QUESTIONS REGARDING:	EMPLOYEE	EMAIL	DIRECT LINE	EXT.	DIRECT FAX
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ADMINISTRATION & MANAGEMENT	ADMINISTRATIVE ASSISTANT TO KRISPEN S. CARROLL & NANCY A. KAPITAN	Shannon Horton	<a href="mailto:shannon@det13ksc.com">shannon@det13ksc.com</a>	962-2383	<b>239</b>	962-2384
	ADMINISTRATIVE ASSISTANT TO STAFF ATTORNEYS	Barbara Ecclestone	<a href="mailto:barb@det13ksc.com">barb@det13ksc.com</a>	962-6725	<b>249</b>	962-6726
	HUMAN RESOURCES OPERATIONS MANAGER	Nancy A. Kapitan	<a href="mailto:nancy@det13ksc.com">nancy@det13ksc.com</a>	962-6719	<b>238</b>	962-6720
	AUDITING AND CLAIMS MANAGER	Nancy Armstrong	<a href="mailto:nancya@det13ksc.com">nancya@det13ksc.com</a>	962-8635	<b>251</b>	962-8636
	COMPUTER SYSTEMS 13 NETWORK / NDC SIGN UP	Travis Hall	<a href="mailto:travis@det13ksc.com">travis@det13ksc.com</a>	963-4315	<b>224</b>	963-4316

FINANCE DEPARTMENT	RECEIPTS / DISBURSEMENTS	Jackie Arbogast	<a href="mailto:jacquelyn@det13ksc.com">jacquelyn@det13ksc.com</a>	963-4364	<b>237</b>	963-4365
		Shannon Horton	<a href="mailto:shannon@det13ksc.com">shannon@det13ksc.com</a>	962-2383	<b>239</b>	962-2384
		Kathy Sager	<a href="mailto:kathys@det13ksc.com">kathys@det13ksc.com</a>	962-7948	<b>240</b>	962-7949
	ACH PAYMENTS	Jackie Arbogast	<a href="mailto:jacquelyn@det13ksc.com">jacquelyn@det13ksc.com</a>	963-4364	<b>237</b>	963-4365
CLOSED CASES	Shannon Horton	<a href="mailto:shannon@det13ksc.com">shannon@det13ksc.com</a>	962-2383	<b>239</b>	962-2384	

CASE OPENING & STATUS	INQUIRIES / CASE STATUS	Tracey Brown	<a href="mailto:reception@det13ksc.com">reception@det13ksc.com</a>		<b>220</b>	
	CASE OPENING / WAGE DEDUCTIONS	Holly Richert ( <b>00-49</b> )	<a href="mailto:holly@det13ksc.com">holly@det13ksc.com</a>	962-8630	<b>231</b>	962-8631
		Kathy Bay ( <b>50-99</b> )	<a href="mailto:kathleen@det13ksc.com">kathleen@det13ksc.com</a>	962-6723	<b>235</b>	962-6724
	CREDITOR MEETING ADJOURNMENTS	Barbara Ecclestone	<a href="mailto:barb@det13ksc.com">barb@det13ksc.com</a>	962-6725	<b>249</b>	962-6726
DEBTOR ORIENTATION	Kathy Sager	<a href="mailto:kathys@det13ksc.com">kathys@det13ksc.com</a>	962-7948	<b>240</b>	962-7949	

