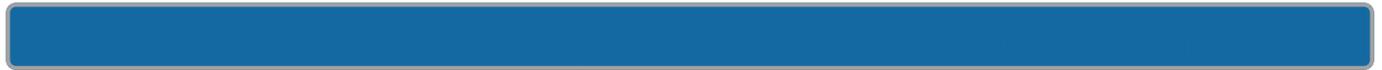




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**Answer:**

There are several reasons why this may have occurred, including a DeBN account being deactivated due to an email delivery failure (a bounce-back email), a request filed to deactivate DeBN service, or when the name and street mailing address on file with the court no longer matches the name and street mailing address on the [debtor](#)'s DeBN account. If a DeBN account becomes deactivated, the debtor immediately begins to receive court orders and notices by U.S. mail.

Additionally, if a PDF attachment is unusually large in size (exceeds 8MB), it is sent to the debtor by regular U.S. mail, but the debtor's DeBN account remains active.

**FAQ Category:**

Electronic Bankruptcy Noticing

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