LEGAL DEPARTMENT	ALL FILES THROUGH CONFIRMATION PRE-CONFIRMATION FEE APPS	<b>Shefferly Team</b>					
		Jacqueline Plasters ( <b>0</b> )	<a href="mailto:jacqueline@det13ksc.com">jacqueline@det13ksc.com</a>	962-7955	<b>242</b>	962-7956	
		Jeff Lesperance ( <b>1,2,3,4</b> )	<a href="mailto:jeff@det13ksc.com">jeff@det13ksc.com</a>	962-7953	<b>245</b>	962-7954	
		<b>Randon Team</b>					
		Jacqueline Plasters ( <b>0</b> )	<a href="mailto:jacqueline@det13ksc.com">jacqueline@det13ksc.com</a>	962-7955	<b>242</b>	962-7956	
		April Terris ( <b>1,2,3</b> )	<a href="mailto:april@det13ksc.com">april@det13ksc.com</a>	963-4346	<b>247</b>	963-4347	
		Nicole Eagger ( <b>4,5,6</b> )	<a href="mailto:nicole@det13ksc.com">nicole@det13ksc.com</a>	962-2379	<b>244</b>	962-2380	
		Matt Lombardo ( <b>7,8,9</b> )	<a href="mailto:matt@det13ksc.com">matt@det13ksc.com</a>	963-4351	<b>246</b>	963-4352	
		STAFF ATTORNEYS	Maria Gotsis ( <b>POST-CONF</b> )	<a href="mailto:maria@det13ksc.com">maria@det13ksc.com</a>	962-5042	<b>250</b>	962-5043
			Margaret Conti Schmidt ( <b>PRE-CONF</b> )	<a href="mailto:margaret@det13ksc.com">margaret@det13ksc.com</a>	962-7951	<b>248</b>	962-7952

AUDITING & CLAIMS DEPARTMENTS	ALL POST-CONFIRMATION FILES THROUGH EXPIRATION / DISCHARGE	Christina Haley ( <b>00-24</b> )	<a href="mailto:christina@det13ksc.com">christina@det13ksc.com</a>	962-5038	<b>253</b>	962-5039
		Angie James ( <b>25-49</b> )	<a href="mailto:angie@det13ksc.com">angie@det13ksc.com</a>	962-5036	<b>252</b>	962-5037
		Jamie Basharrah ( <b>50-74</b> )	<a href="mailto:jamie@det13ksc.com">jamie@det13ksc.com</a>	963-4317	<b>254</b>	963-4318
		BethAnn Schick ( <b>75-99</b> )	<a href="mailto:bethann@det13ksc.com">bethann@det13ksc.com</a>	962-5040	<b>255</b>	962-5041
	ORDER ENTRY / PROOF OF CLAIM ENTRY CREDITOR PAYMENT CHANGES	Kathy Bay ( <b>00-49</b> )	<a href="mailto:kathleen@det13ksc.com">kathleen@det13ksc.com</a>	962-6723	<b>235</b>	962-6724
		Holly Richert ( <b>50-99</b> )	<a href="mailto:holly@det13ksc.com">holly@det13ksc.com</a>	962-8630	<b>231</b>	962-8631
TRUSTEE OBJECTIONS TO CLAIMS	Angie James	<a href="mailto:angie@det13ksc.com">angie@det13ksc.com</a>	962-5036	<b>252</b>	962-5037	

### INCOME VERIFICATION AND TAX RETURNS

[kscfinancials@det13ksc.com](mailto:kscfinancials@det13ksc.com)

- ONE document per email ONLY! •

### OCPs AND CONFIRMATION HEARING STATEMENTS

[carroll.orders@det13ksc.com](mailto:carroll.orders@det13ksc.com)

- ONE document per email ONLY! •

Our staff strives to provide outstanding assistance and we welcome your comments and any suggestions on how we may continue to improve our performance. Please direct your comments to *Krispen S. Carroll* by calling (313) 962-2383, writing to the mailing address above, or via e-mail to [krispen@det13ksc.com](mailto:krispen@det13ksc.com).

**341 Meeting Materials:** We will make every effort to review completing documents for 341 Meetings including pleadings, income verification and tax returns received by 4:30 pm on Friday prior to the meeting.

**\*Last Minute ORDERS CONFIRMING PLAN Will Be Accepted No Later Than 4:30 pm on Friday, Prior to the Hearing\***

ALL OTHER DOCUMENTS related to Confirmation should be received by our office no later than 4:30 pm on Monday of the week prior to the hearing.

**\*\*\*Please refer to each Judge's Case Management Order for additional deadline information.\*\*\***

**Disbursements:** Every effort will be made to process all documents that are received in our office seven business days prior to disbursement. Disbursement will take place on the first Wednesday of the month. (Please refer to our website for updates to this schedule.)